

Notting Hill Genesis 2023 Scheme

A Guide for Members

Defined Benefit (DB) for CARE and Final Salary

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The Notting Hill Genesis 2023 Scheme (the Scheme) has been designed to provide security for you during your retirement and for your dependants in the event of your death. This Guide provides information about the 'Defined Benefit' (DB) structures of the Scheme.

For information about the defined contribution (DC) option offered by your employer, please refer to the Flexible Retirement (FRP) website www.tpt.org.uk/schemes/frp-dc-member.

This Guide gives general guidance only, and it should not be regarded as a complete or authoritative statement on the formal Trust Deed and Rules. It is provided to all members and prospective members and consolidates and replaces any previous scheme booklets, announcements and leaflets. If there is any conflict between the interpretation given in this Guide and the formal Trust Deed and Rules or the Scheme Document, the legal interpretation of the formal documents will prevail.

This Guide consists of this booklet and loose leaf inserts describing the DB structures available under the Scheme.

If you have any general enquiries about the Scheme and your payroll, please contact the individual who deals with pension matters in your organisation.

The Scheme is administered by the Administration Team at TPT Retirement Solutions. Should you have any other queries or require further clarification or detailed information about your own benefits, you should contact:

TPT Retirement Solutions
Verity House, 6 Canal Wharf
Leeds, LS11 5BQ

Telephone: **0113 234 5500**
Email: **enquiries@tpt.org.uk**
Website: **www.tpt.org.uk**

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Leaving the Scheme

What happens if I leave the Scheme?

You may leave the Scheme for a number of reasons, including changing your job, or because you decide to leave the Scheme (opt out) and continue to work for your employer. In these cases you can choose to:

- have a deferred pension; or
- transfer your benefits to another pension arrangement; or
- take a refund of any contributions you may have paid to the Scheme subject to deductions, but only if you leave the Scheme with less than two years' qualifying service.

More details about opting out are provided below.

What happens if I opt out of the Scheme?

You may already be a member who pays contributions into the Scheme and who wishes to opt out of the Scheme. In these circumstances, you must give your employer one month's written notice of your intention to opt out.

What is a deferred pension?

A deferred pension is a benefit calculated for you on leaving service, based on the service you have completed as a member of the Scheme and your pensionable earnings. This pension will remain in the Scheme and become payable at Normal Pension Age (**NPA**). You can apply for early payment of the deferred pension any time after age 55. See 'Retirement' for further details.

The actual amount of your deferred pension will depend on the benefit structure(s) you have been a member of during your membership of the Scheme. Please refer to the enclosed insert(s) applicable to your membership for further details.

How does my deferred pension increase?

If you joined the Scheme before 6 April 1997 part of your deferred pension will be a Guaranteed Minimum Pension (**GMP**). The GMP part of your pension is increased by statutory revaluation (3.25% from April 2022) for each complete tax year until you retire.

The pension remains in the Scheme and any deferred pension in excess of GMP will continue to increase each year, prior to retirement. This increase is based on either the Retail Prices Index (**RPI**) or the Consumer Prices Index (**CPI**) as follows:

- For pensions built up before 1 April 2013, the increases will be based on the index increase, with a maximum increase of 5%. Up until 2010 this was the RPI and from 2011 this has been CPI.
- For pensions built up between 1 April 2013 and 31 March 2016, the increase will be based on the CPI increase, with a maximum increase of 5%.
- For pensions built up after 1 April 2016, the increases will be based on the CPI increase, with a maximum increase of 2.5%.

The measure of inflation used in the future may be changed but any such change would not apply retrospectively.

It is the aim of the Scheme to ensure that pensions built up before 1 April 2008 keep pace with inflation, if resources are available.

Transfer of your benefits

You may transfer your benefits to another pension arrangement (such as your new employer's pension scheme or to a personal or stakeholder pension plan) at any time after you leave the Scheme, but before you take your pension.

Defined Benefit transfer values are calculated as the best estimate of the cash sum that would need to be invested in order to reproduce your benefits at retirement. A Statement of Entitlement to a guaranteed cash equivalent transfer value of your benefits will be provided on request. You will need to pass the information provided to the administrator of your new pension arrangement to investigate if the transfer can proceed.

From 6 April 2015, it is a legal requirement for members to receive independent financial advice before a transfer from a defined benefit scheme to a defined contribution (money purchase) scheme can proceed (unless the transfer value is less than £30,000). TPT will seek evidence that this advice has been received before proceeding with a transfer to a defined contribution arrangement.

Unfortunately, pension scams have become increasingly prevalent in recent years. To protect your benefits from possible fraud attempts, further checks and due diligence will be carried out by TPT in respect of the scheme you are considering transferring to. Any such advice must have been provided or checked by a 'pension transfer specialist'. It may also be prudent to consider taking such advice when transferring your benefits, even if the law does not require you to do so.

