



# Ending pension purgatory

Pension transfers: part two - why consumers need a 10-day pension switch guarantee

A report by PensionBee

# Contents

<b>3</b>	<b>Foreword</b>
<b>4</b>	<b>Introduction</b>
<b>6</b>	<b>Executive summary</b>
<b>7</b>	<b>Consumer survey</b>
<b>11</b>	<b>Case studies</b>
<b>16</b>	<b>Conclusion</b>
<b>19</b>	<b>What comes next?</b>
<b>20</b>	<b>Sources</b>
<b>21</b>	<b>Customer views</b>

# Foreword

## Transfers need to be simple, timely and fair for consumers.

When I landed my first job in my 20s, my workplace pension was little more than an afterthought. There was no guidance, no defaults, no clear investment choices and no technology to make sense of it all. Like many others, I picked an option at random and promptly forgot about it.

Looking back, it's clear how far the industry has come, but also how much further it still needs to go.

By the time I joined PensionBee in 2020 and started saving into yet another workplace pension, I'd become more engaged with my future finances. With first-hand experience and a greater understanding of how difficult it was to manage multiple pension pots, I was determined to consolidate everything and I began the transfer process, moving a pension from an old workplace scheme.

What followed was a frustrating, complex and needlessly drawn-out experience. Outdated technology, forgotten passwords, missing policy details, and a name change made the initial steps torturous. Delays dragged on for weeks and weeks, with documents submitted, chased, and requested again. Even when the transfer was underway, hurdles kept appearing: requests for the same ID multiple times, an 11-page scam questionnaire, and endless back-and-forth between myself, the administrator of the old pension provider and my new provider.

It took five months of this back and forth, of stress and frustration, for my funds to be sent to my new provider. At several points along the way, I nearly gave up. If I didn't work in the pensions industry, I probably would have. I shouldn't have had to fight this hard to take control of my own retirement savings. No one should.

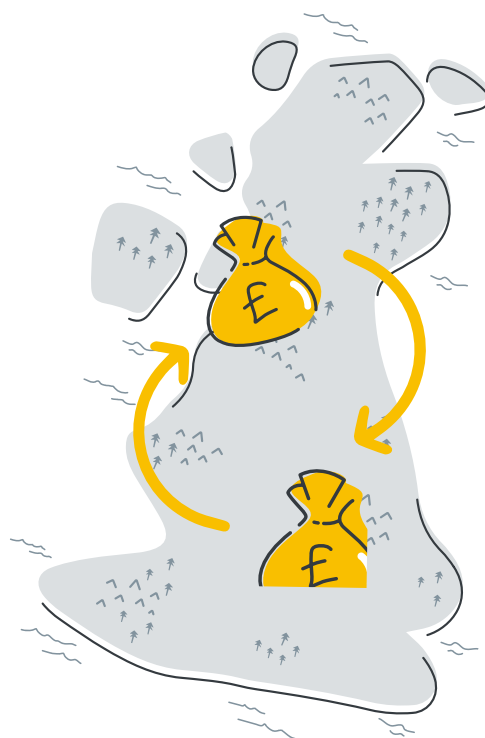
**Lisa Picardo**  
Chief Business Officer UK  
PensionBee



But it doesn't need to be this way.

The transfer of another pension from a different provider took just six days from me initiating the transfer to them sending the funds. A stark contrast to my first transfer experience, and a necessary reminder of just how good the system can be when it works well.

Transfers need to be consistently simple, timely and fair for consumers. If government and regulators want people to take control of their financial futures, it's their job to remove any unnecessary barriers that stop them, and for the industry to play its part by modernising, adopting better processes, procedures and technology. It's time for the system to catch up.



# Introduction

## A fast, effective transfer process is vital in a fair, competitive, and consumer-focused pensions market.

PensionBee's vision is a world where everyone can enjoy a happy retirement. And that begins with confidence. Confidence that your money is working for you, that your choices are respected, and that you're in full control of your finances. That's why we're passionate about championing consumer voices and advocating for positive, practical changes that make it easier for savers to take action when they need to, not weeks or months later.

2024 saw more pension transfers than ever before. There were around 1.5 million electronic transfers completed, worth approximately £67 billion. This was up from 1.2 million transfers in 2023 worth £52 billion and just over 1 million transfers in 2022 with a value of £42 billion.<sup>1</sup>

These transfers happen for all sorts of reasons. It might be to escape high fees, to move to a provider that offers funds that better align with a saver's goals or values, or to move to a provider that offers a product with more features, better technology or better customer service. One of the most frequently-cited reasons for transferring is consolidation - moving multiple pots together to enable greater visibility and better pension management.

