



Q: I am a high rate tax payer- do I automatically get a higher tax relief into my pension?

- › Answer: No, Nest operates on a relief at source basis and so higher rate, and additional rate taxpayers will need to claim the additional tax relief. Nest collects the basic rate tax relief for members (20%).

Q: I am over 55 years old. Currently NEST does not allow me to just take out the 25% tax-free amount and leave the remainder in the NEST pension. This is allowed by most other pension companies. When do you plan to change this and be a fully flexible pension that the government wanted to give to people when they made the pension rules more flexible?

- › Answer: You are correct, at the moment if you want to draw the 25% tax free lump sum from your Nest pension you must also draw the whole of your pension and 75% of this will be taxable. If you want to draw a lump sum from Nest and keep saving you would need to have £3,000 or more in your Nest pot. Nest expects to be able to offer the ability to draw the 25% tax free without needing to take the balance towards the end of 2026, or early 2027. It is a government restriction which has stopped us from doing this and this has just been removed. We will make this option available later this year to members with £5,000 or more in their pension pot with Nest.

Q: Is it possible to transfer from NEST into a SIPP while contributions are still being made?

- › Answer: No. If you want to transfer out of Nest you must stop contributions and take the whole value of your Nest account to the new pension.

Q: For individual who are paying in to a pension pot but are staying in the UK on a temporary /skilled worker visa. Do they still have access to the pot if they leave the country and are at the eligible age?

- › Answer: Yes, and they would need to arrange for the money to be paid into a recognised UK bank account in pounds sterling, before moving the money to their country of residence.

Q: I am not a UK citizen and enrolled in Nest pension. What happens to my pension if I leave the UK?

- › Answer: If you stop working in the UK contributions from your employer will stop. You will still be able to draw your pension from Nest when you reach retirement.

Q: Can you transfer pensions from other countries to your nest account?

- › Answer: This may be possible, but you would need to seek specialist advice. Nest cannot provide advice.

Q: Are there any plans in the pipeline for Nest to allow partial transfers out to private SIPP? I understand currently Nest does not allow this unless we exit the scheme, complete a full transfer out, then re-enrol which risks missing out on employer contributions.

- › Answer: Nest does not allow partial transfers out and we have no plans to introduce this.

Q: Are there fees for transferring pension pots from other providers?

- › Answer: Nest will not charge you fees if you transfer into Nest and we will not charge you fees if you transfer out of Nest. The only change on transfers in is the annual fund management charge which is 0.30%.

Q: Can I do a transfer out of nest when I am still in employment with my current employer?

- › Answer : Yes, if you stop contributions to Nest.

Q: Currently have other pensions in PensionBee - can I transfer from there?

- › Answer: Yes you can transfer into Nest from PensionBee. The easiest way to do this is to [login to your online account](#) and request the transfer.

Q: Can I transfer my pension from abroad to my pension pot here in the UK? If yes, what's the procedure to get this sorted.

- › Answer: Nest cannot advise you on this, you will need specialist advice. The best place to start is to talk to the pension provider overseas who may know if this is possible.

Q: If you make a nomination and both of you die together. Who would the pension then be paid to.

- › Answer: With a nomination we would look to pay the money into the nominated persons estate, if this is possible.

Q: On the death of the pension holder would the beneficiary receive the full balance of the NEST pot?

- › Answer: Nest will pay out whatever is left in the member's account. In some circumstances the person receiving the money may need to pay tax.

Q: Can I have more than one beneficiary split differently i.e 40% and 60%?

- › Answer: You can have as many beneficiaries as you like, and you decide the percentage for each beneficiary. The split doesn't need to be equal.

Q: Are there any advantages of having your pensions together in one pot?

- › Answer: There are advantages and also possible disadvantages. The advantages include ease of administration, the choices at retirement may be better and investment monitoring. Please note you should check if you are giving up any valuable benefits before transferring.

Q: Is there a cost to transferring in other pension pots?

- › Answer: Nest does not charge for transferring in. Please make sure the pension you transfer from does not have exit penalties.

Q: I am considering transfer of a previous pension pot into NEST - my previous provider has a readily accessible performance % of that pension, but I cannot see where I can access the performance figures of NEST to help me decide whether a transfer would be beneficial.