Refund of your contributions

If you have less than two years' qualifying service you will have the option to take a refund of your own contributions to the Scheme (but not your employer's contributions) plus interest (see Definitions).

Qualifying service includes your period of membership of this Scheme and other schemes of TPT, plus service in a previous scheme where you have transferred these benefits into the Scheme. If you have transferred benefits from a personal pension plan to the Scheme, you cannot take a refund of your contributions.

There are two deductions from the refund:

- Tax will be deducted at a rate of 20% (or 50% on any refund amount in excess of £20,000); and
- An amount which will buy you back into the additional State Pension (known as State Second Pension) if you joined the Scheme before 6 April 2016.

Please note: If interest is included with your refund, you will need to notify your tax office of the amount of interest you receive. This is because the law requires that gross interest is paid. Your tax office will subsequently notify you of any tax charge applicable to this sum.

Retirement

You don't have to leave your job in order to draw your pension. With the exception of ill health early retirement and Protected Pension Age (see Definitions) retirements, any reference to retirement in this Guide includes those members who choose to receive their pension benefits and continue working, as well as those members retiring in the more traditional sense (i.e. stopping work).

When can I retire?

The Normal Pension Age (**NPA**) under the Scheme is 67. This is the age that will be used for normal funding purposes for Scheme benefits. Some benefits in the scheme may be payable from age 65. If your pension does not start until after NPA, it could be more – and if it starts before NPA, it will be less than the normal retirement pension.

The information below explains when you can take your pension. However, the age at which you choose to retire is an employment issue, and you should discuss this with your employer.

What will I get?

The calculation of your pension depends on which benefit structure(s) you have been a member of, for how long, and your pensionable earnings. For Final Salary benefit structures, benefits are based on your Final Pensionable Earnings at your date of retirement. For CARE benefit structures, you will have built up pension amounts based on your pensionable earnings each year.

Please see the enclosed Benefit Structure Insert(s) applicable to your membership for further details.

Can I take a cash sum at retirement?

Yes, when you retire you can give up part of your pension and exchange it for a Pension Commencement Lump Sum (**PCLS**) which is usually tax free under current legislation. This will leave you with a smaller pension.

The maximum lump sum available is 25% of the value of your pension benefits.

Taking a PCLS at retirement will leave you with a reduced pension. If you want to receive a quotation of your benefits please contact us for an estimate.

Flexible retirement

In most cases members are able to take part of their pension whilst continuing to work. If they wish to, they can remain a member of the Scheme and accrue further pension benefits.

Exceptions to this are ill health retirements, and from those members with a Protected Pension Age (see Definitions) who retire before age 55.

The option to draw some pension is only available once in a 12-month period. Enquiries in the first instance should be directed to the Administration Team at TPT (contact details can be found on [page 2](#)).

Please note: This should not be confused with the right to have your pre 1 April 2002 benefits paid with no reduction from age 60 or the right to have your pre April 2016 benefits paid with no reduction from age 65.

Pension choice

The Defined Benefit structures provide for a survivor's pension, payable in the event of your death. (Where members, who joined before October 1997, have paid reduced contributions, the survivor's benefit payable will be the statutory minimum.)

If you do not wish to provide for a survivor's pension, when your pension starts you may have the option to give up part of the survivor's benefit and take an increased pension for yourself. Details are provided to all eligible members at retirement. A statutory minimum pension must be paid to a widow, widower or civil partner.

Are there any other options?

You can give up part of your own pension to provide a higher level of dependants' pension payable following your death. If you are interested in this option, you should request a quotation from the Administration Team before starting your pension.

Can I contribute after NPA?

Yes, if your employer agrees to you continuing to work after NPA. You must take your pension by age 75, even if you continue to work.

If you work beyond NPA your pension from the Scheme at NPA will be increased by a late retirement factor, and you will receive additional benefits based on your pension earned after NPA.

Death benefits will continue to be provided.. However, once you reach age 75, any lump sum death benefit payable will no longer include a life cover payment of three times your pensionable earnings at the date of your death.

Can I retire early?

Yes, you can take early retirement from age 55 even if you choose to continue working. You may take your pension benefits between ages 50 and 55 if you have a Protected Pension Age (see Definitions), have left the employment to which your membership relates and take all of your benefits in The Pensions Trust (1946) Scheme in one go, or at any age if you are retiring on grounds of ill health (subject to approval). Your pension will usually be lower than at NPA because it will be reduced to allow for the fact that pensions paid early are expected to be paid for longer.

If you are planning to take early retirement in a few years time, it is important to note that from 6 April 2028, the Normal Minimal Pension Age will rise from 55 to 57 so that it remains 10 years below the State Pension Age.

Can my deferred pension be paid early?

You may also apply for early payment at any age if you are too ill to continue working and have a deferred pension. If your application is successful, your deferred pension will not be reduced for early payment.