Auto-Enrolment fundamentally transformed the UK pensions landscape for the better, bringing millions more people into retirement saving, many for the first time. However the job was left incomplete. The proliferation of small pension pots is an unintended consequence of the success of Auto-Enrolment, and now many workers are accumulating multiple, modest-sized pots as they move between jobs with increasing frequency. To underscore the scale of

the problem, the Institute of Fiscal Studies (IFS) estimates that nearly 20 million defined contribution (DC) pension pots worth under £10,000 are no longer being contributed to, with 12.1 million of these containing less than £1,000.<sup>2</sup>

Whilst individuals having multiple pots isn't necessarily a bad thing, fragmentation creates challenges for both consumers and pension providers, including higher administrative costs, increased complexity, poor engagement and the danger of people losing track of their savings. PensionBee estimates that at least 4.8 million pension pots are considered 'lost' in the UK, with nearly one in 10 workers believing they have lost a pot worth over £10,000.<sup>3</sup> This represents billions in hard-earned savings at risk.

The recent Pension Schemes Bill acknowledges the issue, with an ambition, as a first-step, to bring together small pension pots worth £1,000 or less into one pension scheme.<sup>4</sup> But this is only a partial solution that is being proposed.

Effective consolidation and transfer solutions can combat the rapid growth of pension pots. Absent this, savers will struggle to manage their retirement income efficiently.

And at the heart of any fair and competitive pensions market is the ability for people to move their retirement savings quickly and easily. Consumers rightly expect their pensions to be as accessible and responsive, in line with how they manage the rest of their financial lives. Bank accounts can move in just seven days. Why shouldn't pensions?

When consumers face delays and difficulties with pension transfers, it erodes confidence and trust - not just in individual providers, but across the entire financial services industry. In our previous report - [A switch in time](#) - we found 79% of financial advisers believe transfer delays have a moderate to severe impact on consumer trust, and 82% say they...

1. [Origo Pension Transfer Index, 2025](#).

2. [IFS: Small pension pots: problems and potential policy responses](#)

3. [Over £50 bn in pension savings at risk of being lost](#)

4. [Pension Schemes Bill 2025](#)



# Consumers rightly expect their pensions to be accessible and responsive, in line with how they manage the rest of their financial lives. ”

... significantly harm the industry's reputation. That's a serious concern for a system built on long-term confidence.

This report makes clear what many of us already know: delays in pension transfers are causing real harm. Under the Financial Conduct Authority (FCA)'s Consumer Duty, financial services companies have a responsibility to act in good faith, avoid foreseeable harm and support customers in achieving their financial objectives. Slow, complicated and opaque transfers undermine these principles.

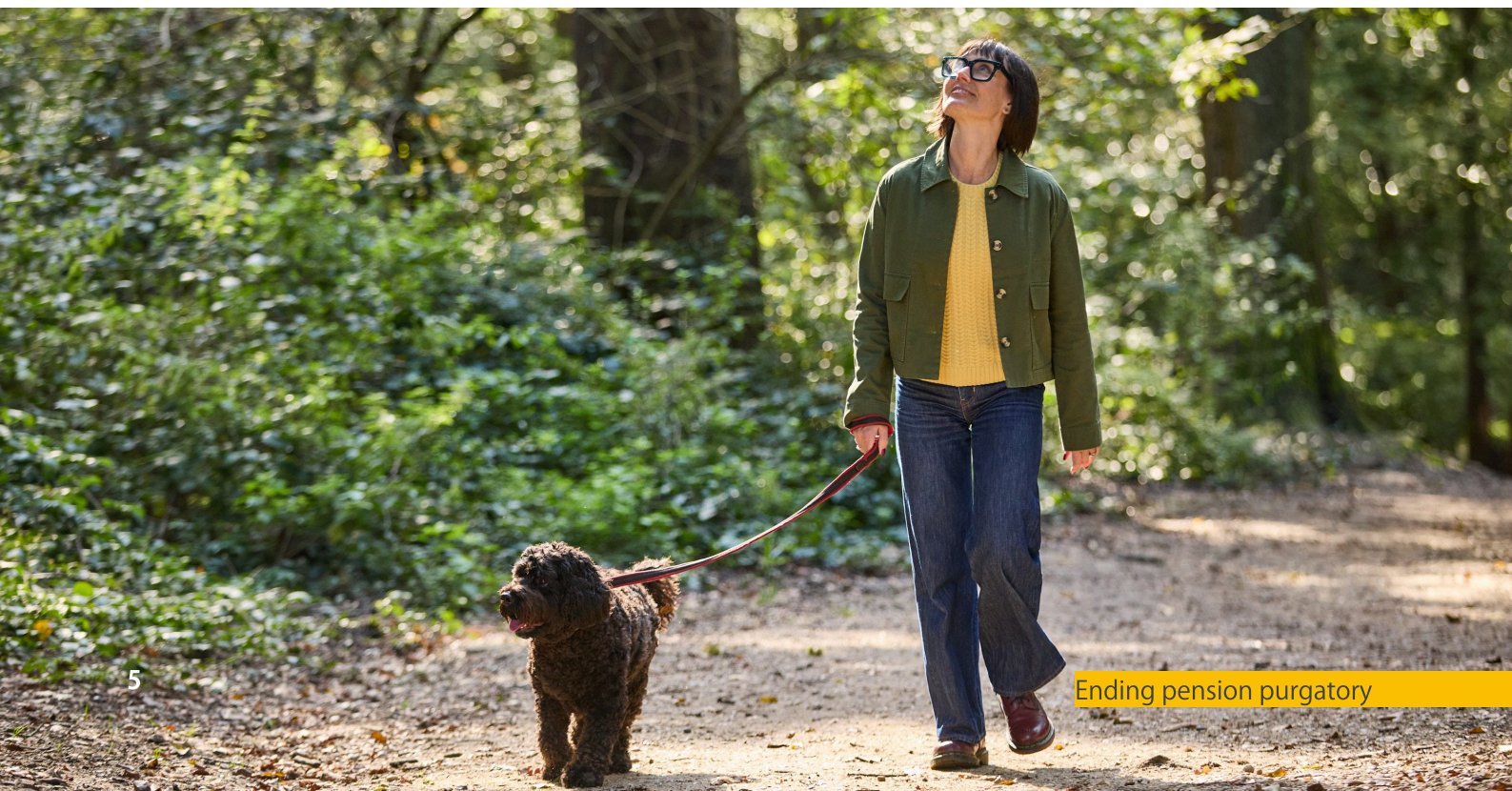
Scam prevention rules rightly exist to protect consumers. But we must be careful that these protections are applied proportionately and that they aren't used, whether intentionally or through inertia, to slow down legitimate transfers. The FCA has warned against any 'sludge practices' that make it harder for customers to act in their own interests. Every instance where process is prioritised over people damages confidence and risks pushing individuals away from engaging with their pensions altogether. It's time for a smarter, fairer system that protects consumers without holding them back.

