



NORTHERN FOODS PENSION BUILDER

Member's Booklet

Building for your future



Welcome to Pension Builder

An important and valuable part of your employment benefits package



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Introduction

Why your pension is so important

Quite simply, your pension will be your pay when you give up work. At retirement, the wages or salary you earn now will stop, but you still need to pay the bills. Your costs may not be as much as they are now and hopefully, your pension will help you to maintain a good standard of living, but without it, what will you do?

At present rates of interest, you will need a fund of around £100,000 for each £5,000 of pension. Could you save this amount of money on your own?

Membership of Pension Builder provides protection and security for you and your family, not just at retirement but from the moment you join. The many benefits of Pension Builder are summarised for you on the opposite page.

Your Pension Builder Booklet

This booklet gives you an overview of Northern Foods Pension Builder. It outlines what benefits are provided, how they work and what they cost. We have tried to make this booklet as easy to read and understand as possible, which means that it does not cover every aspect of Pension Builder. Full details are contained in the Rules (the legal document that governs Pension Builder), which prevail should any difference in interpretation arise.





Running Pension Builder

A separate company, Northern Foods Trustees Limited, acts as the Trustee of Pension Builder. Some of the members of the Trustee board are drawn from your fellow workmates and some are appointed by the Company. It is their responsibility to ensure that Pension Builder is run according to the Rules. These are the legal documents that govern Pension Builder. The Trustee also makes sure that Pension Builder is administered in a professional and efficient manner. Pension Builder is run on a day to day basis by the Northern Foods Pensions Department.

All contributions paid into Pension Builder are held by the Trustee completely separate from Company funds. The Trustee invests all contributions, carefully considering the balance between returns and acceptable risk. The funds built up (from contributions and investment returns) are used to pay members' benefits as they fall due.

Your benefits at a glance

Retirement pension

An income for life from Normal Pension Date, or possibly before.

Tax free cash sum

The option to take a reduced pension in exchange for tax free cash at retirement.

Ill health benefits

A pension if you have to retire early because of serious ill health.

Life assurance

A tax free cash lump sum if you die while still an Active Member.

Spouse's pension

A pension for your spouse (or adult dependant) on your death.

Pension increases

Annual increases to pensions in payment.

Tax and National Insurance efficiencies

You get tax relief as a member and under 'pay exchange' you also make National Insurance savings.

State pension benefits maximised

As well as your pension from Pension Builder, you will receive benefits from the State Second Pension (S2P) in addition to any Basic State Pension you may receive.

Membership

Membership

With effect from 31 August 2009, Pension Builder is to close to new joiners. Current members at that date will not be affected by this closure as it only relates to those employees who have not joined Pension Builder. However, Northern Foods must reserve the right to amend or close Pension Builder in the future should circumstances require this action although there is no current intention to do so. Late applications received before 31 August 2009 will be considered by Northern Foods but are unlikely to be approved. Application forms will be available on request until 1 August 2009.

An employee cannot join Pension Builder after reaching Normal Pension Date. Those aged 55 or over when they apply to join, may be required to undergo a medical examination. The Company and the Trustee will decide on

the basis of that examination whether to admit the employee. Special terms may apply and these employees will be advised of any change to their benefits as a consequence.

Two levels of membership

There are two levels of membership, Level 1 and Level 2. The level you join affects the rate at which your pension builds. At Level 1, pension builds at 1% of Scheme Earnings each Scheme Year and at Level 2, which has a higher contribution rate, your pension builds at the rate of 1.25% of Scheme Earnings each Scheme Year. When you join Pension Builder you must specify whether you want to become a Level 1 or Level 2 member. You can change Level on any 1 April, provided you give the Trustee at least 1 month's written notice.

Some technical terms used in this booklet

We have kept the use of technical language in this booklet to a minimum, but there are some terms we have to use. We thought it would help you to have a list of the technical terms and abbreviations used at the start of this booklet, so that you can refer back to them.

The Company – Northern Foods plc.

Normal Pension Date – For both men and women - the last day of the month before the month in which you reach age 65.

Pensionable Service – The number of years and complete months you have been a member of Pension Builder, from the date you started paying contributions.

Scheme Earnings – The member's basic salary, shift premiums and overtime payments during Pensionable Service, together with any other amounts designated by the Employer as pensionable. This definition is used for the calculation of pensions.