You can apply for early payment of your deferred pension at any time after age 55 (50 if you have a Protected Pension Age – see Definitions). The pension remains in the Scheme and any deferred pension in excess of the Guaranteed Minimum Pension (**GMP**) if applicable will continue to increase each year, prior to retirement. This increase is based on either the Retail Prices Index (**RPI**) or the Consumer Prices Index (**CPI**) as follows:

- For pensions built up before 1 April 2013, the increases will be based on the RPI increase, with a maximum increase of 5%.
- For pensions built up between 1 April 2013 and 31 March 2016, the increase will be based on the CPI increase, with a maximum increase of 5%.
- For pensions built up after 1 April 2016, the increases will be based on the CPI increase, with a maximum increase of 2.5%.

It would then be reduced to take account of the fact

that your pension would be payable for longer than if it had started at NPA. Certain restrictions may apply and you may not be able to take your deferred pension early if it is not sufficient to cover the statutory minimum pension the Scheme is obliged to pay. You will be advised if your application is unsuccessful.

You may have the option to take a PCLS and reduced pension subject to the minimum pension conditions being satisfied. You will be advised of your options once your application for early payment of your deferred pension is processed.

Financial Guidance

The UK Government recognizes the importance of making good financial decisions and that information regarding retirement incomes is vital to ensuring your long term welfare.

Since April 2015, a free pensions guidance service, called Pension Wise, is available for members with defined contribution (money purchase) arrangements. This includes members with AVC funds, who are approaching retirement. This is separate to independent financial advice which is available.

For further details, go to www.pensionwise.gov.uk.

Death Benefits

What if I die after leaving the Scheme?

If you die after leaving the Scheme but before you start receiving your pension the benefits payable are:

Lump sum

A refund of your own contributions with interest (see Definitions).

Survivor's pension

50% of the pension you would have received based on the value of your deferred pension at the date of your death.

Children's pensions

12.5% of the pension you would have received, based on the value of your deferred pension at the date of your death, would be paid to each of up to four dependent children. Where there are more than four Children, the pensions shall be paid to the four youngest of them. If no survivor's pension is payable the children's pensions are doubled.

What benefits are payable if I die after retiring?

If you die after your pension has started the benefits payable are:

Lump sum

If you die within five years of retiring, a lump sum death benefit is payable equal to the unpaid balance of the five years pension payments, at the rate applicable at the date of death.

Survivor's pension

50% of your pension, calculated on your full

pension before you took any Pension Commencement Lump Sum (PCLS) and including increases in your pension since retirement.

Children's pensions

12.5% of your pension (calculated on your full pension before you took any PCLS and including increases in your pension since retirement) would be paid to each of up to four dependent children. If no survivor's pension is payable, the children's pensions are doubled.

Important notes

- If you joined the Scheme before 1 October 1997 a full survivor's pension will only be provided if you paid full-rate contributions. For any period when you paid reduced rate contributions only the statutory minimum spouse's pension will be payable.
- If you opted to give up part of the survivor's pension when your own pension commenced only the statutory minimum spouse's pension will be payable.
- The regulations governing schemes which were contracted-out of the additional State Pension prior to April 2016 require that any spouse's / civil partner's GMP, or Reference Scheme pension for service up to 5 April 2016, must be paid to your widow, widower or civil partner at the date of your death.
- If your survivor is more than ten years younger than you, the pension will be reduced by 2.5% for each year in excess of ten that he/she is younger.
- Except for widows, widowers and civil partners, it will be necessary for the Trustee to receive confirmation that the nominee for a pension is eligible at the date of the member's death.

Who will receive the benefits payable on my death?

The lump sum death benefits are payable at the discretion of the Trustee. Under current legislation this means that they do not form part of your estate for inheritance tax purposes. You can help the Trustee by completing a Nomination Form detailing the beneficiaries you would like to be considered.

Nominations

- Your nominations should be provided in writing, preferably on a Nomination Form or using your DB Online account
- Separate nominations are required for lump sums and pensions (even if you have nominated the same person to receive both).
- You should ensure your nominations are kept up-to-date if your personal circumstances change. If you wish to make any changes to your nomination or a nominee's address, please notify TPT in writing by completing a new Nomination Form.
- Nomination Forms are available from the Administration Team at TPT (contact details can be found on page 2) or can be downloaded from the website at www.tpt.org.uk.
- **Please note:** Upon marriage/entering into a civil partnership, or upon divorce/dissolution of a civil partnership, any existing nomination will be revoked. Additionally, if you have nominated a partner who lives with you and at a later date you cease cohabiting, the nomination will be revoked. If you wish to re-nominate a person whose nomination was revoked in any of the circumstances outlined above, please contact TPT to check whether that person is eligible. If they are, a further signed Nomination Form must be provided.

Who can I nominate?

Lump sum

- You can nominate one or more persons or organisations;
- If you choose more than one you must state the percentage you want each person or organisation to receive;
- You should not use the words 'Executor', 'Administrator', 'In Trust for', or 'Estate' for your nomination, but the proper names of persons or organisations.

