Chester Rose Financial Planning

Creative Arts Pension Scheme

Frequently asked questions



Administered by:
Chester Rose Financial Planning Limited

FAQ's – Creative Arts Pension Scheme

Why can't I see my contributions online immediately after they are deducted from my payslip?

The process of reflecting contributions online takes time to ensure accuracy. Here's how it works:

1. **Payment Timeline**:
    - When a contribution is deducted from your payslip, it is not immediately sent to AVIVA.
    - Under the scheme's terms, the company deducting the contribution has until the 22nd of the following month to make the payment to AVIVA.
    - For example, if a contribution is deducted on 1st January, the payment may not reach AVIVA until 22nd February.
2. **Notification and Schedule Processing**:
    - After AVIVA receives the payment, the company notifies Chester Rose and provides a schedule with a detailed breakdown of employee contributions.
    - Chester Rose processes these schedules for all participating companies.
3. **Processing Time**:
    - Due to the high number of participating companies, it typically takes **up to 60 days** for Chester Rose to review, reconcile, cross-check, and upload schedules via a final bill to AVIVA.
4. **Viewing Contributions Online**:
    - Once Chester Rose uploads the data to AVIVA, you can view your contributions online via **MyAVIVA**.

This timeline ensures accuracy and compliance, though it may take some time due to the volume of contributions involved. Schedules are sent monthly, with weekly contributions combined.

Will my contributions be backdated?

Any contributions made to your pension will be backdated to the 5th of the Month that follows the date that the payment was made by your employer to AVIVA, but not from when it was first deducted from a payslip

This ensures that you will not be financially disadvantaged during the time needed for Chester Rose to complete the administrative process.

Why am I unable to access my pension online?

If you are a newly registered member of the scheme, your pension record will remain dormant until the first contributions have been processed for your plan.

Once your contributions have been uploaded, AVIVA will send you documentation containing your TK plan reference. With this reference, you can register and view your pension details online via **MyAVIVA**

Why do I have two AVIVA plans?

There are two possible reasons:

1. **Separate Plan Numbers for Different Contribution Types**:
    - AVIVA assigns two separate plan numbers:
        - **Category 1** for work-related contributions.
        - **Category 2** for personal contributions (e.g., direct debits, single payments, or transfers).
    - This separation is necessary because a single pension plan cannot receive regular contributions from two different sources simultaneously.
2. **Historical Plans**:
    - If your pension began before 2010 and you have two plan numbers but no personal contributions, this is likely due to updated terms negotiated in 2010/2011.
    - Contributions made after the new terms were agreed are held in your **Category 1 plan**.
    - Your **Category 2 plan** holds pre-2011 contributions and can also be used for personal payments (e.g., direct debits or transfers). However, it cannot accept new contract-related contributions.

Why do I have both a 'P' membership number and a TK plan number?

- **'P' Membership Number**:
    - This is your Creative Arts Pension Scheme (commonly referred to as the Equity/Musicians' Union Pension Scheme) membership number.
    - Use this number when informing your employer or agent about your pension scheme.
    - It is permanent and will not change.
- **TK Plan Number**:
    - This is used to register with **MyAVIVA** and for contacting AVIVA directly.
    - It may change over time and is not proof of your membership in the Creative Arts Pension Scheme (commonly referred to as the Equity/Musicians' Union Pension Scheme)

How can I get a breakdown of my contributions for tax or general purposes?

- For personal contributions (e.g., regular or single premiums): You can access the breakdown yourself via **MyAVIVA**.
- For work-related contributions (e,g., via employment contract): You can access the breakdown yourself via **MyAVIVA** or if you require further detail you can email **taxyear@chesterrose.co.uk** to request this information.

Can I transfer my previous pension pots into the Creative Arts Pension Scheme?

Yes you can, but before you do so it may be beneficial for you to discuss the options available to you outside of the Creative Arts scheme with a member of the Chester Rose Financial Planning team. They are fully independent and can provide advice and guidance to you dependent on your personal circumstances.

- Call their dedicated line on **0203 342 1282** where a member of the team will be happy to assist
- You can also email welcome@chesterrose.co.uk providing details of your enquiry or fill out the contact form via the Chester Rose Website

Alternatively, you can transfer your other pensions directly into the Scheme. This process is handled directly by AVIVA.

- Call their dedicated transfer line at **0800 2600 360**, and provide your TK reference number.
- Alternatively, you can initiate the transfer through **MyAVIVA**

Can I be a member of the Scheme if I'm a Non-UK Resident or a Non-UK Tax Payer?

The terms of the scheme mean that to be eligible you need to be BOTH a UK Tax Payer and a UK resident.

Why do my contributions all show as personal on 'My AVIVA'?

The employer's contribution is added to your fee, making it part of your taxable income. Here's how it works:

1. The company's contribution is treated as an enhancement to your gross income.
2. Both the employer and personal contributions are deducted and sent to AVIVA.
3. Since the employer's contribution is taxed as part of your income, AVIVA records all contributions as "personal" to apply basic rate tax relief at source.
4. AVIVA's records show the total contribution (member + employer) as a gross "Personal" contribution.

When will I receive my Annual Statement?

Your Annual Statement, which includes details such as Plan Value, Charges, and Contributions, is provided by AVIVA. While there isn't a specific date for its release, it is typically issued during the summer months.

The statement will be sent to your registered address and will also be accessible through your **MyAVIVA**

What should I do if I have other questions not covered here?

Please email our dedicated team at **c4c@chesterrose.co.uk**, and we'll get back to you

promptly.

CONTACT US

Scheme enquiries

For any further inquiries about the scheme, please contact our specialist administration and scheme processing team:

Phone: 020 3342 1282
e-mail: c4c@chesterrose.co.uk

Technical insight

If you need additional technical insight, please reach out to the scheme's Technical Lead, Andrew Barker:

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