



ARQIVA DEFINED BENEFIT PENSION PLAN

BT Section

Members' Booklet

Contents	Page No.
1. Introduction.....	3
2. Summary.....	4
3. Understanding the terms.....	6
4. Making contributions.....	8
5. Paying AVCs.....	9
6. Receiving a pension.....	11
7. Retiring early or late.....	13
8. What if I become seriously ill?.....	14
9. Death benefits.....	15
10. Leaving the Scheme.....	17
11. Your State pension.....	19
12. Further points to note.....	20
13. Disputes procedure.....	23

1. Introduction

1.1. For your benefit

The purpose of this booklet is to summarise the main features of the Arqiva Defined Benefit Pension Plan – BT section (the "Scheme"), and to provide answers to the most common questions that members have about the Scheme and its benefits.

The Scheme is a defined benefit occupational pension scheme and is contracted out of the State Second Pension (S2P).

The Scheme is designed to provide a retirement pension.

Throughout the guide certain phrases have defined meanings, these are described in section 3: "Understanding the terms".

Although every effort has been made to ensure that this booklet is an accurate summary of benefits provided under the terms of the Scheme, the formal legal documents – the Trust Deed and Rules – which describe the Scheme and its benefits in detail, will always be used to decide any conflict of interpretation. The formal documents are available for inspection on application to the Trustee.

Members are provided with precise details of their benefits and options on retirement or leaving service. This booklet provides only an outline of those benefits.

Pension schemes are governed by complex tax and legal requirements and these may change at any time. This booklet is based on our understanding of tax and pensions legislation as at July 2012.

If you have any questions about the Scheme, please contact the administrators at the address given at page 21.

2. Summary

2.1. Membership

The Scheme was established with effect from 28 January 2005 for Company employees who had been members of the ntl defined benefit pension plans as at 27 January 2005.

The following sections of the Scheme were established with effect from 1 April 2007 for those members who were previously members of the BT Pension Scheme (BTPS) and who transferred their employment across to Arqiva on that date.

- If you were a member of Section A or B of the BTPS then you will be a member of Section A or B of the Arqiva DB Plan ex-BT Section.
- If you were a member of Section C of the BTPS then you will be a member of Section C of the Arqiva DB Plan ex-BT Section.

2.2. How it works

You make contributions of 6% of Pensionable Salary into the Scheme. The Company also makes contributions.

At retirement you receive a pension which is linked to your Pensionable Salary and the length of time you have been a member of the Scheme.

2.3. In unexpected circumstances

If you die in service, a cash sum of four times your gross earnings in the 12 months prior to your death will be paid under a separate arrangement at the discretion of the Trustee (normally to a nominated beneficiary). Your Spouse will receive a pension payable for life. Pensions may also be payable to your children.

If you have to stop work due to ill health, you may be able to remain a member of the Scheme for as long as you remain unable to work or your pension may be paid early, subject to certain conditions being met

2.4. If you leave

If you leave the Scheme, you may be able to transfer the value of your benefits to your new pension arrangement.

2.5. Note for members of Section A

If you were employed by the Post Office before 1 December 1971, you may be entitled to benefits under Section A of the Scheme. Under the terms of Section A, benefits are

payable in line with those of the Principal Civil Service Pension Scheme (“PCSPS”) and Pensionable Pay is reduced by 6% when benefits are calculated. Any member who is eligible for benefits under Section A may instead choose to take benefits under Section B by the age of 59 years 9 months or within 6 months of leaving the Scheme, if earlier.

As Section B benefits are usually better than the equivalent PCSPS benefits, details of Section A rules and PCSPS benefits are not described in this booklet. If you were to die in service before making an election for Section B benefits, the better benefits will be paid.

If you are eligible for Section A benefits, you will be given information about the alternative Section A or Section B benefits prior to retirement.

3. Understanding the terms

Several specific terms are used in this booklet to describe your benefits. They are defined here.

Annual Allowance means the amount of tax-free pension benefit you can earn in a tax year, set at £50,000 for the tax year 2012/13. This is broadly calculated by looking at the difference between your accrued pension at the beginning of the Scheme year (adjusted by inflation) and your accrued pension at the end of the Scheme year. The amount of pension earned in the year is multiplied by a factor determined by HMRC, currently 16, in order to determine the value of benefits earned. Money purchase AVC contributions paid over the Scheme year must also be taken into account.

Company means Arqiva Limited.