Annual Earnings – Similar to Scheme Earnings (above) and applies for life assurance benefits and contributions.

Retail Prices Index (RPI) – The percentage increase in the Retail Prices Index during a 12 month reference period agreed between the Company and the Trustee.

Active Member – An employee member who contributes (under 'pay exchange' or otherwise) to Pension Builder.

Scheme Year – A calendar year ending on 31 March.

Brick of Pension – Pension earned in each Scheme Year. Each year's brick is calculated on 1% of Scheme Earnings if you are a Level 1 member and pay a contribution rate of 4.5%, or 1.25% of Scheme Earnings if you are a Level 2 member and pay a contribution rate of 6%.

Bonus Brick – An additional Brick of Pension, based on the value of each Brick of Pension held at each Scheme Year end. The Bonus Brick is calculated at the following 1 April and is based on the change in the Retail Prices Index (RPI) up to a maximum of 5%. No Bonus Bricks are credited after you cease to be an Active Member (but see page 14).

Dependant Children – Children includes natural, adopted and stepchildren and any other children who the Trustee agrees are dependent on the member. The pension continues until a child is 18 or until they complete full time education or training approved by the Trustee.

Dependant – Someone who is financially dependent on you at the time of your death. This includes anyone who shares living expenses with, or receives financial support from you.



State Scheme and taxation

There are two parts to the State Scheme:

Basic Pension – available to anyone who has paid sufficient National Insurance contributions during their working lifetime,

and

State Second Pension or S2P (previously SERPS) – provides a pension which is based on an individual's earnings and is paid in addition to the Basic State Pension.

How is my Scheme pension affected by the State Pension?

Pension Builder is contracted in to the State Second Pension (S2P). This means that as well as your pension from Pension Builder, you will receive benefits from S2P in addition to any Basic State Pension you may receive.

Taxation

Pension Builder is approved by the Inland Revenue under Chapter 1 Part XIV of the Income and Corporation Taxes Act 1988. Under current legislation, this gives members and the Company certain important tax benefits and ensures that investment income is largely tax free. It also means that benefits must conform to certain limits. You will be notified if these affect you.

Statements made in this booklet in relation to the tax treatment of benefits are based on the Trustee's understanding of the Inland Revenue law and practice at the date of publication of this booklet. Benefits will be subject to taxation in accordance with law and practice at the time of payment.

Contributions and pay exchange

From a distance

Membership offers excellent value for money and the 'pay exchange' arrangement means that the cost of being in Pension Builder may be less than you think!

In focus

What does membership cost?

You may choose to contribute at one of two rates. Level 1 (for a 1% Brick of Pension) has a contribution rate of 4.5% of Annual Earnings and Level 2 (for a 1.25% Brick of Pension) has a contribution rate of 6% of Annual Earnings. If you want to see what the cost of membership would be, you will find a contribution calculator on the Pension Builder section of the pensions website at: www.nfpensions.com

Members may also pay Additional Voluntary Contributions. Details will be provided on request.

How are contributions made?

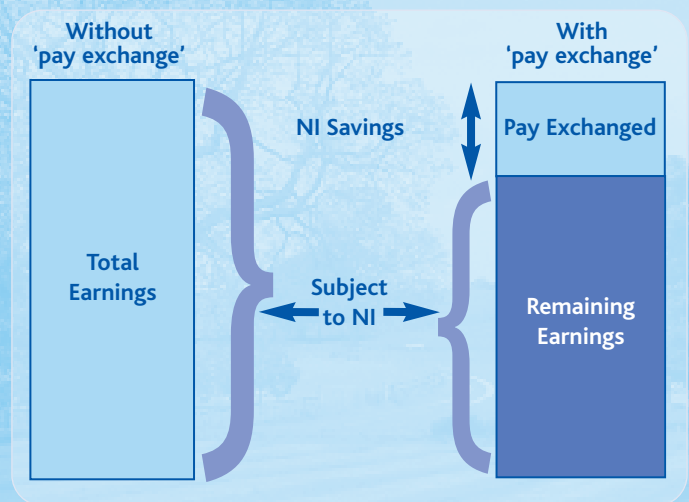
Contributions to Pension Builder for you are made under a 'pay exchange' arrangement which means that you give up part of your pay and the Company increases its contributions into Pension Builder in return for the pay you have given up. By giving up some of your pay, you are charged less in National Insurance contributions as well as having a pension build up for you – this means the cost of being in Pension Builder may be less than you think.