- › Answer: You will find our investment performance in our quarterly investment report which can be found [here](#)

Q: I am now 52 and have worked for numerous companies since leaving school at 16. I have no idea how much any of these pensions are worth or if they are still active - how do I get them merged to one?

- › Answer: First, you would need to [trace the pensions](#), then collect up to date information and make sure they have your correct contact details. From there you should have the information necessary to work out if you should transfer. If in doubt, please seek help from the government body – Pension Helper.

Q: Is it possible to transfer a pension from an OS provider into NEST?

- › Answer: You would need to contact the overseas pension provider to see if they allow transfers to the UK.

Q: How do I transfer my Nest Account to my private pension account when I retire and how much will I be charged

- › Answer: The easiest way is to ask your private pension provider to help you make the transfer. If this doesn't work, login to your Nest account and follow the transfer out steps. Nest does not charge you if you transfer out. You would need to contact your private pension provider and ask them if they would charge you for the transfer in.

Q: Where can I find the Nest pension calculator?

- › Answer: You can find the [Nest pensions calculator here](#)

Q: On beneficiaries - Will this pay out no matter when you die during your pension period.

- › Answer: If you have money left in your Nest account when you die, we will pay it out.

Q: When the money is transferred to a beneficiary, do they get a lump sum, or do they get the monthly amount?

- › Answer: We normally pay a lump sum upon death.

Q: Where do I find my login details?

- › Answer: If you have set up your online account and cannot remember your login details, please use the forgotten username and password buttons on our website. If you haven't activated your account then please do so [here](#).

Q: If you have forgotten your password, tried to login multiple times and get locked out how long are you locked out for? how do you gain access?

- › Answer: Please use the unlock account button on the [login in page](#), or talk to our contact centre on **0300 020 0090**.

Q: How do I find out what my fees are with you? What percentage and flat fees including any admin fees on the plans?

- › Answer: We only have two charges, the annual management charge which is 0.30% and the contribution charge which is only charged if you are contributing and that is 1.8% of the contribution paid. We do not charge the contribution charge on transfers in.

Q: How are your annual charges calculated?

- › Answer: The annual management charge is 0.3% and is charged on the value of your fund so if you have £10,000 invested the charge would be £30.

Q: Why is the Pot value and Total Contributions value different?

- › Answer: The pot value will include investment returns and so is normally bigger than the total contributions. If you have just started saving with Nest the pot value could be smaller if the investment returns are negative.

Q: Why does the Dashboard not show estimated pension at retirement so you can plan ahead?

- › Answer: We include the estimated pension figures in the annual benefit statement, which you can access by clicking on Messages on your online account and then 'Documents'. We also provide a pension calculator if you would like to look at your estimated pension. You can find your annual benefit statement in your online mailbox.

Q: A previous employer has not paid to Nest a contribution that was shown on my wage slip. I have asked the employer to add it but I have received no response. Is The Pension Regulator the only way to get this sorted?

- › Answer: If the employer will not respond then yes.

Q: When trying to trace a pension after going through to HMRC and getting their name they want all my details, NI, names, address, tel numbers etc sent in by post. this would give anyone access to being able to steal my identity. surely this is wrong

- › Answer: It is likely that they will want to try to identify your record. If you are concerned about the amount of information requested, we would recommend that you call and explain your concern to them.

Q: If you have spare money at 60 is it worth investing it into Nest or something like ISAs?

- › Answer: You would require advice to answer this question and Nest cannot provide advice.

Q: Can you transfer a Lifetime ISA into pension pot? i.e to save on inheritance tax?

- › Answer: This is a complex question, and you may be better seeking advice on this. Please note the inheritance tax rules on pensions will change in April 2027 and pensions will have reduced inheritance tax benefits.

Q: Is it correct that once you start drawing your nest pot, does it increase with inflation?

- › Answer: Nest pensions do not automatically increase in line with inflation. This is something which you can include if you decide to buy an annuity.

Q: I'm a higher rate tax payer using NEST via salary sacrifice so don't get tax relief (gross salary reduced so reduces taxable income). It's been suggested that I'd be better paying into a personal pension rather than via salary sacrifice?