Survivor's pension

A survivor's pension may be paid to:

- Your spouse or civil partner; or
- You may nominate a dependent child to receive the survivor's pension, but this would stop when he or she ceased to be treated as a 'Child' as described below. (Please note: The child would receive the survivor's pension in place of the child's pension); or
- Anyone who lives with you and shares living expenses; or
- Anyone who is largely financially dependent on you.

Children's pensions

Children's pensions may be paid to:

- Any child, legitimate, legitimised, legally adopted children or a child who is financially dependent on you who
 - is aged under 18; or
 - below age 22 if in full-time education; or
 - a child of any age who is disabled and unable to earn a living, unless they are already receiving a survivor's pension.

Children's pensions stop on reaching age 18 or 22 as described, unless the child is disabled and unable to earn a living, when the pension can continued for the rest of that child's life.

Paying Your Pension

How will my pension be paid?

Your first payment will be made shortly after either the date your pension was due to start, or the date TPT receives the appropriate forms if later, and will cover the period from your retirement date to the next quarterly payment date.

Payment is subject to receiving all necessary forms, including a Withdrawal Form from your employer and relevant certificates. Your first pension payment will include any lump sum you have elected to receive.

After this pensions are paid quarterly in advance on 6 January, 6 April, 6 July, and 6 October. They will be paid direct to your bank or building society account. It is not usually possible to pay your pension to a bank or building society account that is not in your name.

If tax is due on the pension then it will be deducted under the PAYE system. Details of the PAYE reference number and relevant tax office dealing with the Scheme pension payments will be provided with confirmation of your pension at retirement.

Will my pension increase?

Pensions are reviewed each year and any increase granted is applied on 6 April. Increases are based on the rise in the relevant Index each January. If the change in that index is zero or negative then the pension will remain the same; it will not be reduced.

How does my pension increase?

The increases explained below apply to your own retirement pension, your survivor's pension, and any children's pensions.

Once in payment, your pension will be reviewed each year and will increase as follows:

Before State Pension age

- For pension built up prior to 31 March 2016, your pension will increase by the lower of 5% or the rise in the Consumer Prices Index (CPI); and
- For pension built up after 1 April 2016, your pension will increase by the lower of 2.5% or the rise in the Consumer Prices Index (CPI).

After State Pension age

- The GMP part of your pension (applicable for benefits earned between April 1988 and April 1997), if any, is guaranteed to increase each year by the rise in the Consumer Prices Index (CPI) up to a maximum of 3%. CPI is measured each September.
- Pension built up prior to 31 March 2016 in excess of the GMP will increase by the lower of 5% or the rise in the Consumer Prices Index (CPI)
- Pension built up after 1 April 2016 will increase by the lower of 2.5% or the rise in the Consumer Prices Index (CPI)

It is the aim of the Scheme to ensure that pensions built up before 1 April 2008 keep pace with inflation, if resources are available.

Please note: Pension earned in respect of service from 6 April 2005 is increased on the first increase date following your retirement on a pro-rata basis. For example, if you retire on 1 October (six complete months before the increase date of 6 April), the increase to your post April 2005 pension will be 6/12ths of the full rate of increase awarded. Any pension earned in respect of service prior to 6 April 2005 will receive the increase.

What if?

What if I worked part time?

If you worked part time, your employer would have provided details of the hours you worked, and when, whilst you were a member of the Scheme. Your pension contributions will be based on your actual part time pay.

When your benefits are calculated, the service and pensionable earnings will be converted to full time equivalent amounts so that each period of part time and full time working is included proportionately.

Further details are included on the enclosed insert(s) applicable to your membership. Whilst you worked part time, any death benefits would be based on your actual part time pay and any prospective service would be included assuming no change to the hours you worked at the date of your death.

What if I divorce?

The courts may order that your pension rights must be shared with your ex-spouse. An information leaflet is available on request or from the Scheme website at www.tpt.org.uk. Full contact details are provided on the back cover of this booklet.

Members should take appropriate legal advice. On the dissolution of a civil partnership, the same pension sharing rules as those used for divorce will apply.

What if I joined the Scheme before 1 October 1997?

If you joined the Scheme before 1 October 1997 you had the option to pay reduced contributions in return for giving up some of the dependants' pension benefits that would be payable on your death.

Please see the enclosed insert(s) applicable to your membership for further details.

Further Information

Who looks after the Scheme?

The day to day administration is entrusted to TPT which has been administering pension schemes since 1946. TPT is directly answerable to its members, the employers who choose its pension schemes, and the active members, pensioners and deferred members who belong to these schemes. TPT is not an insurance company.

Scheme registration

From 6 April 2006, the Scheme is a registered pension scheme for the purposes of Part 4 of the Finance Act 2004. The Pension Scheme Tax Reference is 00281218RV.

Are there any restrictions on benefits?