In our report, [A switch in time](#), we show how the use of electronic transfers has allowed some of the UK's largest pension providers - including Aviva, Fidelity and Standard Life - to all achieve average transfer times of less than 10 days. This demonstrates that change is possible, and that systems, processes and technology already exist to facilitate this.

We believe the universal adoption of electronic transfers alongside a clear, industry-wide maximum 10-day pension transfer limit is achievable and would be a significant step forward. It would give consumers greater confidence, improve operational certainty and reduce costs for providers, while helping to rebuild trust in the pensions industry. Most importantly, it would bring us closer to a world where everyone can enjoy a happy retirement.

PensionBee is built on values of love, honesty, innovation, quality and simplicity. They guide how we treat people and how we do business, but also how we challenge things when they aren't good enough. This is one of those times.

4. [Pension Schemes Bill 2025](#)



# Executive summary

Our research demonstrates that the UK pension transfer system is failing consumers and creating unnecessary barriers to effective retirement planning.

But it also reveals strong public appetite for change. Consumers overwhelmingly support faster transfers, greater transparency, and tougher enforcement.

## Consumers are being harmed

- **46% of consumers** who have transferred a pension described at least one of their transfers as 'difficult'.
- **Pension transfers rank as the second most difficult administrative task** after moving house.
- **63% of consumers** believe slow transfers prevent effective retirement savings management.
- **Our case studies illustrate this.** One thought their old provider was intentionally making it hard for them to leave, while another **found the process so difficult that they almost gave up altogether...**

## Consumers support change

- **63%** support legally mandated maximum timeframes (just 12% oppose).

## Consumers know the changes they want

- **Shorter maximum timeframes:** Of those who support a legally mandated maximum timeframe, **87%** want this to be 30 days or less. This is made up of **45%** supporting 10 days and **42%** supporting 30 days, suggesting consumers understand that moving a pension takes time, but they expect efficiency that reflects modern digital capabilities.
- **Enforcement of timeframes:** **69%** of consumers favour penalties for providers who fail to meet legally mandated timeframes, showing the appetite for meaningful enforcement is strong.
- **Transparency:** **74%** of consumers want providers to disclose transfer times, and **85%** want their right to switch clearly stated on annual statements.



# Consumer survey

Evidence of detriment, but support for change.

## Consumer expectations clash with reality

Our research reveals a disconnect between consumer expectations and the reality of pension transfers in the UK. With pension transfers coming second only to moving house when ranking life's most challenging administrative tasks, this underscores just how daunting the current system feels to ordinary savers.

This perception isn't simply inconvenient; it's actively harmful to retirement outcomes. Nearly two-thirds of respondents (63%) believe that slow pension transfers prevent people from managing their retirement savings effectively.

In short, the complexity and sluggishness of the current system is creating a barrier between consumers and their own financial wellbeing.

