



Arqiva Defined Benefit Pension Plan Trustees Ltd  
Arqiva Limited

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Dear Members

### **Coronavirus and the Arqiva Defined Benefit Pension Plan (the 'Plan')**

The last few weeks have seen some major shifts in the global economy and social stability as a result of the coronavirus – Covid19.

As Trustees of the Plan, we want to reassure you that we are working closely with Arqiva and our advisors to limit the impact of these events on the administration of your pension benefits. In particular, for pensioner members, this means ensuring that pension payments continue to be paid in full and on time.

The Plan's administrators, Isio have confirmed that their systems and processes will continue to function during any periods when they are required to work remotely, and they will continue to deal with any requests that you may have. Please note that their turnaround times may be slightly longer than normal; however they will keep you informed if there are any delays in responding to your query. As usual, Isio can be contacted via their central mailbox ([ukfmarqiva@isio.com](mailto:ukfmarqiva@isio.com)) or via post using the address below:

**Karen Slatford**  
**Isio**  
**2 Forbury Place**  
**33 Forbury Road**  
**Reading**  
**RG1 3AD**

Similarly, we have liaised with Arqiva who have confirmed that their business continuity ensures that staff already possess the ability to work remotely should they be required to self-isolate in response to potential exposure, and all operational functions can be processed as normal. This includes processing the pensioner payroll for the Plan; however they do not currently have the facility to print payslips from remote locations. As such, any members who have a query relating to their pension payment should contact the payroll team by email at [external.payroll@arqiva.com](mailto:external.payroll@arqiva.com).

The Trustees are reviewing developments closely and how they impact the Plan, including the funding position in light of volatile financial markets. The Trustees invest the Plan assets in such a way as to reduce the impact of market movements on the funding level to a large degree; however will keep the situation under review and make any reasonable adjustments as we deem necessary, having taken specialist investment and actuarial advice.

We wish you all well during this period of uncertainty and will endeavour to provide an update if any circumstances change.

Yours sincerely

Tom O'Connor, on behalf of the Trustees of the Arqiva Defined Benefit Pension Plan