Earnings Cap is the maximum amount of earnings that may count in determining pension benefits. It applies to high earning members who joined the BTPS after 31 May 1989 and was set by the Government up to the 2010/11 tax year and subsequently reviewed annually by the Company.

Final Pensionable Salary is your highest level of Pensionable Salary over any continuous twelve month period in the last three years of Scheme membership. For Section A/B members, the average of Pensionable Salary over the best three consecutive tax years in the last ten years may be used, if greater.

Index is the general index of retail prices (all items) published by the Office for National Statistics or any substituted index published by that office or by any replacement body.

Normal Retirement Date is your 65th birthday although you can elect to retire from age 60 to receive your pension benefits without reduction for early payment.

Pensionable Salary is your annual basic salary including any London weighting and certain other allowances but excluding overtime.

Pensionable Service is your period of service in years and complete days, whilst you are paying contributions to the Scheme.

Qualifying Service means Pensionable Service in the Scheme plus any period of Pensionable Service under the BT Scheme which is continuous and immediately precedes Scheme membership. A month's full-time or part-time service is one month's qualifying service.

Scheme means the Arqiva Defined Benefit Pension Plan.

Scheme Year means period 1 July to 30 June.

Spouse is the person to whom you are legally married or in a civil partnership with (although if your Spouse is your civil partner only your service from 5 December 2005 will count towards provision of the dependant's pension as of right to the extent that benefits exceed GMP and reference scheme test benefits). If you are not married or in a civil partnership you may be able to nominate a dependant to be entitled to the benefits that would otherwise be payable to your Spouse. For more information about nominating a dependant please contact the Scheme Administrator at the address provided on page 21.

State Pension Age is currently 65 for men. For women, it is being increased from 60 so that it will be equalised with that for men by November 2018. It will then increase to 66 for both men and women from December 2018 to April 2020.

Trustee means Arqiva Defined Benefit Pension Plan Trustees Limited.

4. Making contributions

4.1. How much does membership cost?

While you are an active member of the Scheme you pay contributions of 6% of Pensionable Salary under a salary sacrifice arrangement. Your contributions will be deducted from your pay before tax, giving you tax relief at your highest rate. The Company also makes contributions. As a member of the Scheme you will pay lower National Insurance Contributions (see page 19 for more information).

4.2. How do I pay my contributions?

Your contributions will be deducted automatically from your pay.

4.3. Can I choose to pay more?

Yes. You have the option to make extra contributions known as Additional Voluntary Contributions (AVCs) under a salary sacrifice arrangement. See page 9 for more information.

4.4. How much does the Company pay?

The contributions paid by the Company are based on the advice given by the Scheme Actuary and may vary from time to time. The Scheme Actuary carries out regular valuations of the Scheme to determine the contributions which are likely to be sufficient to be able to pay all the benefits to which you are entitled.

5. Paying AVCs

5.1. How do AVCs work?

Additional Voluntary Contributions (AVCs) are extra contributions you can make on top of your normal contributions to the Scheme with the aim of increasing your retirement benefits. Just like your normal contributions to the Scheme, AVCs qualify for tax relief at your highest rate.

5.2. How much can I pay in AVCs?

Her Majesty's Revenue & Customs do not place a restriction on the amount you can pay into pension plans. However, there are limits on the amount of tax relief you can receive on contributions. The total amount you can earn from or pay into all your pension arrangements each year is currently limited to the Annual Allowance. Further details can be found on www.hmrc.gov.uk.

5.3. Where do AVCs get paid?

The Trustees have selected a number of investment funds in which you can invest your AVCs. The Trustees will monitor these funds on a regular basis and they may be changed from time to time.

Details of the funds available are shown on Connect.

5.4. What can my AVCs be used for?

Your AVCs can be used to purchase additional pension for you and/or your spouse at retirement. Equally, your AVCs (other than AVCs paid to buy added years) can be transferred into another pension arrangement outside the Scheme at any time.

You can take up to 25% of your AVCs as a tax free cash lump sum when you retire.

5.5. How do I start contributing?

If you are interested in making AVCs, further information is on Connect.

5.6. Added Years AVCs

You will only have Added Years AVCs in the Scheme if you were paying AVCs to purchase additional years of pensionable service in the BT Pension Scheme and elected to continue to do so when you joined the Scheme. It is not possible to increase the rate at which you pay AVCs to purchase added years or start purchasing added years if you were not previously.

You should note however, the Trustee reserves the right to alter the terms or to require a member to reduce or stop his AVCs. You will be notified separately if this is the case.