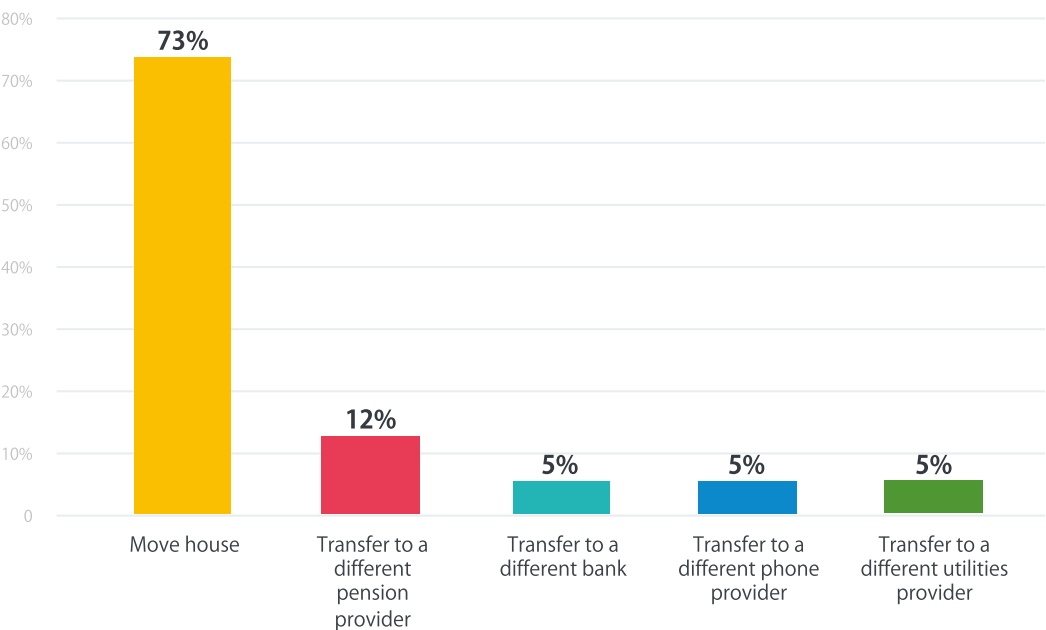
63%

believe that slow transfers stop people from managing their retirement effectively.

2nd

Pension transfers are considered the second most difficult administrative task after moving house.

**Q** What do you think is the most difficult to do? Rank from most difficult, to least difficult.



# The customer experience crisis

Some of the most damning evidence is from those who have attempted transfers, with nearly half (46%) describing at least one of their transfers as 'difficult'. This isn't about unrealistic expectations from inexperienced consumers, these are people speaking from direct experience of a system that has failed them.

The research also highlights a fundamental information gap: 86% of respondents think pension

providers should be required to state on annual statements that customers have a right to transfer to another provider.

That this basic consumer right isn't universally understood speaks to how the current system prioritises provider interest over consumer empowerment.

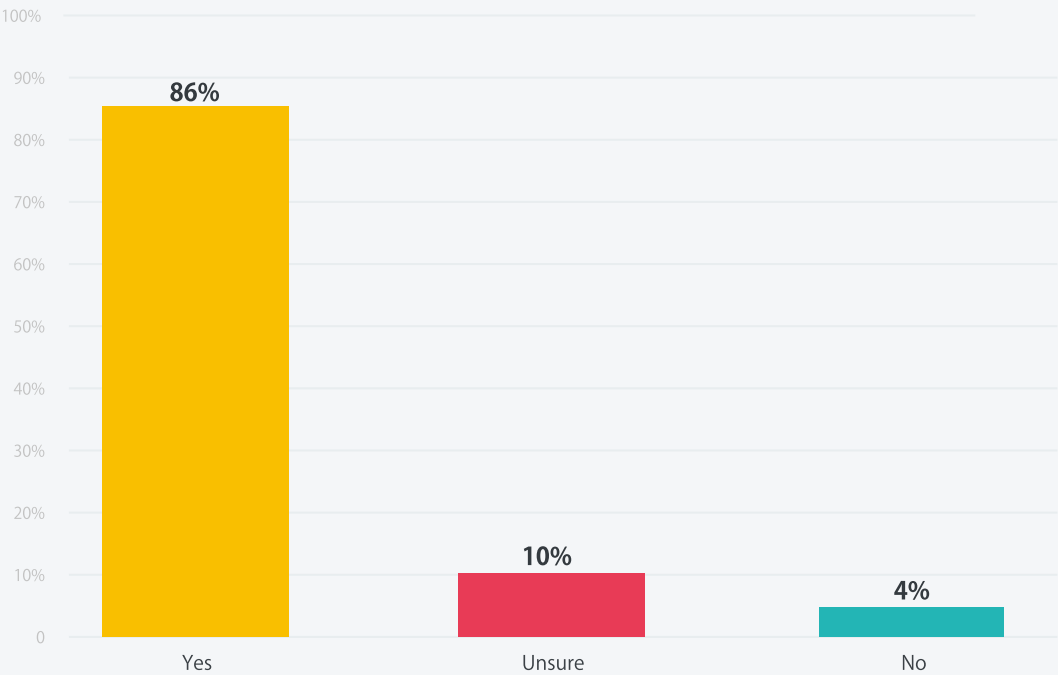
46%

of savers who have transferred a pension described at least one of their transfers as 'difficult'.

