

**Standard Life**  
There's a lot to look forward to

**We're here to help**



# We're here to help

At Standard Life we know there will be times when our customers need a helping hand dealing with their pension. To help during these periods we have some simple options to make it easier to communicate with us.

If you are happy to share information about your circumstances we will make a note of this to ensure you get the best possible service.



## Ways you can get in touch.

- Mobile app – download our mobile app on your application store.
- By phone – call us on **0345 268 2093**. 9am – 5pm, Monday to Friday. Call charges will vary.
- Online – register for our online services and send us a secure message 24 hours a day. Visit **www.standardlife.co.uk** to register, or you can log in if you already have an account.
- Write to us – Standard Life, 30 Lothian Road, Edinburgh EH1 2DH.



## If you need someone to help on your behalf, tell us who you trust to do this.

### This could be in the following ways:

- Authorise them to get information only about your plan with us. This does not give them any authority to make changes on your plan.
- Have someone else join you during a call with us. For example this could be someone who interprets for you if English is not your first language.
- Put a Power of Attorney in place which would allow them to act on your behalf and make changes to your plan. You should take independent legal advice if you are considering this.



## Ways we can make information more accessible.

- Our websites are compatible with screen readers, screen magnifiers and speech recognition software.
- We can send documents in larger print, braille or audio CD.
- To support hearing and speech you can speak to us using Next Generation Text (NGT) or Text Relay Services.

# Who else can help?

Here are some details about other organisations that can help, although we can't take responsibility for anything contained in or received from them.

## Worried about scams?

### ScamSmart

If you want to find out more about scams or suspect a scam, go to the Financial Conduct Authority (FCA).

**0800 111 6768** <https://www.fca.org.uk/scamsmart>

## How to manage debt and financial difficulty

### Citizens Advice bureau

Debt and counselling support.

**03444 111 444** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### National Debt Line

Providing free impartial debt advice.

**0808 808 4000** <https://www.nationaldebtline.org.uk>

## Mental health and wellbeing

### Rethink Mental Illness

This is a charity that improves the lives of people severely affected by mental illness through local groups and services, expert information and training and successful campaigning.

**0207 840 3008** <https://mentalhealth-uk.org/>

## Dealing with illness and its impact

### Macmillan

Information to people whose life has been affected by cancer.

They provide guidance and support on a range of issues to both individuals and their families.

**0808 808 000** <https://www.macmillan.org.uk>

### Cruse bereavement care

For any bereavement support, advice and information to children, young people and adults.

**0808 808 1677** [www.cruse.org.uk](http://www.cruse.org.uk)

## Making key decisions about retirement

### The Money and Pensions Service

Set up by the government to help everyone make the most of their money and pensions.

<https://www.moneyandpensionservice.org.uk>

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