6. Receiving a pension

6.1. When will I receive my pension?

Your normal retirement date in the ex-BT Section of the Arqiva DB Plan is your 65th birthday (unless you have been notified otherwise in writing), although you can elect to retire from age 60 to receive your pension benefits without reduction for early payment.

6.2. How will my pension be paid?

Your pension will be paid in monthly instalments, directly to your bank or building society account. It will be taxed under the PAYE system and is payable for life.

6.3. How much will my pension be?

If you retire from age 60 onwards your pension will be calculated in the same way as it was in the BT Pension Scheme for your service with the Company. In particular,

Sections A/B:	$\frac{1}{80}$	x	Final Pensionable Salary	x	Pensionable Service
Section C:	$\frac{1}{60}$	x	Final Pensionable Salary	x	Pensionable Service

Your Pensionable Service in the Scheme will be calculated in years and complete days.

Example

Chris retires at age 60 having completed 30 years' Pensionable Service in Section C. His Pensionable Salary is £20,000 pa. His normal retirement pension will be calculated as:

$$30/60 \times £20,000 = £10,000 \text{ pa}$$

6.4. Can I take a cash sum?

On retirement Section A/B members will also receive an immediate cash sum in addition to receiving a pension. This cash sum is equal to 3/80ths of your Final Pensionable Salary for each year of Pensionable Service.

If you are a Section C member you can choose to exchange part of your pension for a cash sum when you retire, which under current legislation will be paid free of tax. The maximum cash sum you can normally take is by exchanging 25% of the value of your pension.

Under the Rules of the Scheme for each £1 pa of pension you will receive £15 cash.

The amount of cash you can take may have to be restricted to meet legislative requirements.

Exchanging pension for cash does not affect the amount of Spouse's pension payable if you die after retirement.

In addition Section A/B members may exchange some of their pension for cash (in addition to their 3/80ths lump sum) up to HMRC limits.

6.5. Can I provide a higher pension for my Spouse or dependant?

Yes. Shortly before you retire, you may surrender part of your own pension to provide additional pension for your Spouse or a pension for another dependant on your death, provided the Trustee agrees and subject to limits set out in the Scheme rules. In addition, if you are a Section A/B Member and are unmarried when your pension starts, but subsequently marry before age 70, you may exercise this option provided the Trustee agrees. You should contact the Scheme administrators at the address provided on page 21 if you want more information about these options. (See page 15 for the Spouse's entitlement.)

6.6. Will my pension be increased?

Yes. Your pension will increase each year in payment depending on which section of the plan you belong to.

- For employees in Section A/B your pension will increase in line with price inflation as measured by the Consumer Prices Index ("CPI").
- For employees in Section C, increases are the increase in the Index or any replacement or other cost-of-living index selected by the Trustees subject to a maximum of 5% pa.

7. Retiring early or late

7.1. Can I retire earlier than age 65?

You can retire from age 60 with no reduction to your pension.

In addition, with the consent of the Company and Trustees, you may elect to retire from age 55.

Your pension will be calculated as for normal retirement but will be based on your final pensionable salary and pensionable service at the time you retire and will be reduced for early payment by the factors for early payment that are currently in force. For information about the factors that are currently applied, please contact the Scheme administrator.

7.2. Can I retire later than age 65?

Yes. Your pension will be calculated in the same way as at Normal Retirement Date (see page 11) but based on Pensionable Salary and Pensionable Service at your date of retirement.

You can also leave Pensionable Service at Normal Retirement Date while continuing to work for the Company. In this case your pension would be increased by a late retirement factor for the period up to your actual retirement.

7.3. Redundancy benefits

If you retire early at the request of the Company or are made redundant any time after age 50 and Your combined Pensionable Service with Arqiva and BT is at least 5 years then you may elect to receive an immediate pension from age 55 years which is not reduced for early payment.

For Section A/B members only:

In addition your Pensionable Service in the Arqiva Scheme will be increased by the lower of:

- a) the additional Pensionable Service you would have accrued up to Normal Retirement Date or
- b) 6 2/3rds years

8. What if I become seriously ill?

If you become seriously ill you will be eligible to be covered by the Company's Income Protection Insurance Plan.

In the event of you being unable to perform the material and substantial duties of your normal occupation you will be covered for 75% of your salary less an amount equal to the long term State incapacity benefit.

The benefit is payable as salary and is subject to normal PAYE and National Insurance deductions. It is payable until you are fit enough to return to work or:

- For employees who joined Arqiva from 1st September 2004 for a maximum of five years or up to the age of 65 if earlier.
- For employees who joined before 1st September 2004 up to the age of 65.