- › Answer: When contributions are paid by salary sacrifice you will benefit from tax relief when your salary is reduced and you will also save some national insurance.

Q: I have an older pension with Aviva - is there an easy way to compare how that pension is performing compared to Nest so I can make a decision on whether it's best to combine the pots or for them to remain separate?

- › Answer: No, you would need to compare charges, policy features, investment options and also investment returns.

Q: Noticed when on my NEST portal for adding beneficiaries that if you choose make a nomination the pot will be considered for inheritance tax but if do expression of wish it isn't. Why is this?

- › Answer: The tax rules currently don't normally add benefits to your estate for inheritance tax purposes when the payment is discretionary and the expression of wishes is discretionary whereas the nomination is not. This will change in April 2027 when benefits paid under expression of wishes will also become part of your estate. Please remember not all estates are big enough to incur an inheritance tax charge

Q: You've highlighted the tax benefits of putting money into the pot through relief. Can you explain how the money is taxed as it leaves the pot? 25% is tax-free, but is that only if you take it all as a lump? What if I want to draw down, is that tax-free up to 25%, or is that benefit lost if I use this method? Presumably, it would be taxed as income?

- › Answer: After you have taken the 25% tax free the remaining money will be subject to income tax. Whilst we cannot give advice, we do understand that if you draw an income you may be able to take the tax free amount at the start, if you decide not to take it, the option may be lost, you should check this carefully when you start to take your pension. If it is lost, then the balance will be charged to tax at the relevant rate.

Q: How do you change your fund?

- › Answer: [Login to your online account](#) and use the fund choices option on your dashboard.

Q: I wonder what the default investment fund is for my age group (I'm 21), and how easily I can switch funds through the online portal, and are there any fees for moving my money between different Nest funds?

- › Answer: There are no charges for moving between our funds. You will be in the default fund which we consider to be our flagship fund. You can change your fund on our online portal.

Q: How much control do individuals have over where their pension is invested, for example split between Equities and Bonds as well as control over de-risking?

- › Answer: We offer our default fund, and we also have five other funds which you can select. We do not offer you the ability to build your own portfolio. You will see that many of our funds [invest in equities and bonds](#) as well as other assets

Q: If I change my fund to something higher risk, will all of my fund be transferred over to that? Or would I be just paying into the new fund from my transfer date?

- › Answer: All of your pension will move to the new fund.

Q: Do you have a fund for people getting closer to retirement who want to start reducing their investment risk?

- › Answer: If you are in the default fund, we will do this for you. If you would like to do this yourself, you can by selecting a lower-risk fund.

Q: When we move between age groups, as I understand, NEST moves our investment funds automatically. Is it still going to happen if we change the investment fund ourselves?

- › Answer: No, Most but not all of our funds offer this feature at the moment. [Please see our website for details.](#)

Q: I think my retirement age is 67, how can i check?

- › Answer: Login online and your retirement date is on the dashboard, near the fund value. It can also be seen and changes made in the personal details section on the website.

Q: Do you also transfer Military pensions or do they have to stay where they are?

- › Answer: You would need to ask your pension provider/manager. Nest will not accepted defined benefit or final salary pension transfers.

Q: You have to pay income tax on any lump sum, how does this work and what sort of costs are payable

- › Answer: The 25% cash lump sum is normally tax free. If you take more, this will be taxable and the pension provider would use a tax code provided to calculate and deduct the tax before payment.

Q: If you would like to transfer your pensions to all be together can you do that with non contributory pensions you've had in the past.

- › Answer: Yes most pensions can be transferred but it is important to see if this makes good financial sense.

Q: If you find old pensions, can you take 25% from that pension before you transfer any balance to Nest?

- › Answer: No, if you take benefits from a pension, you may find it difficult to transfer the balance to a workplace pension. Nest cannot accept these transfers at present.

Q: I have a Nest pension from a previous employer too - can I combine this into my current Nest pension?

- › Answer: Nest will normally merge our Nest accounts automatically, if this hasn't happened, please contact us to arrange for these to be merged. The best way to check if they have been merged is to look at the contribution history, each employer payment shows the name of the employer who paid it.

Q: What if my previous employers pension no longer exists, how do I track it?