You are able to opt out of this 'pay exchange' arrangement which the Company has set up for you if you wish. If you opt out of the 'pay exchange' arrangement you can still be a member of Pension Builder, but you will pay National Insurance contributions on the payments you make into Pension Builder. Your contributions will be deducted weekly or monthly as appropriate.

How does 'pay exchange' work?

On joining Pension Builder you receive a reduced level of pay. This is your original pay less an adjustment equal to your contribution rate at Level 1 or Level 2. The Company will then pay a corresponding amount into Pension Builder on your behalf.

The diagram below shows how this works. The 'pay exchange' means your National Insurance is based on a reduced figure – as shown:





Example

Here's an example of how this would work in practice for someone earning £20,000 a year. You will see the National Insurance savings for the year for this member:

	Before 'pay exchange' (£)	After 'pay exchange' (£)	You save (£)
Earnings for year	20,000	18,800	
Notional pension contribution - 6%	<u>(1,200)</u>	<u>–</u>	
	18,800	18,800	
Income tax	(2,808)	(2,808)	
National Insurance	(1,662)	(1,530)	
Total	<u>14,330</u>	<u>14,462</u>	<u>132</u>

Your pay related benefits are protected as payroll will keep a record of your original gross earnings before any pay is exchanged. Other payments such as overtime and holiday pay for example (and pay increases) will be based on the original figure.

Benefits under Pension Builder such as the pension you earn each year and life cover are also based on the higher figure.

You may choose to opt out of 'pay exchange' if you wish. The 'pay exchange' may have an impact on State or other benefits particularly for lower paid employees. More details are given on the pensions website. If you think you may be affected, you should contact the Pensions Department.

What does the Company pay?

The Company and the other employers participating in Pension Builder pay the balance of the cost of providing Pension Builder's benefits on a basis agreed by the Company and the Trustee after considering actuarial advice.

Summary

- There are two levels of membership. Level 1 has a contribution rate of 4.5% of Annual Earnings and Level 2 has a contribution rate of 6% of Annual Earnings.
- Contributions to Pension Builder are normally made under a 'pay exchange' arrangement.
- The Company pays the balance of the cost to provide the benefits promised.

Retirement benefits

From a distance

When you retire you will receive a pension for life.

At Normal Pension Date you will receive a pension for life. The pension you receive will depend on how much you've earned and your level of membership whilst you have been a member of Pension Builder.

In focus

How much pension will I get at Normal Pension Date?

Pension Builder is a type of defined benefit scheme. This means that your benefits depend on how much you earn and how long you are a member. Your pension will be based on your average earnings across your career. Each year you will earn a Brick of Pension based on your Scheme Earnings for that Scheme Year, which will build towards your total pension at retirement.

On 1 April each year, any Bricks of Pension held for Scheme Years ending more than 12 months prior to that date will receive a Bonus Brick. This Bonus Brick is calculated by the value of a pension brick multiplied by the Retail Prices Index (RPI) up to 5%. These Bonus Bricks help your pension to keep pace with inflation. Bonus Bricks are accumulated each year you are an Active Member.

Two levels of membership

There are two levels of membership, Level 1 and Level 2 and the level you join affects the rate at which your pension builds up. At Level 1, pension builds up at 1% of Scheme Earnings each Scheme Year and at Level 2, it builds up at 1.25% of Scheme Earnings each Scheme Year.

Your pension at Normal Pension Date will be based on the value of the Bricks of Pension and Bonus Bricks you have earned in total.

Example

Let's look at the example of Paul, a member who joins Pension Builder Level 2 at age 55. The table below shows Paul's earnings in each of the ten years he is a member, and how his pension builds up in Pension Builder.

The bricks, as increased, add up to £2,717.95 at retirement which is Paul's Scheme pension from age 65, payable for his lifetime. As you can see, his pension is based on his Scheme Earnings each year, so Paul earns more pension (a bigger Brick of Pension) in the years his income is higher.