After two years of receiving the benefit, the definition of disability is extended to being unable by reason of illness or injury to follow any occupation for which you are reasonably fitted by reason of training, education or experience.

All cover is subject to the terms and conditions of the policy and acceptance by the insurer.

Under this type of arrangement, you remain an employee of the Company and therefore will remain covered for life assurance benefits. You will also have the opportunity to remain in the Scheme and continue to accrue benefits. (Your contributions will be based on Pensionable Salary immediately before moving on to the Income Protection Plan and will be deducted from the payments received.)

* Salary for the purpose of the Income Protection Plan means your basic annual salary plus the following where applicable; shift pay plus London weighting plus OTE (subject to a maximum of 20% of basic salary).

9. Death benefits

9.1. What happens to my pension if I die before retirement?

If you die in Pensionable Service before Normal Retirement Date, the following benefits will be paid:

- A tax-free cash sum equal to four times your gross earnings in the 12 months prior to your death. This benefit is underwritten by a separate insurance policy held by the Trustee under a separate arrangement. Cover is held subject to the terms and conditions of the insurance in force at the date of death.
- An eligible Spouse's pension equal to one-half of the pension you would have received had you retired on the date of your death. This will be based on enhanced Pensionable Service, in the same way as it is under the BT Pension Scheme. If you are a Section C member the pension will be subject to a reduction if your Spouse is more than 10 years younger than you.
- A pension to an eligible child. (The amount will depend on your specific circumstances e.g. the number of eligible children, whether an eligible Spouse's pension is payable.)

A pension may be paid to a dependant if no Spouse's pension is payable at the discretion of the Trustee.

9.2. What happens to my pension if I die after retirement?

If you die after you have retired, the following benefits will be payable:

- An eligible Spouse's pension will be paid, equal to one-half of your pension at the date of your death, ignoring any reduction for taking a cash sum at retirement and allowing for any increases already earned on the whole of your pension.

For the first 91 days after death, the Spouse's pension is equal to the member's pension at death before reducing to the pension described above. Further, for Section C members, this higher level of pension would remain in place until 5 years after the member's date of retirement if this period ends after the 91 days. For Section A/B members this higher level of pension is not paid if death occurs within 5 years of retirement as a cash sum may be payable (see below).

- A children's pension, if applicable.
- For Section A/B members, a cash lump sum may also be payable on death within the first five years following the member's retirement. This will normally be equal to

the total amount of pension that would have been paid for the remainder of the 5 years, excluding future increases.

- For Section C members a cash lump sum may be payable if no dependants' pensions are paid.

9.3. Who will receive any cash sum paid on death?

The Trustee will decide who will receive any cash sums payable from the Scheme. This currently means that payments can be made free of inheritance tax.

You can help the Trustee in making their decision by completing an Expression of Wish Form on which you state the people you would like to receive the benefit (the beneficiaries). The beneficiaries will normally be your spouse or close family, although you are free to nominate other people if you wish. The Trustee will consider following your wishes but are not legally bound by them.

An Expression of Wish Form can be downloaded from the HR Reward & Benefits intranet site. If you have never completed a form or if you wish to change your nominated beneficiary, you should complete and return it as soon as possible.

10. Leaving the Scheme

10.1. Can I leave the Scheme before I retire?

Yes. You may leave the Scheme at any time. The options open to you are described on this page. If you leave, you will not be able to rejoin in the future.

You are also able to retire, with Company consent, on cost neutral early retirement factors. Cost neutral factors are set such that there is no strain on the Scheme when this option is taken. For information about the factors that are currently applied, please contact the Scheme administrator.

You may also take late retirement from the Scheme after your normal retirement date. Your pension would be increased by a late retirement factor for the period up to your late retirement.

10.2. Can I take a refund of contributions?

Yes - if you leave the Company having completed less than three months' qualifying service (normally your pensionable service with the Arqiva DB Plan) your own contributions to the Arqiva DB Plan will normally be refunded less statutory deductions.

Deductions will be made for the cost of reinstating you in the State Second Pension (S2P) and tax, currently at the rate of 20%.

If you have between three months and two years qualifying service you can choose between a refund of contributions or options 10.3. or 10.4. below.

10.3. Can I leave my benefits in the Scheme until retirement?

Yes - if you have over 3 months Qualifying Service you can leave your benefits in the Scheme until you reach retirement age.

Your pension on leaving will be calculated in the same way as at normal retirement but based on Pensionable Service you had actually completed and your Pensionable Salary at your date of leaving.

