



Press Release

For immediate release

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TISA responds to findings that financial advisors have been informing workers that they can cash in their lifetime savings

In response to findings that financial advisers have been sending unsolicited letters to workers informing them they can cash in their lifetime savings using “pension freedoms” before they have retired, published in the Telegraph, **Charles McCready, Strategic Policy Director at TISA said:**

“It is deeply worrying that financial advice firms are proactively contacting clients to encourage them to access their pension more than 10 years ahead of retirement. If people do cash out, they will lose 10 years of potential growth and, as a result, risk missing out on a much larger total pot when they reach retirement. We are also concerned that the values of pension pots across the board may well have been impacted by volatile markets as a result of COVID-19, and so those who are encouraged to cash in early risk crystallising those losses. If those contemplating cashing in early have debts to be paid, they are considerably better off considering other sources, and should speak to StepChange, Citizens Advice or another credible debt advice charity to find a solution that suits their individual situation.

“The fact that these sorts of financial decisions would even be considered further re-enforces the insufficient levels of financial knowledge amongst general population, highlighting the crucial role that financial guidance and advice services continue to play in ensuring the financial wellbeing of all savers. The Financial Conduct Authority (FCA) should be reaching out to these firms to question their motive and the suitability of the advice they are offering their customers.”

Pensions Age

[FCA called upon to clamp down on IFA 'spam' letters](#)

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Notes for Editors

TISA’s ambition is to improve the financial wellbeing of UK consumers by bringing the financial services savings industry together to promote collective engagement, to deliver solutions and to champion innovation for the benefit of people, our industry and the nation.



We do this by focusing on good consumer outcomes and harnessing the power of our broad industry membership base to deliver practical solutions, new digital infrastructure and by devising innovative, evidence-based strategic proposals for government, policy makers and regulators. This holistic approach to address the major consumer issues uniquely positions TISA to deliver independent insight, promote innovation and facilitate good practice.

TISA's rapidly growing membership is representative of all sectors of the financial services industry. We have over 200-member firms involved in the supply and distribution of savings, investment products and associated services, including the UK's major investment managers, retail banks, online platforms, insurance companies, pension providers, distributors, building societies, wealth managers, third party administrators, Fintech businesses, financial consultants, financial advisers, industry infrastructure providers and stockbrokers.

Our current strategic policy focus includes making financial guidance more widely available; financial education for young people; retirement savings and addressing consumer engagement, particularly for the vulnerable. These will form essential elements of - *Vision 2025* - TISA's strategic policy roadmap towards delivering a material impact in enhancing consumers' financial wellbeing.

Complementing our development of consumer policy and thought leadership, TISA has become a major industry delivery organisation for consumer focused, digital industry infrastructure initiatives (TeX/STAR, Digital ID, MiFID II and Open Savings & Investment). This reflects TISA's commitment to open standards and independent governance.

TISA is also recognised for the support it provides to members on a range of operational and technical issues targeted at improving infrastructure and processes, establishing standards of good practice and the interpretation and implementation of new rules and regulations. This work currently includes MiFID II, CASS, SM&CR and addressing cybercrime.

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