- › Answer: The [Government pension tracing](#) service should still work in these circumstances.

Q: At what age can you take out 25% tax free cash out please?

- › Answer: The minimum age is currently age 55 and this will increase to age 57 in April 2028.

Q: I understand I can take 25% of my pot as a tax-free lump sum when I retire. Does Nest allow me to take this in one go, or can I take it in smaller tax-free chunks over time?

- › Answer: You can do both with Nest at the moment.

Q: I have had technical difficulties when accessing my account to make transfer of my pension from a different company. Who do I get in touch with? the phone call takes too long. Could you please share an email address.

- › Answer: Please use this number **0300 020 0090** to call our contact centre or [visit our website](#) to use our more accessible options, such as live chat.

Q: Hello, how does this work with Teachers' Pension? I used to work in state schools and paid into the Teachers' Pension Scheme - can I link that with Nest? Or do I claim for that pension separately? Thank you!

- › Answer: We cannot accept a transfer from the Teachers' Pension as these benefits are normally defined benefit pensions. You can claim these pensions separately.

Q: My Nest Retirement date is 1 Sept this year. However, as I am still working here, is it advantageous financially to defer my retirement date, say by 5 years, or start taking the pension in addition to my salary?

- › Answer: That is a personal decision, and you may wish to seek guidance from the government's [Money Helper](#) or seek independent financial advice from a qualified financial adviser.

Q: Can you explain better the self-manage principal of withdrawing your pension and can you still contribute whilst doing this? also at what age does Nest move your pot to safer investments as its difficult to have a definite retirement age but be good to know once you have passed 55 your money is being invested more safely.

- › Answer: A self-managed pension is where you choose the investment funds you are invested in and how and when you make withdrawals. I would suggest you read about the Nest Guided Retirement Fund, as in this we try to help you make sure your money lasts through retirement. At Nest we do reduce risk in the final ten years as you approach your normal retirement age in our default funds.

Q: Can you withdraw an amount of money at anytime? and if so for example a sum of £10k how much of this amount is tax free? Also do Nest charge for this?

- › Answer: You can only draw benefits after you have reached age 55 and this will change to age 57 in April 2028. If you draw £10,000 normally 25% would be tax free, unless you use flexible access drawdown which isn't currently offered by Nest but we are looking to introduce this in the next year.

Q: David mentioned 2 things to look at when considering transferring a pension to see if you were better off. 1 was a guaranteed growth rate. What was the other one?

- › Answer: A guaranteed early retirement age or a guaranteed annuity rate.

Q: Can you pay additional contributions into a Nest pot easily (not pension transfers).

- › Answer: Yes, please ask your employer if they offer the option to make additional payments via payroll and if they don't, you can make payments direct to Nest through your online Nest account.

Q: How do I increase my contribution amount?

- › Answer: If your employer will / can support this you may be able to do this via payroll deduction. Alternatively, you can pay via your own back account. Click on the below link for further details. [How to check contributions and make additional contributions | Nest pensions](#)

Q: My understanding is that Nest charges a fee for any additional personal contributions? Is there a way to avoid this fee? (i.e., as some other pensions providers don't charge this fee)

- › Answer: For any contribution that is paid into Nest there is a contribution charge of 1.8%. For further details on our competitive charging structure please click on the following link. [Contributions and fees | Nest Pensions](#) Nest does not make a contribution charge on transfers in.

Q: I am only 19 and I have got 3 open pensions , 1 from current employer with Nest , one with a previous employer with the People's Pension and finally one a private one. Am I best combining them altogether or having multiple ones open?

- › Answer: We cannot offer guidance on that. Some people like to consolidate their pensions into one account and for some they wish to keep them separated.

Q: If the beneficiary on your nest pension are your children, can they receive your pension if they are under 18?

- › Answer: The amount left will be used for the benefit of your children and it is normally put into trust until they reach adulthood.

Q: The College of Policing set up pension contributions into NEST in January 2021. So they were - and I was - paying into my pension until May 2025. In May 2025 The College of Policing decided to 'refresh their pool' and we had to reapply for our work with them. The break of working for them lasted 6/7 months. In February 2026 I restarted working for them. I expected my pension contributions to be reinstated but this has not happened. I have contacted the College of Policing about this, but their response is to contact NEST. I would have thought it was the employer, not the pension provider, that would be able to reinstate the pension contributions?