It will be increased between the date of leaving and the date of retirement in line with statutory requirements. You will have the same options open to you at retirement as described in Section 6.

10.4. Can I transfer my benefits to another pension arrangement?

Yes, if you have over 3 months of Qualifying Service you may choose to transfer the value of your benefits to your new employer's pension scheme or to another approved pension arrangement which is able and willing to accept a transfer payment.

You would then give up all entitlement to benefits from the Scheme. The transfer does not have to be made as soon as you leave the Scheme and you may decide to transfer at a later date.

Transfer values are calculated as the amount of money which, if invested, should be sufficient to provide the deferred benefits being given up, based on assumptions which comply with the relevant legislation.

You may request a transfer value calculation at any time but the Trustees reserve the right to refuse such a request if it is within one year of a previous calculation. The transfer value must by law be calculated within three months of your request and will be advised to you within ten working days of the calculation date. It will be calculated on market rates that apply at the date of calculation but will then be guaranteed for a period of three months from that date.

10.5. If I leave my benefits in the Scheme what happens to them if I die before retirement?

If you die before retirement and you have left your benefits in the Scheme, your Spouse would receive one-half of your leaving service pension, increased to the date of your death in line with statutory requirements. There may also be children(s) pension's payable in addition.

For Section A/B members, a lump sum shall be payable equal to the higher of:

1. 1.25 x Final Pensionable Salary
2. 5 x revalued deferred pension
3. A refund of member contributions, with interest

11. Your State pension

NOTE: The information provided in this section is subject to the Government's proposals to reform State Pension provisions.

11.1. Will I still get a State pension?

Yes. You will normally receive the Basic State Pension but you will not receive a full pension from the State Second Pension (S2P). This is explained below.

The State Scheme is in two parts – the Basic State Pension and S2P. Both are paid from State Pension Age.

The Basic State Pension is the amount of the single person's basic pension payable if you have a full National Insurance history. You will receive a Basic State Pension in addition to your pension from the Scheme provided your National Insurance Contributions record is sufficient. If you do not have a full National Insurance history a reduced Basic State Pension may be paid.

S2P is an earnings-related pension which is based on the level of National Insurance Contributions paid during your working life. The Scheme is contracted-out of S2P and as a result, the Scheme has to pay a pension which satisfies certain minimum standards. The Scheme pension replaces S2P, so you do not earn any S2P whilst you are in Pensionable Service.

As a result of contracting-out you pay reduced rate National Insurance Contributions, but this does not affect the level of your Basic State Pension.

In January 2013 the Government published proposals to reform state pensions by introducing a single-tier state pension, which will replace the current Basic State Pension and State Second Pension with a flat-rate payment from April 2017 (to apply to retirements from that date). If the Government's proposals go ahead, the reduced rate from National Insurance contributions will no longer apply and the information provided above will change.

12. Further points to note

12.1. Who runs the Scheme?

The Scheme has been established under trust and the assets are held quite separately from those of the Company. The Scheme is run by the Trustee who is responsible for ensuring that it is run in accordance with the Rules.

The Trustee employs several independent professional advisers to assist them with their task.

12.2. What are the tax advantages of the Scheme?

When it was established, the Scheme was approved by the Inland Revenue (now HMRC) under Chapter 1 Part XIV of the Income and Corporation Taxes Act 1988. This means that, with effect from 6 April 2006, the Scheme automatically became a registered pension scheme for the purposes of the Finance Act 2004. At present this status results in the following tax advantages:

- You receive full income tax relief on your contributions, including any AVCs (provided
- The cash sums payable on retirement or death are usually free of tax.
- The Scheme benefits from tax advantages in respect of its investment income and capital gains.

HM Revenue & Customs imposes limits on the level of benefits earned and contributions that are subject to the advantageous tax concessions in any year. The Scheme rules also impose limits on benefits paid out.

For members who joined the BTPS after 31st May 1989, pension benefits are additionally restricted by the Earnings Cap.

12.3. What happens if I work part-time?

If you are a part time employee and have worked part-time whilst a member of the Scheme, that part of your Pensionable Service will be calculated as a proportion of your normal hours worked to the standard hours.

12.4. What happens if I am temporarily absent from work for any period?

If you are temporarily absent, your membership of the Scheme will continue for so long as you continue to be paid or if the Company so directs. For any period of unpaid absence to count as Pensionable Service you will be required to pay contributions at the required level upon your return to work.

This may change if you are absent for more than three years. If you leave the Company and rejoin it at a later date, you will not be able to rejoin the scheme.