Year	Scheme Earnings each year	Pension brick earned (1.25%)	Increased by inflation (assumed to be 2.5% each year)	Total pension when Paul retires
1	£15,000	£187.50	£234.20	
2	£15,500	£193.75	£236.00	
3	£20,000	£250.00	£297.20	
4	£20,500	£256.25	£297.20	
5	£21,000	£262.50	£297.00	
6	£26,000	£325.00	£358.75	
7	£23,000	£287.50	£309.60	
8	£23,000	£287.50	£302.05	
9	£15,000	£187.50	£192.20	
10	£15,500	£193.75	£193.75	£2,717.95





Your pension

The rate at which your pension builds will depend on which level of Pension Builder you choose to join. The example of Paul is based on Level 2 membership which builds at 1.25% of Scheme Earnings each Scheme Year. If you choose Level 1 your pension will build at a lower rate of 1% of Scheme Earnings each Scheme Year. If Paul had chosen Level 1 membership in the example quoted, his pension at Normal Pension Date would have been £2,174.

Once your pension comes into payment it will receive regular increases (see pensions increases on page 14).

If you want to see what your pension might be as a member of Pension Builder, you will find a pension calculator on the Pension Builder section of the pensions website at: www.nfpensions.com

Can I take tax free cash?

When you retire, you have the option to exchange part of your pension for tax free cash of up to 2.25 times your initial pension. At the moment cash can be taken without any tax liability, but Inland Revenue rules may change in the future.

The formula for calculating the tax free cash is the same for all members so, in the example above, Paul's tax free cash would be calculated as follows: **2.25 x £2,717 = £6,113 tax free cash**

How will taking tax free cash affect my pension?

Taking tax free cash will reduce the amount of annual pension you receive. You must exchange part of your pension to take the tax free cash. The amount is worked out depending on your age at retirement. The amount of pension which you will have to give up is determined by the Trustee and may vary from time to time. You will be notified of the rates which apply when you are close to retirement.

Using our previous example again:

It may be, for example, that when Paul takes his tax free cash, the rates that apply at that time mean that for every £11 of cash Paul takes, his pension is reduced by £1 a year. If Paul chose to take the maximum cash sum of £6,113, his pension would reduce by:

$$£6,113 \div 11 = £555 \text{ each year}$$

When and how will my pension be paid to me?

The first payment will normally be made towards the end of the month following retirement. From then on, for the remainder of your lifetime, your pension will be paid in arrears towards the end of each month directly into your bank or building society account. The Trustee will deduct tax from your pension before it is paid if appropriate. Pensions must be paid in sterling.

Summary

- Your pension is worked out using a formula based on your average earnings across your career whilst you have been an Active Member of Pension Builder.
- You can take cash, currently tax free, in exchange for a reduced pension.

Early and late retirement

From a distance

It may be possible to take your pension benefits earlier or later than Normal Pension Date.

In focus

Can I retire early?

With the consent of the Company and the Trustee, you may retire at any time after your 55th birthday, or earlier if in ill health (see opposite). You will have the same rights as at normal retirement, but with your early retirement pension worked out on your revalued Bricks of Pension earned up to your actual date of retirement.

Early retirement benefits will also be subject to a reduction for each year of early retirement to take into account the longer period for which the pension would be paid. This factor is determined by the Trustee and the Company after considering actuarial advice and is reviewed from time to time.

If you are thinking about early retirement, you should contact the Pensions Department. They will be able to give you details about your own situation.

What happens if I become seriously ill?

Pension Builder can provide the financial protection of an immediate early retirement pension (subject to the agreement of both the Company and the Trustee). An ill health pension may be payable if you suffer from long term physical or mental incapacity which in the opinion of the Trustee prevents you from following your normal occupation (or any other occupation which your employer and the Trustee consider appropriate) or which seriously impairs your earnings capacity.

If the Trustee considers that you are unable to work again in any capacity, your pension is calculated based on your revalued Bricks of Pension earned up to your actual date of retirement, plus an extra Brick of Pension. The extra Brick of Pension is based on your Scheme Earnings at the date you actually retire and the additional time you would have worked through to your Normal Pension Date.

If the Trustee believes, however, that you are able to work again but not in your own occupation, or that your earnings capacity is seriously impaired, then your pension is based on your revalued Bricks of Pension earned up to your actual date of retirement.



In both cases, the pension would not be reduced for early retirement and you would have the same options as those at Normal Pension Date, including the opportunity to take part of your pension as a tax free cash lump sum. Medical evidence is required before an ill health early retirement pension can be considered.

When your pension is in payment you will receive regular increases (see page 14).