74%

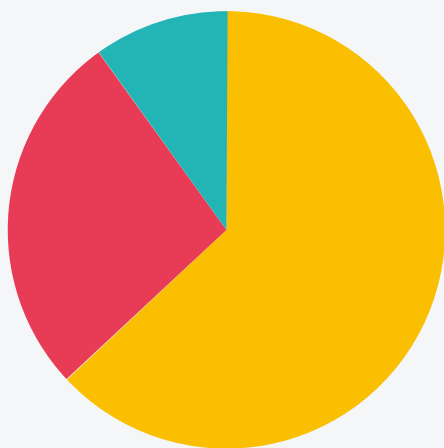
think providers should be required to state on annual statements that they have a right to transfer to another provider.

**Q** Do you think pension providers should be required to state on annual statements to customers that they have a right to transfer to another provider?





## Q Do you think there should be a legally mandated maximum timeframe for pension transfers?



● **63%**  
Yes

● **27%**  
Unsure

● **10%**  
No

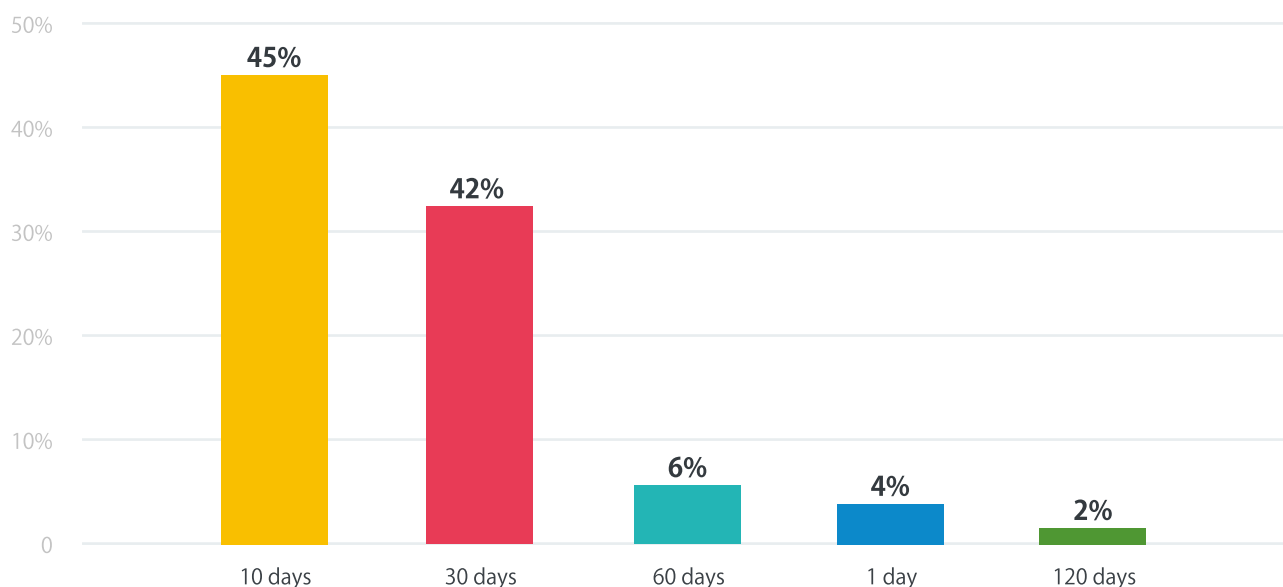
## A clear mandate for change

Consumers are actively calling for change. Nearly two-thirds (63%) believe there should be a legally mandated maximum timeframe for pension transfers, which brings closer the current six-month 'backstop' that providers routinely ignore.

When it comes to what that timeframe should look like, consumer expectations are refreshingly reasonable. The 87% who support a legally mandated maximum timeframe of 30 days or less, suggests consumers understand that some administrative processes take time, but they expect efficiency that reflects modern digital capabilities.

The appetite for meaningful enforcement is equally strong. More than two-thirds (69%) favour penalties such as fines for providers who fail to meet legally mandated timeframes, while 74% think providers should be required to disclose their actual transfer times. These aren't radical propositions, they're basic transparency and accountability measures that exist in many other sectors.

## Q For those who answered 'Yes'. What do you think would be a reasonable maximum timeframe for consumers?



# The case for a 10-day guarantee: achievable and reasonable change

The research makes a compelling case for reform of the pension transfer system, anchored around a legally enforceable 10-day pension switch guarantee. Consumers have clearly articulated both the problem: that transfers are unnecessarily complex and slow; and the solution they want: reasonable timeframes backed by real consequences for non-compliance.

Fortunately, we already have a model for what a good system looks like, and a path to achieving it.

By moving to an electronic transfer system, leading providers like Aviva, Fidelity and Standard Life have proven that barriers to faster pension transfers are institutional, not technical.

The current system doesn't just fail individual consumers; it undermines the broader success of pension policy by making it harder for people to engage with their retirement savings. As the number of pension pots continues to grow, fixing the transfer system isn't just desirable, it's essential for the health of UK retirement provision.

“ By moving to an electronic transfer system, leading providers have proven that barriers to faster pension transfers are institutional, not technical.