If you are absent on maternity leave, contributions will continue to be paid for as long as you are in receipt of maternity pay. Your contributions will be calculated using the maternity pay which you actually receive, but your benefit will be calculated using the full rate of your Pensionable Salary before your absence. If you take extended maternity leave and are not receiving any pay, your employee contributions only will continue under the salary sacrifice arrangement.

If you do not return to work during the period when you have a statutory right to return, you will be treated as leaving service from the date you ceased pension contributions and benefits will be payable under Section 10.

12.5. Is the Scheme permanent?

Although it has no plans to do so at the moment, the Company reserves the right to amend or discontinue the Scheme at any time. If the Scheme were to be terminated, your benefits would be secured out of the Scheme's assets in accordance with the Rules.

12.6. Can I use my benefits to guarantee a loan?

No. You must not promise your benefits to anyone else or use them as security for a loan. This is strictly forbidden and any attempt to do so may result in a loss of benefit.

12.7. Can I transfer benefits into the Scheme?

No. The Scheme rules do not permit transfers in from other approved pension arrangements.

12.8. Where can I get further information?

You will receive an annual benefit statement to keep you in touch with how your benefits are building up. Members can request to see certain Scheme documents such as the Statement of Investment Principles, the latest valuation report and the annual report and accounts. A shorter version of the full report and accounts will be sent to you every year.

If at any time you have questions about the Scheme or queries about your benefits the administrators will be pleased to help. They can be contacted at the following address:

Contact name = Daniel Bell
KPMG, Arlington Business Park, Theale, Reading, BERKSHIRE RG7 4SD

Telephone: 0118 373 1354
Email: Daniel.Bell@kpmg.co.uk

12.9. Pension Tracing Service

The Pensions Tracing Service will in due course have access to details of the Scheme. It acts as a central tracing agency to help individuals keep track of their former pension arrangements as they move jobs.

If you wish to use their service, please write to:

The Pension Service
Tyneview Park
Whitley Road
Newcastle upon Tyne
NE98 1BA

Telephone: 0845 6002 537
Internet: www.gov.uk/find-lost-pension

12.10. Data Protection Act

The Data Protection Act requires pension Schemes and employers to protect all personal information from unauthorised and improper access. Under the Act, the Trustee must also inform members:

- that they hold personal information on each member;
- that this information is processed for the calculation and provision of benefits; and
- that the processing of this information is undertaken by the employer and the Scheme's advisors such as the administrator.

As a member of the Scheme, you are treated as having consented to the Trustee holding this information.

Scheme members are required to notify the Trustee of any changes to their personal information they have previously supplied.

If you have any questions regarding data held by the Scheme, or you need to update the Trustee on any changes to your personal circumstances, please write to the administrator at the address shown in Section 12.8.

13. Disputes procedure

If you have a query about the Scheme, the administrators will normally be able to resolve it. However, in the unlikely event of you being dissatisfied with the response you receive, the Scheme has a formal procedure in place for resolving disputes.

You may request a copy of the full formal disputes procedure (the "IDR Procedure") from the administrators at the address given in Section 12.8.

If you are dissatisfied with the outcome of the IDR Procedure, the following external organisations are available to investigate complaints.

13.1. TPAS (The Pensions Advisory Service)

TPAS is an independent voluntary organisation with local advisers who are experts in pension matters.

TPAS is available to assist members and other beneficiaries with difficulties they have failed to resolve through internal dispute procedures. There is no charge for their services.

TPAS can be contacted at:
11 Belgrave Road
London
SW1V 1RB

Telephone: 0845 601 2923
Internet: www.pensionsadvisoryservice.org.uk
Emails can be sent via the website

13.2. The Pensions Ombudsman

If the Trustee and TPAS fail to solve your problem you can contact the Pensions Ombudsman who will investigate and determine any complaint or dispute of fact or law.

The Ombudsman can be contacted at the same address as TPAS.
Telephone: 020 7630 2200 Internet: www.pensions-ombudsman.org.uk
Email: enquiries@pensions-ombudsman.org.uk

13.3. The Pensions Regulator

The Scheme is regulated by the Pensions Regulator (previously OPRA) who is empowered to intervene in the running of schemes where trustees, employers or professional advisers have failed in their duties.

The Regulator can be contacted at:
Napier House
Trafalgar Place
Brighton
BN1 4DW

Telephone: 0845 600 0707 Internet: www.thepensionsregulator.gov.uk
Email: customersupport@tpr.gov.uk

February 2013