HM Revenue & Customs no longer impose limits on the pension benefits you can receive. However, if the value of your benefits from all tax registered schemes exceeds the Lifetime Allowance, there may still be tax consequences. Please see the definition of Lifetime Allowance below for further details if you believe this applies to you.

It should be noted that both the Lifetime Allowance and Annual Allowance (see Definitions) are only likely to affect those with very high earnings and/or significant pension benefits held elsewhere. For example, if your pensions from all tax registered schemes do not exceed £60,000 a year, you are unlikely to be affected.

Can I assign my pension?

No, except where permitted by law on divorce, you cannot sign away your pension rights, even temporarily, for example as security for a loan.

The Trustee Company

The Scheme is governed by a Trustee Company called Verity Trustees Limited. Directors are non-executive, three nominated by members, three nominated by employers, and up to three co-opted by the member nominated and employer nominated Directors.

Investments are managed independently by external authorized fund managers. Investment performance is reviewed regularly by TPT's Investment Committee.

The State Pension

Prior to 6 April 2016 the State Pension was made up of two parts: the basic State Pension and the additional State Pension (this is also called the State Second Pension or SERPS).

If you were a member of a Defined Benefit structure of the Scheme prior to 6 April 2016, your employment was contracted out of the State Second Pension and as a result, you paid lower National Insurance contributions. This meant that you did not accrue the full State Second Pension during your period of membership to 6 April 2016.

From April 2016, there is a single tier State Pension for people reaching State Pension age on or after this date. This has replaced the basic and additional State Pension and also ends contracting out (of the additional State Pension) and the National Insurance rebate.

The amount of State Pension you receive after 6 April 2016 will take account of any time that you have been contracted-out and paid National Insurance at a lower rate.

To find out more about the State Pension visit www.gov.uk/state-pension.

Contracting out prior to April 2016

Between 6 April 1997 and 5 April 2016 a contracted out scheme had to provide benefits for members which were broadly equivalent to, or better than, those that would have been provided under a 'Reference Scheme'. The requirement was for the benefits overall to be as good as those under this Reference Scheme, although there is no guarantee that every member's own benefits would pass that test.

For any period of membership between 6 April 1978 and 5 April 1997 a Guaranteed Minimum Pension (GMP) had to be provided for each member who was contracted out. The GMP is payable to women from age 60 and men from age 65, or the date of retirement, if later. At that age, the pension payable has to be at least as much as the GMP, which for the majority of members is usually the case. The main impact the GMP has on retirement pensions is the way that pension increases after it starts to be paid. Please refer to the section 'How does my pension increase?', earlier in this guide, for details of how the GMP affects the annual increase in your pension.

Pension Tracing Service

Details of TPT (and all its pension schemes) have been registered with the Pension Tracing Service and the address is:

The Pension Service
Post Handling Site A
Wolverhampton
WV98 1AF

Telephone: 0800 7310193

www.gov.uk/find-pension-contact-details

Reference: 10170418

The purpose of this registration is to help individuals trace their pension rights. If you think you have pension benefits with a previous employer's scheme, but have lost contact, the Pension Tracing Service may be able to help.

Rights, obligations and limitations

The rights and obligations of members of the Scheme are set out in the Trust Deed and Rules and the Scheme Document which are the formal documents of the Scheme. This Guide is intended to provide a clear and simple explanation of the main benefits you are entitled to under the Scheme.

If there is any conflict between the interpretation given in this Guide and the formal Trust Deed and Rules or the Scheme Document, the legal interpretation of the formal documents will prevail. Copies of the Trust Deed and Rules and the Scheme Document are available from TPT. Full contact details are provided on the back cover of this booklet, or from the website at www.tpt.org.uk.

Before making any financial commitment on the basis of any information provided in respect of retirement benefits, please contact TPT for final confirmation of the expected level of benefits. Staff will be pleased to provide any further information or assistance you may need.

TPT is not registered under the Financial Services and Markets Act 2000 to give financial advice. Any information that is provided to members or prospective members should therefore be taken to constitute information and not be taken to constitute advice.

When providing information to members or prospective members, TPT takes care to provide an accurate service but the decision and choice remain the individual's, for which TPT cannot be responsible.

General Data Protection Regulation (GDPR)

For more detailed information on how we use and disclose personal information, the protections we apply, the legal basis for our use of personal information, and your data protection rights under the GDPR, see our privacy notice at www.tpt.org.uk/privacy-policy.

If you would like a copy of the privacy notice to be sent to you, please email privacy@tpt.org.uk or call **0113 394 2779**.

The Trustee takes appropriate measures to ensure that your personal data is held securely.

Annual Report and Financial Statements

Members receive a summarised version of the Annual Report and Financial Statements each year, but are entitled to the full version that will be provided on request. Alternatively, a copy can be viewed on TPT's website at www.tpt.org.uk.