In addition, you may be entitled to some State benefits (see page 7).

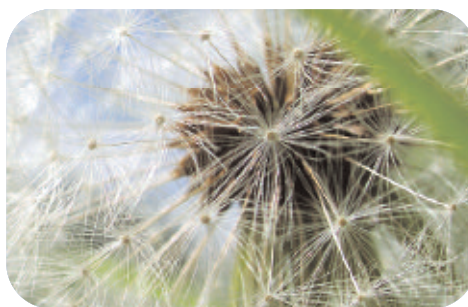
The Trustee may review your pension from time to time and may reduce or suspend it if they believe that your health has improved. You may be required to undergo one or more medical reviews as a condition of your pension continuing.

Late retirement

If you remain in Service after Normal Pension Date you will have to defer your pension until you actually retire. You will continue to accrue pension until you retire.

Summary

- Retirement both earlier and later than Normal Pension Date may be possible in Pension Builder.
- In certain circumstances, Pension Builder provides a pension if you fall ill.



Pension increases

From a distance

There will be annual increases to your pension to help protect its value from the effects of inflation.

In focus

Will the pension I earn each year be eaten away by inflation?

On 1 April each year, any Bricks of Pension held for more than 12 months receive a Bonus Brick.

What happens after retirement?

When you retire your pension will be increased, normally on 1 April, in line with the Retail Prices Index, up to a maximum of 2.5%.

Any spouse's or dependant's pension will receive the same increases once in payment.

In addition, further increases may be awarded from time to time at the discretion of the Trustee with the consent of the Company (after considering actuarial advice).

If I leave the Company, will my deferred benefit be frozen?

No, your deferred pension will be increased each year until you retire (see page 15) and pension increases as detailed above are paid after your pension starts.

Summary

- Pension Builder's annual increases help to offset the effects of inflation
- If you leave Pension Builder before retirement, your deferred pension will be increased each year both before and after retirement.



Leaving Pension Builder

From a distance

When you leave the Company your membership of Pension Builder ends, though it can still play an important part in your retirement provisions.

In focus

If I leave, what will happen to my pension?

If you leave Pension Builder before completing two years' Pensionable Service, you can receive a cash payment. This represents the equivalent of the contributions you would have made to Pension Builder, less a deduction for tax and National Insurance Contributions. Alternatively, you can transfer the cash equivalent of your benefits to another pension scheme, or an insurance company, subject to the transfer being completed within 6 months of leaving. The Trustee decides the basis for calculating the cash equivalent after considering actuarial advice.

If you have completed two or more years' Pensionable Service, you are entitled to a deferred pension which is kept in Pension Builder for you until you retire. The deferred pension increases broadly in line with inflation each year subject to a maximum of 5% per annum.

A deferred pension is worked out as for normal retirement (see page 10) but based on your revalued Bricks of Pension earned up to your date of leaving together with increases after leaving as described above.

Deferred benefits may be drawn before Normal Pension Date with the agreement of the Company and Trustee and they will be reduced for early payment on a basis decided by the Trustees and Company after considering actuarial advice. Benefits cannot be drawn before age 55 (unless the Trustee decides you are unable to work again in any capacity due to a long term physical or mental incapacity).

Can I transfer my pension to my new employer or a personal pension?

Yes. Pension Builder can make a transfer payment to another employer, personal pension or an insurance buy out policy.

If you wish to transfer the value of your benefits to another pension arrangement, please ask the Pensions Department for a quotation - called a cash equivalent transfer value. The Trustee decides the basis for calculating the cash equivalent after considering actuarial advice. This value is linked to investment conditions and so it can either increase or decrease, and the calculation excludes any discretionary terms that may be available.

You can request a transfer value quotation from the Pensions Department, but please note that the Company, the Pensions Department and the Trustee are not permitted to give financial advice on the merits of a transfer.

Can I leave Pension Builder while I am still employed?

You can opt out of Pension Builder at any time by giving one month's notice to the Trustee. Your benefits would be calculated as if you had left Company service on the day your notice expires and you will then have the leaving service options referred to in this section.

Summary

- With less than two years' Pensionable Service, you can either receive a cash payment or request a transfer of the cash equivalent of your benefits to another pension scheme.
- If you leave with two or more years' Pensionable Service, you can either leave your pension in Pension Builder or transfer its value out.