## Average pension transfer times 2024

Based on PensionBee data

Pension Provider	Average transfer time (days)
Nutmeg	4.8
Aviva	5.1
Fidelity	7.0
ReAssure	7.1
PensionBee	9.4

Leading providers already demonstrate rapid transfers are feasible.

Pension Provider	Average transfer time (days)
The Salvus Master Trust (bought by Cushon)	50.8
Railways Pension Scheme	56.9
Local Government Pension Scheme	59.4
Creative Pension Trust (bought by Cushon)	63.9
XPS Administration	66.4

Laggards prove barriers are institutional, not technical.

# Case studies

“ The process was very drawn out and frustrating. My husband recalls me saying at least twice that it was so annoying I wouldn't bother transferring.



## Jayne: The paperwork pro

Jayne is a retired lawyer living in Surrey. Her career in law meant she was well-practiced in chasing companies and a self-proclaimed “paperwork pro”. You couldn't ask for a better candidate to transfer a pension.

### Jayne's transfer experience

Jayne decided to transfer a small pension from Capita (Allen and Overy) to PensionBee on the recommendation of a friend. She needed to transfer because she wasn't able to draw down from this pension and turn her savings into retirement income.

This transfer was to be a test case, before potentially transferring other, larger, pensions with similar limitations.

“ The documentation process was so cumbersome with hard copies having to be posted.

The worst insult was that they never returned the copies of the documents that I asked them to.

● **Initiation** (6 February 2024): Jayne requested a transfer from Capita, after discovering her scheme did not offer the drawdown facility she needed for her retirement.

● **Repetitive Paperwork** (February - March 2024): Over the next month, Jayne was sent three separate sets of transfer forms. Despite submitting the forms, she was repeatedly asked to send them again, with little acknowledgement of her correspondence.

● **Escalating Demands** (2 April 2024): After two months, Jayne received a demand for yet another questionnaire. This warned that the Trustees would assess her legal right to a transfer and threatened that the process could be cancelled if she did not comply.

● **Process Inefficiency:** The entire process was manual, requiring all documents to be completed and returned as hard copies by post, adding unnecessary delays and expense.

● **Completion** (6 June 2024): The transfer was finally completed, four months after Jayne first initiated the request.

I was frustrated, obviously, with the other party because I was saying, well, you obviously know where I'm going. It was as if they just didn't want me to leave. ”



## Renée

Renée works in manufacturing in Shropshire. Now in her 50s, she has big plans for the future, including marrying her partner and buying a house together - something they see as a key part of their dream retirement.

As part of her retirement planning, Renée wanted better visibility and access to an old workplace pension with XPS Pensions, so she decided to transfer it.

This transfer ended up taking more than four months to complete, involving multiple phone calls, paperwork, and a great deal of back and forth with her old provider. She was then faced with an extensive scam questionnaire. She didn't understand why she was going through such detailed questioning.

“

I had a friend who was the same age as me that died suddenly. That made me think, what if that happened to me and my pension is stuck in that place. Then my family can't access it as quickly or as easily.





## Oliver

Oliver is a financial services professional with a detailed understanding of pension transfers. His transfer began in May 2024.

Things quickly went awry when the receiving scheme claimed they "couldn't open a PDF" stalling progress for weeks. They demanded 49 pages of fund literature to "prove" the receiving scheme's credentials, even though it was a major, regulated pension provider. Oliver had to go to the local library to make these copies, then send them by recorded delivery.

After hearing nothing, in July and August he made several enquiries to the provider by phone - "I had the usual difficulty in getting through to a human" - and eventually was informed that they required more information. But they didn't say what more they required.

By October, with all paperwork supplied, the provider raised a "Yellow Flag" over a minor overseas fund - less than 5% of the total portfolio [and completely normal: nearly every pension fund has some overseas investments] - triggering a compulsory MoneyHelper appointment.

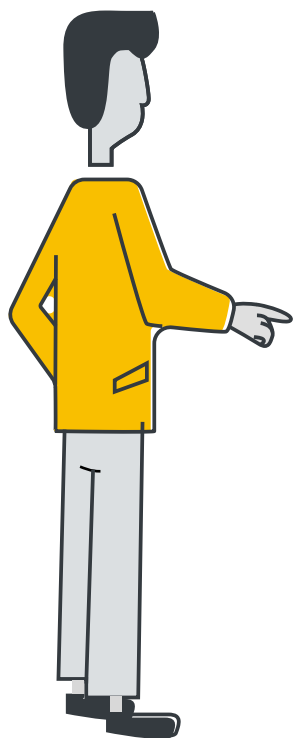
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**The pension provider wrote about changes in regulations intimating that everyone could be scammed and therefore all pension transfers must be treated as potential fraud.**

Despite Oliver's industry background and adviser assurances, he was forced through a one-hour phone call in December, just to confirm what was already obvious: no scam risk existed.

The transfer was finally processed on 20 December 2024, with funds arriving in January 2025, eight months after starting.