Pension Protection Fund (PPF)

1. The PPF is a fund designed to protect members' rights under company Defined Benefit pension schemes should the employer become insolvent.
2. The PPF is funded by a levy on company pension schemes that are potentially eligible to benefit from it. The levy on the Scheme will not result in a reduction to your pension.
3. Benefits payable under the PPF are, briefly, as follows:
 - Your full pension if you have reached the Scheme NPA or receive an ill health pension (regardless of your age);
 - 90% of the expected Scheme pension for all other members;
 - Widow/ers' or survivors' pensions of 50% of the member's PPF pension; and
 - Pension earned from 6 April 1997 will increase each year in line with CPI up to a maximum of 2.5%. Pension relating to service before April 1997 will not be increased under the PPF.
4. In general, benefits will be paid from the PPF, as opposed to from the Scheme, when:
 - Your employer becomes insolvent, or in circumstances where the Trustee or the Pensions Regulator consider this likely; and
 - The assets of its pension scheme are insufficient (i.e. there is not enough money to pay at least the level of PPF benefit as described in point 3 above).

Complaints ...

Complaints Procedure

If you have a problem or complaint in connection with your pension, we recommend that you initially discuss this with your usual contact at TPT. If they are unable to resolve the matter you may find it helpful to speak to the Executive Administration Manager and/or the Head of Pension Administration Services.

If your complaint cannot be resolved informally and you remain dissatisfied you may at any time follow the formal complaints procedure; this has two stages and is summarised below.

Disputes – Formal Resolution

If you remain dissatisfied, you may request (in writing) a formal resolution from the Head of Trustee Services. A decision should be provided within two months of your formal request.

Appeal

If you remain unhappy or disagree with the formal resolution from the Head of Trustee Services, within six months of the decision you have the right to appeal to the Trustee. The result of your appeal should be provided within two months of your request.

The Pensions Ombudsman Early Resolution Team

The Pensions Ombudsman Early Resolution Team is available if you need help raising your concerns, or wish to discuss a potential complaint. They provide a quick, informal and streamlined process, and you do not need to have first used the Scheme's internal complaints process to use this service. The address is:

The Pensions Ombudsman
Early Resolution Team
10 South Colonnade
Canary Wharf
E14 4PU

The Pensions Ombudsman

The Pensions Ombudsman may investigate and determine any complaint or dispute of fact or law in relation to the Scheme where the issue has not been resolved via the Scheme's complaints procedure.

The Office of the Pensions Ombudsman
10 South Colonnade
Canary Wharf
E14 4PU

Telephone: **0800 917 4487**

Email: enquiries@pensions-ombudsman.org.uk

Or visit: www.pensions-ombudsman.org.uk

The Pensions Regulator (TPR)

TPR is able to intervene in the Scheme administration where the Trustee, employers or professional advisers have failed in their duties.

The Pensions Regulator
Napier House
Trafalgar Place
Brighton
BN1 4DW

Telephone: **0345 600 7060**

Email: customersupport@tpr.gov.uk

Or visit: www.thepensionsregulator.gov.uk

Definitions

These definitions are provided as a summary. Please see the formal Trust Deed and Rules if further clarification is required.

Additional Voluntary Contributions (AVCs)

Is the name given to any contributions you pay above your 'normal' contributions to the Scheme to secure extra benefits.

Annual Allowance

This is the amount by which the value of your pension benefits may increase in any one year period without you having to pay a tax charge. From April 2016 the Scheme's pension saving year has been aligned to the tax year and is called the pension input period.

There is a maximum amount which can be put into your pension plan called the Annual Allowance. This is currently £60,000, although it might be lower if you have flexibly accessed pension benefits or have a high income.

The Annual Allowance is reviewed each year and more details can be found by visiting www.gov.uk/tax-on-your-private-pension/annual-allowance.

Please inform your employer if you think you will exceed the Annual Allowance.

Benefits

Are the pensions and other payments made to members and their dependants on death, retirement and after leaving the Scheme.

Deferred Pension

Is the pension secured for you on leaving service and is payable on retirement.

Final Pensionable Earnings

Is the yearly average of your last three years' Pensionable Earnings. This is increased by the rise in the Retail Prices Index (RPI) in the year ending six months before you retire.

Guaranteed Minimum Pension (GMP)

Is that part of your pension, or your widow, widower or civil partner's pension, which is roughly the equivalent of the SERPS pension for membership before 6 April 1997.

The Scheme pays a GMP to you during retirement or to your widow, widower or civil partner after your death as part of the Scheme pension, to replace the SERPS pension. The Scheme must provide at least this level of pension.

Interest

Means compound interest calculated annually on the amount of the member's contributions at the end of the preceding September. The rate of interest will vary from time to time. For refunds of contributions on death, interest only accrues up to the date of death.

Lifetime Allowance

In the Spring Budget 2023 the Government announced its intention to abolish the 'lifetime allowance' with effect from 6 April 2024. However, the detailed proposals have not yet been announced and, in the interim, we are still required to carry out various checks before putting benefits into payment. The specific tax charge which previously existed for exceeding the lifetime allowance was removed with effect from 6 April 2023. However, there are still tax consequences of exceeding the lifetime allowance.