- › Answer: Auto Enrolment duties are for the employer to comply with. If eligible they should enrol you into a qualifying pension scheme.

Q: NEST is a great idea. However, I am 76 and already receive a state and private pension. I will be doing some part time work for a new employer and they tell me I must join NEST I have 2 questions. Can I opt out of NEST and if so how. Also is there any advantage to me staying in NEST.

- › Answer: After age 75 the rules requiring workers to be auto enrolled do not apply. Nest cannot accept new enrolments where the worker is 75 or older. If you are in Nest before age 75, you can continue beyond age 75.

Q: What is the earliest age you can access your full NEST pension?

- › Answer: Currently age 55. Note - this will change to 57 from 6th April 2028

Q: Are the welcome pack digital or hard copy? I've never received one.

- › Answer: Your welcome pack is sent as a hard copy to the address that was provided when you were enrolled. If you wish to view your welcome pack, you can do this by activating your Nest account, as a copy of the welcome pack is sent to your online mailbox. Here is more information about [using your online account](#)

Q: Does a Nest Pension facilitate salary sacrifice and if so how does it work?

- › Answer: Yes, but it would be down to your employer to decide if they wish to offer salary sacrifice for pension contributions to be made to Nest. If your employer offers salary sacrifice then you can decide if you want to join it.

Q: If an employer does not do salary sacrifice, is there a way for the employee to set this up for any additional personal payments they make?

- › Answer: No, offering salary sacrifice is an employer decision. Any additional contributions via your own bank account direct to Nest would be paid from your take home pay. On receipt of the contribution, we then claim basic rate tax relief for you.

Q: I am coming up 63 years old. Is there anything I can take from nest before state age? What tips would you have for anyone approaching retirement

- › Answer: Yes. Information in relation to taking out your Nest pension can be found in the following link. [Retirement Pension | Nest Pensions](#)
As everyone circumstances differ you may wish to seek guidance before making your decision - [Pension Wise: free pension guidance | MoneyHelper](#)

Q: My Nest dashboard shows my pension pot value. Where can I find the sum I would be paid monthly after the retirement date?

- › Answer: Your annual benefit statement will give you more information surrounding this. This will be sent you through your mailbox located in your dashboard. [Click here](#) for more information surrounding your annual benefit statement.
- › Alternatively, you could use [our pension calculator](#) to calculate what you might receive.

Q: Are you automatically paid your nest pension each month or do you need to apply for this?

Answer: You will need to decide what you wish to do with your Nest pot and notify Nest. Click here to learn more [about retirement with Nest](#).

Q: Are previous pensions gaining any interest where they are?

- › Answer: You would need to check this direct with the previous pension provider.

Q: On the NEST app the contributions detail appears to lag behind in relation to tax relief awarded on contributions - how far behind is normal for receipt of tax relief into my NEST pot?

- › Answer: Nest adds the tax relief when it is received from HMRC. This can take up to 6 weeks at the moment but changes are expected to reduce the time taken.

Q: Will I receive the Pot value or Total Contributions at 68?

- › Answer: You will be able to use the full pot value when you draw benefits.

Q: I am keen for my niece who is 18 to start paying into a pension as soon as she can. She is currently at university but can she set up a pension fund with nest before she starts full time work? Also can I make payments in on her behalf?

- › Answer: She may be able to join another pension provider. To join Nest you need to be auto enrolled by an employer or join as a self-employed person.

Q: What have been the changes to the Nest Sharia Fund, are you expecting performance to dip?

- › Answer: We have added in sukuk bonds to the investments which will provide a more balanced investment, you can [find out more here](#). The investment performance of the fund can be found in our [Quarterly Investment report](#)

Q: I am only 19, how am I going to maximise my final retirement sum

- › Answer: We cannot give advice but we would suggest that all members pay a contribution which is right for their retirement goals and you can use the pension calculator to help. This can be found [here](#)

Q: Ethical question - Do you invest into Elbit Systems - Israel's largest defence firm?

- › Answer: We no longer invest in Elbit Systems.