Oliver faced administrative delays from both the ceding and receiving schemes, missed communications, duplicated paperwork, and senseless procedural hurdles. What should have been a straightforward process turned into an eight-month ordeal of bureaucratic failure and pointless red tape.



“

**I remain upset at how terrible it was to be treated the way I was. Not just delayed by horrendously poor administration, but also put through the MoneyHelper process regardless of my knowledge, advised circumstances and justified protestations that I was not being scammed.**

## Poppy

Poppy is a brand strategy and communications consultant in Brighton. By her own admission, she isn't that well informed about finances and finds saving options confusing, which is partly why she says she joined PensionBee (we make it our mission to empower savers with a better understanding of their retirement prospects).



When she tried to transfer her pension from Capita, she found the process confusing and unnecessarily difficult.

And while she understood the need for providers to carry out checks to protect customers from scams, she was frustrated that, despite making it clear she was transferring her pension to an established provider, the process still involved extensive back-and-forth.

Unlike other providers she'd dealt with, where the process was straightforward, with simple, streamlined forms and clear communication, this particular transfer felt obstructive. Instead, she was left to navigate complex documents alone, which made her feel isolated and made her question her decision.

**"It was just a pack with a lot of information with all of the kind of lingo that if you don't know what it means, then it's just quite hard to follow. So it wasn't a very approachable process."...**

**"The paperwork was just so confusing and I could not make any sense of it if I'm honest.**

**"I get that they're trying to make sure that you're not being swindled, but I think I was really clear that I was moving it to PensionBee. It wasn't like I was just moving it to some random one-man band type of thing. "**

Poppy, who has worked in financial services herself, noted that in her professional experience, it's standard practice to provide clients with clear outlines and notes to explain important actions. The absence of this kind of support made her feel like the provider was deliberately making it harder for her to leave. It created a sense of doubt and second-guessing whether she was making the right decision, placing an unnecessary emotional barrier in the way of what should have been a simple, routine transaction.

“

**I felt really stupid. I'd obviously got something wrong and they were trying to make it hard for me to leave.**

## Case studies: The human cost of an outdated system

The experiences of Jayne, Renée, Oliver and Poppy are not isolated incidents; they are stark illustrations of a pension transfer system that is failing consumers. Their collective stories of months of delays, repetitive requests and confusing processes demonstrate precisely why so many people are deterred from moving their savings. This friction creates significant, anti-competitive barriers to switching that stifle consumer choice and ultimately lead to poorer retirement outcomes.

These experiences show that administrative hurdles are more than just an inconvenience. As Poppy's case highlights, consumers are often faced with impenetrable jargon and a complete lack of guidance, leaving them feeling "stupid" and isolated. A former lawyer - a paperwork pro - contemplated giving up altogether.

This stands in direct opposition to the core principles of the FCA's Consumer Duty, which requires firms not only to act in their clients' best interests but also to support their understanding and ensure leaving a service is as straightforward as joining. When providers use complexity as a tool and fail to offer simple guidance to help consumers leave their service, it breaches the spirit and letter of this

regulation. Such obstructions prevent individuals from consolidating their pensions effectively, a crucial step in minimising fees and actively engaging with their retirement savings strategy.

### **Most importantly, we must remember that pensions are the life savings of real people.**

Real people with real plans, hopes and aspirations for a happy retirement.

This process has a profound human cost. For Renée, it created tangible anxiety about what would happen to her family if she passed away while her money was locked in transit. For Poppy, the obstructive process created a powerful emotional barrier, making her question her own intelligence.

### **No one should be made to feel this way when managing their own money.**

The pensions industry has a duty to treat customers and their savings with timeliness and respect. The current system falls drastically short of this standard, reinforcing the urgent need for reform and a legally mandated transfer guarantee.



# Conclusion

63% of consumers believe slow transfers prevent effective retirement savings and almost half of those who have transferred found the process difficult. The personal accounts of Jayne, Renée, Oliver and Poppy reveal the true human cost of this systemic failure.

These are not just administrative delays; they are sources of profound frustration, anxiety and doubt that actively discourage people from taking control of their financial futures. This inertia directly contravenes the principles of the FCA's Consumer Duty, which demands that firms support customers in achieving their financial objectives and that switching a service should be as easy as acquiring it.

The industry is standing at a precipice. The forthcoming Pensions Dashboards will empower millions of savers by showing them a complete view of their retirement savings for the first time.

However, this transparency will also be a catalyst for action. Consumers will see their fragmented pots and may naturally seek to consolidate them. If the transfer system is not fixed now, this wave of engagement will come up against the same institutional barriers and outdated processes that have always prevailed.

Delays will be longer, there will be widespread consumer frustration, trust and confidence in the industry will be further eroded and providers who have failed to modernise will be easily overwhelmed by transfer requests.

## So how do we fix this?

“

**The evidence is clear: Beset by unnecessary delays, bewildering complexity and opaque processes, the UK's pension transfer system is not fit for purpose.**

## Achievable and reasonable solutions

We already have examples of what a good system looks like. PensionBee believes there are three achievable, but significant steps we can take.