Each individual in the UK is allowed to accumulate pension benefits up to a value of £1,073,100 (this was set for the 2021/22 tax year and is due to be frozen at this level until the 2025/26 tax year) without incurring any tax charge.

Each year your Benefit Statement shows the value of the pension benefits you have accrued as a percentage of the current Lifetime Allowance. You must also take into account the value of any pension benefits you have from previous pension arrangements in estimating whether you have scope to pay AVCs without any danger of breaching the Lifetime Allowance.

Previously if the Lifetime Allowance was exceeded, a

tax charge of 55% would be levied on the excess fund if the benefits were taken as a cash lump sum. If the excess benefits were taken as pension then a tax charge of 25% would be levied, as well as the usual income tax payable on the pension instalments.

If you are concerned that your benefits from all sources may breach the Lifetime Allowance you should consult an Independent Financial Adviser (IFA) as to your best course of action.

Please note: TPT and its representatives are not permitted to give financial advice.

Limited Price Indexation (LPI)

Is a requirement under the Pensions Act 1995 to pay specified increases on pensions in payment.

For pension accrued before 6 April 2005, LPI is currently defined as the rise in the Consumer Prices Index (CPI) up to a maximum of 5%.

For pension accrued from 6 April 2005, the law requires (as a minimum) that the Scheme pays increases in line with the Consumer Prices Index (CPI) capped at 2.5%. However, the Scheme pension increases continued to be paid on the pre 6 April 2005 basis (i.e. capped at 5%) for pension accrued up to 31 March 2016 and for pension accrued after 1 April 2016 the Scheme will pay pension increases based on the rise in CPI up to a maximum of 2.5%.

Normal Pension Age (NPA)

Is age 67 for payment of full Scheme benefits. Some benefits may be payable at 65.

Pensionable Earnings

Is normal gross pay received each year including London Weighting (where applicable), shift pay, contractual bonuses, overtime, allowances and such other emoluments as agreed with the Trustee and with the employer, but excluding non-contractual overtime or other such emoluments, as agreed with the Trustee and with the employer. A 'pre-sacrifice' amount may be used by your employer if you participate in a salary sacrifice arrangement (e.g. a childcare voucher scheme).

Pensionable Service

Is your period of membership of the Scheme (in years and completed months).

Protected Pension Age

Members who joined the Scheme before 6 April 2006 will have a Protected Pension Age of 50 from 6 April 2010. This will allow these members to retire from age 50 after 5 April 2010, but if they retire before age 55 they will be required to leave the employment to which the pension relates and take all of their benefits in The Pensions Trust (1946) Scheme in one go.

Reference Scheme Test

To contract out between 6 April 1997 and 5 April 2016 the Scheme had to provide benefits at least equivalent to the Reference Scheme (as defined by legislation for contracting out purposes).

Benefit Insert Appendix

Defined Benefit for Care and Final Salary

Final Salary 1/60th Benefit Structure

The calculation of your pension on leaving or retirement will depend on the benefit structure(s) of which you have been a member during your period of membership of the Scheme. If you have been a member of a number of different benefit structures, each element of pension will be calculated separately and then added together to arrive at your total benefit from the Scheme.

The information included in this insert applies to periods of membership in the **Final Salary 1/60th** benefit structure.

Calculation of pension

For your period of membership in this benefit structure, you will receive a pension of:

1/60th x pensionable service x earnings

For example, if you had completed 20 years' service in this benefit structure when you left and your earnings were £25,000 your pension would be calculated as follows:

$1/60\text{th} \times 20 \text{ years} \times £25,000 = £8,333.33$ a year.

If you were a member of the Scheme before 6 April 2016, this pension includes the minimum pension the Scheme is obliged to pay as a result of your membership being contracted out of the State Second Pension.

If you have transferred previous benefits into the Scheme, the benefits secured by the transfer will have been notified to you at the time and will be paid in addition to those calculated for your period of membership in the Scheme.

You will find explanations of the terms used in the Definitions section of this booklet.

What if I work part time?

If you have worked the same part time hours in your employment for the whole period of your membership of the Scheme, your pension benefits will be calculated using the method shown above using your part time earnings.

The calculation is more complex if the number of hours you have worked has changed during your membership of the Scheme, or if your membership is made up of full time and part time periods. In these circumstances your service and Pensionable Earnings will be converted to full time equivalent values in order to calculate your pension benefits.

Retirement benefits

Your retirement benefits in respect of membership of this benefit structure will be calculated as described above based on service and earnings at your actual retirement date.

For all Pensionable Service, the earnings used to calculate your pension will be your Final Pensionable Earnings.

This booklet explains further the options available at retirement and the impact on your benefits of retiring before or after Normal Pension Age.

