



Parkinson's
Disease Society

Rights and Benefits Information sheet

Pensions and Financial Advice

When deciding whether to obtain a financial product it is important to obtain all relevant information, and to speak to the appropriate expert. There are contact details in this information sheet for sources of financial advice, and of information about pensions. There are also some definitions of terms used.

What is financial advice?

'Financial advice' is provided when someone has studied your personal circumstances, and assesses and recommends financial products that are suitable for you on an individual basis.

'Financial products' include mortgages, pensions, insurance, investments and savings. There is a separate rights and benefits information sheet for *Insurance* (WB18).

If you use a financial adviser, they must make it clear what type of adviser they are.

Independent Financial Advisers (IFAs)

provide advice about the products of different companies.

Tied advisers (TAs)

sell only their own company's products.

Multi-tied advisers (MTAs)

provide advice about a limited group of financial products.

Designated Professional Bodies (DPBs)

Organisations authorised by the Financial Services Authority to allow its members to provide limited professional advice. For example, solicitors and accountants use this authority when providing general financial advice linked to advice within their own field of expertise.

How do I obtain information and financial advice?

Ethical Investment Research Service

Provides details of five independent financial advisers who offer advice on ethical investment.

80–84 Bondway
London SW8 1SF
Tel: 020 7840 5700
Website: www.eiris.org

Financial Ombudsman Service (FOS)

The FOS helps with complaints about most financial products or services through mediation or a formal investigation. The final decision in the latter is binding on the company, but the person making the complaint can still take the matter to court if they do not agree with the decision.

South Quay Plaza
183 Marsh Wall
London E14 9SR
Tel: 0845 080 1800 or 020 7964 0500
Email: complaint.info@financial-ombudsman.org.uk
www.financial-ombudsman.org.uk

Financial Services Authority (FSA)

The FSA regulates financial organisations, but does not deal with complaints by consumers. It can provide basic information and guidance on products such as pensions, mortgages, and Individual Savings Accounts (ISAs).

25 The North Colonnade
Canary Wharf
London E14 5HS
Helpline: 0300 500 5000 (8am-8pm, Mon-Friday, 10am-6pm, Saturday, and 11am-5pm, Sunday)
Website: www.money.made.clear.fsa.gov.uk



Parkinson's
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Future Pension Centre (FPC)

The Future Pension Centre is a contact centre within the pension service and provides state pension forecasts.

State Pension Forecasting Team
Future Pension Centre
The Pension Service
Tyneview Park, Whitley Road
Newcastle Upon Tyne NE98 1BA
Tel: 0845 3000 168
Textphone: 0845 3000 169
Website: www.thepensionservice.gov.uk

Independent Financial Adviser Promotions (IFAP)

IFAP can send a client a list of three local independent financial advisers, with a list of questions to ask them.

2nd Floor, 177 Farringdon Road
London EC1R 3BX
Email: ifacontact@unbiased.co.uk
Website: www.unbiased.co.uk

Institute of Financial Planning (IFP)

The IFP can provide a free list of its members.

Whitefriars Centre
Lewins Mead
Bristol BS1 2NT
Tel: 0117 945 2470
Email: enquiries@financialplanning.org.uk
Website: www.financialplanning.org.uk

The Pension Service – England, Wales and Scotland

There are pensions centres in England, Scotland and Wales to deal with enquiries related to state retirement pensions. Contact details for those centres are on the following website www.pensionservice.gov.uk

Rights and Benefits Information sheet

Tel: 0845 606 0265/0845 606 0275 (for Welsh speaking customers living in Wales)

The Pensions Advisory Service (TPAS)

An independent voluntary organisation which provides free and confidential advice on occupational, personal or stakeholder, pensions. Formerly the Occupational Pensions Advisory Service (OPAS).

11 Belgrave Road
London SW1V 1RB
Helpline: 0845 601 2923
(Monday–Friday 9am–5pm)
Email: enquiries@pensionsadvisoryservice.org.uk
Website: www.pensionsadvisoryservice.org.uk

Personal Finance Society (PFS)

The PFS can provide a list of independent financial advisers.

Customer Service
42–48 High Road
South Woodford
London E18 2JP
Tel: 020 8530 0852
Email: customer.serv@thepfs.org
Website: www.thepfs.org

Social Security Agency (SSA) – Northern Ireland only

The SSA can provide information about State Retirement Pensions to people in Northern Ireland.
Tel: 028 9054 9393

Can PDS provide financial advice?

The Parkinson's Disease Society is not authorised to provide financial advice.

The PDS Helpline provides advice about benefits and employment, including information



Parkinson's
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on Attendance Allowance, Carers Allowance, Pension Credit and Council Tax Benefit.

The PDS provides information sheets about these and other benefits. Please call 0808 800 0303 to order or visit www.parkinsons.org.uk/advice/benefits-and-grants.aspx.

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Rights and Benefits Information sheet



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Rights and Benefits Information sheet

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215 Vauxhall Bridge Road, London SW1V 1EJ, UK

Tel: 020 7931 8080 **Textphone:** 0800 111 4204 **Fax:** 020 7233 9908

Helpline: 0808 800 0303 (Calls are free from UK landlines and most mobile networks).

Email: enquiries@parkinsons.org.uk **Website:** www.parkinsons.org.uk

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To obtain any PDS resource, please go online to www.parkinsons.org.uk or contact Sharward Services Ltd, the appointed PDS Distribution House, at Westerfield Business Centre, Main Road, Westerfield, Ipswich, Suffolk IP6 9AB, tel: 01473 212115, fax: 01473 212114, email: pds@sharward.co.uk