### 1. Introduce a 10-day pension switch guarantee.

The centrepiece of reform must be a legally mandated maximum timeframe for transfers that reflects a reasonable timeframe. Consumer research shows strong support for this, with 45% agreeing that 10 days is a reasonable maximum. And the performance of leading providers proves that this is not an ambitious fantasy, but a technically achievable standard. A 10-day pension switch guarantee would give consumers confidence, provide operational certainty, and be enforced with meaningful penalties for firms that fail to comply.



### 2. Urgently reform the scam prevention framework

While consumer protection is paramount, scam prevention rules must be applied proportionately and cannot be used as a 'sludge practice' to create unnecessary barriers for legitimate transfers. The current Red and Amber Flag system is too often creating delays for consumers moving to well-known, regulated providers. We propose that transfers to FCA or The Pensions Regulator (TPR) regulated schemes with established track records should be exempt from excessive, tick-box scam questionnaires, allowing providers to focus resources on genuinely high-risk cases.



### 3. Establish a joint taskforce for implementation

We call for the Department for Work and Pensions (DWP), the FCA, and TPR to work together to oversee this transition. These bodies should be responsible for implementing the 10-day pension switch guarantee and reforming the protection framework ahead of the Pensions Dashboards launch, ensuring providers digitise and streamline their processes in good time to meet their obligations as the volume of pension transfers continues to grow.



**A world where everyone can enjoy a happy retirement might be PensionBee's company vision, but it's a goal that all of us in the industry share.**

We believe this is a goal we can achieve, but it begins with giving people confidence and control over their own money. By removing unnecessary barriers, we can build a modern, efficient, and trustworthy pensions market for every UK saver.

# What comes next?

This report forms a key part of our campaign to reform the UK's pension transfer system, but our commitment extends beyond its pages.

It builds on the findings of our previous paper, [A switch in time](#). That report surveyed financial advisers and found an overwhelming consensus that the current system is damaging the industry: 82% of advisers believe slow transfers harm the reputation of financial services, while 79% agree they have a moderate to severe impact on consumer trust. A further 74% called for consistent processes across all providers.

We are also actively working to build a coalition for change and ensure the consumer voice is heard at every level.



## **Mobilising public support**

We are launching a public petition calling on the government to set clear, enforceable standards for faster, electronic pension transfers. This will provide a platform for consumers to make their voices heard and demonstrate the widespread public appetite for reform.



## **Demonstrating industry consensus**

We will be publishing an open letter, co-signed by influential figures from across the pensions industry. This letter will echo the calls made in this report, demonstrating that the demand for a faster, fairer, and more transparent transfer system is shared by consumers, advisers, and forward-thinking providers alike.





# Sources

1. [Origo Pension Transfer Index, 2025](#)
2. [Institute of Financial Studies: Small pension pots: problems and potential policy responses, 2023](#)
3. [A Switch in Time](#)
4. [Pension Schemes Bill 2025](#)



# Consumer voices

A selection of PensionBee Trustpilot reviews

## Thomas

The whole process is very slow. Seems designed for pension companies to keep my money as long as possible, when speaking to pension companies they talk using their own language, which is very confusing. Again there seems a lot of barriers put in place to make the whole process very slow and not very customer friendly.

## Andrew

The platform that my old pension was with were difficult to deal with and made the whole process very slow, Shannon from PensionBee guided me through and managed to make the transfer of funds to my PensionBee account happen.

## Lawrence M

Everything was made so simple, first transfer went through very quickly just waiting for another provider who is being very slow.

## Nelson

My old pension provider was slow in moving my pension perhaps this could have been an easier transition if providers worked more closely.

## David

Pensions are notoriously slow, however PensionBee do their bit amazingly fast. Customer service designed around the customer not the company. Well done and thanks.

## Andrew U

Slow in getting pension transferred from original pension holder.

## Jonathan S

Great service very friendly but a bit slow with pension providers who foot drag.

## Richard

So far I have found the whole setup very slow. I wanted something quick and easy in respect of switching. I finally have one account transferred, but the other is on hold and I seem to be expected to fill out a load of info from the other provider that I simply don't understand. If I've provided my details, account number etc. So I would expect it to go through quickly and easily. My provider is saying they can't determine if it is me without a signature..... 😞 It's just rather tedious and not what I expected.

## Sarah

PensionBee were able to help even though the original pension provider was being super slow and not helping me to answer my questions or access my account.

## Stuart

It has taken a little longer than I had expected however I believe this is more down to my original pension provider being slow / reluctant to reply. All in all a great experience so far, and a breath of fresh air for the pension industry.

## MGM

PensionBee could not have been more helpful in what was a far from stress free transfer from my original pension provider. PensionBee were extremely responsive to emails/phone calls and actively chased the previous provider. The previous provider's lack of urgency and slow response meant the process took nearly three times as long as it should.







If you have any comments on or questions about this report, please  
get in touch with our Press Team at [press@pensionbee.com](mailto:press@pensionbee.com).