Deferred pension

If you leave the Scheme and choose to receive a deferred pension, your deferred pension in respect of membership of this benefit structure will be calculated as described above based on service and earnings at your date of leaving.

For Pensionable Service before 1 April 2007 the earnings used to calculate your pension will be the better of:

- your Final Pensionable Earnings; and
- your actual Pensionable Earnings during the 12 months before you leave.

For Pensionable Service from 1 April 2007 the earnings used to calculate your pension will be your Final Pensionable Earnings.

Please refer to the section entitled Leaving the Scheme in this booklet for information on how your deferred pension will increase prior to you retiring.

It also explains further the options available at retirement and the impact on your benefits of retiring before or after Normal Pension Age.

What if I joined the Scheme before 1 October 1997?

If you joined the Scheme before 1 October 1997 you had the choice of paying:

- full contributions to provide for a full survivor's pension; or
- reduced contributions and giving up part of the survivor's pension.

The reduced contribution is 2.6% lower than the full contribution rate for this benefit structure. If you are already a 'Reduced Rate Member', the option to pay reduced contributions continues to apply to this benefit structure.

You may have elected to pay full contributions in order to provide for a survivor's pension later in your membership. In this event, the pension for your nominated survivor will be calculated from the date on which you started to pay the full rate of contributions.

Once you decide to pay the full contribution, you will not be able to reverse your decision. If you have paid the full contribution, at retirement you can elect not to provide for a survivor's pension, and take an enhanced pension for yourself. Details will be provided to eligible members on retirement.

(These options do not apply to members who left before 6 April 1992).

CARE 1/60th Benefit Structure

The calculation of your pension on leaving or retirement will depend on the benefit structure(s) of which you have been a member during your period of membership of the Scheme (including your service as a member of the SHPS scheme). If you have been a member of a number of different benefit structures, each element of pension will be calculated separately and then added together to arrive at your total benefit from the Scheme.

The information included in this insert applies only to periods of membership in the **CARE 1/60th** benefit structure.

Calculation of pension

For your period of membership in this benefit structure, you will receive a pension of:

$1/60\text{th} \times \text{total career averaged revalued earnings}$.

In practice your pension is built up from blocks of pension calculated each year, based on **$1/60\text{th}$** of your Pensionable Earnings each year.

The pension earned each year up to 31 March 2016 is then increased by the rise in the Consumer Prices Index (CPI), up to a maximum of 5%, for each subsequent complete year up to your retirement date. The pension earned each year after 1 April 2016 is then increased by the rise in the CPI, up to a maximum of 2.5% for each subsequent complete year up to your retirement date.

Please note: Pension earned in this benefit structure before 1 April 2013 will continue to increase by the rise in the Retail Prices Index, up to a maximum of **5%**.

- Revaluation under the rules is for complete years and is effective from 1 April each year.
- The pension earned during your last complete year of membership (April to March) plus the pension earned from 1 April to the date you leave or retire is not revalued under the rules of the Scheme.

Please note: If you have had a transfer into the Scheme, the benefits secured by the transfer will have been notified to you at the time and will be paid in addition to those calculated for your period of membership in the Scheme.

You will find explanations of the terms used in the 'Definitions' section of the booklet.

What if I work part-time?

In the CARE benefit structure, your pension is calculated each year based on your actual Pensionable Earnings. Therefore, the number of hours you work are already taken into account, as your Pensionable Earnings will reflect the hours you have worked during the year.

Retirement benefits

Your retirement benefits in respect of membership of this benefit structure will be calculated as described above based on your actual Pensionable Earnings for each year of service.

This booklet explains further the options available at retirement and the impact on your benefits of retiring before or after Normal Pension Age.

Deferred pension

If you leave the Scheme and choose to receive a deferred pension, your deferred pension in respect of membership of this benefit structure will be calculated as described above based on your actual Pensionable Earnings for each year of service up to your date of leaving.

Please refer to the section entitled Leaving in this booklet for information on how your deferred pension will increase prior to you retiring.

It also explains further the options available at retirement and the impact on your benefits of retiring before or after Normal Pension Age.

What if I joined the SHPS Scheme before 1 October 1997?

If you joined the SHPS Scheme before 1 October 1997, you had the choice of paying:

- full contributions to provide for a full survivor's pension.
- reduced contributions and giving up part of the survivor's pension.

The reduced contribution is 2.3% lower than the full contribution rate for this benefit structure. If you are already a 'Reduced Rate Member', the option to pay reduced contributions continues to apply to this benefit structure.

You may have elected to pay full contributions in order to provide for a survivor's pension later in your membership. In this event, the pension for your nominated survivor will be calculated from the date on which you started to pay the full rate of contributions.

If you have paid the full contribution, at retirement you can elect not to provide for a survivor's pension, and take an enhanced pension for yourself. Details will be provided to eligible members on retirement. (These options do not apply to members who left before 6 April 1992).

Notes