Death benefits

From a distance

When you die, Pension Builder provides a range of benefits that will assist your family and dependants.

In focus

What happens if I die while I am still working for the Company?

If you die while you are still an Active Member, your dependants will receive the following benefits:

- A lump sum (currently tax free) of three times your Annual Earnings in the year ending on 31 March before your death, **plus**
- A pension for your spouse or other adult dependant. This is based on half your total Bricks of Pension (Bricks and Bonus Bricks) earned up to your date of death plus an extra Brick. The extra Brick is half the pension you would have earned up to Normal Pension Date based on your Scheme Earnings at the date of death.
- A children's allowance of one quarter of the spouse's/adult dependant's pension for each child, up to a maximum of four children. If you have more than four children, the equivalent spouse's/adult dependant's pension will be divided equally between them.

What happens if I die after starting to receive a pension?

If you die after you start to receive a pension, your dependants will receive the following benefits:

- If you die within 5 years of retirement, a lump sum will be paid equivalent to the balance remaining of five years' pension payments.
- An immediate pension for your spouse or other adult dependant will be paid equal to half your original pension (before taking any lump sum) including any increases paid since retirement. The pension is payable for the rest of their lifetime. If a pension is paid to your spouse or other adult dependant, the five year guarantee mentioned above will be reduced to reflect the pension payable over the same period.
- If you die after retirement and leave dependent children, a pension will be paid for them. This pension will be one quarter of the spouse's/adult dependant's pension for each child up to a maximum of four children. If you have more than four children, the equivalent spouse's/adult dependant's pension will be divided equally between them.





What happens if I die after leaving the Company and before starting to receive a pension?

If you have left your benefits in Pension Builder as a deferred pension and you die before retirement, a pension will be paid to your spouse or adult dependant as decided by the Trustee. This will be half of your deferred pension as increased to the date of death. No children's allowances will be paid.

Your dependants may also be entitled to State death benefits.

Who gets the lump sum benefits payable?

On the death of a member the Trustee has discretion as to who receives the lump sum for two reasons:

- It avoids the need to pay the benefit into the estate of the member and means that the lump sum is not liable to inheritance tax,

and

- In those cases where members have not completed a Nomination Form advising the Trustee of their wishes, or where the form is not up to date, the Trustee has discretion as to whom the lump sum will be paid.

You should complete a Nomination Form to let the Trustee know to whom you would like any benefits paid. Although the Trustee will always consider your wishes, this nomination is not binding on them. You can see how important it is that you complete a Nomination Form and keep it up to date - replacement forms can be obtained from your local HR Department.

Notes

- i) If your spouse/adult dependant is more than ten years younger than you, their pension may be scaled down to allow for the difference in age and potentially longer payment. This will not affect the amount of any children's pensions.
- ii) A children's allowance is paid for members' children who are under the age of 18 or still in full time education approved by the Trustee.

Summary

- If you die while an Active Member, your dependants will receive a lump sum of three times your Annual Earnings.
- If you die within five years' of retirement a cash lump sum is payable.
- A pension will be paid to your spouse/adult dependant and, if applicable, to your children.

Temporary absence

From a distance

Even if there came a time when you had to have a period of temporary absence from work, you may still be able to continue as an Active Member.

In focus

What happens if I am temporarily absent from work?

You will still be covered for death in service benefits - see page 16. Your membership of Pension Builder will continue if:

- You are absent because of sickness or injury (for as long as the Company allows).
- You are absent for any other reason (for up to 12 months).
- You are absent because of parental leave (unless the Company notifies you otherwise).

During your period of temporary absence, you can choose to make contributions to Pension Builder. If you don't make contributions during this period, your pension will be reduced to take account of the missing period of Pensionable Service.

What about maternity leave?

If you qualify for maternity leave you will remain a member of Pension Builder. You are not required to pay pension contributions during the 26 week ordinary maternity leave period.

Members who have a maternity leave period in excess of 26 weeks will be given the option to make good the missing pension contributions when they return.

If you do not return to work, you will be treated as having left Pension Builder at the end of the 26 week period.

Summary

- You can remain a member of Pension Builder even if you are temporarily absent or on maternity leave.
- You will still be covered for death in service benefits



Pension Builder - other info

Pension Builder accounts are audited annually and an actuarial valuation is undertaken at least every three years to review the Scheme's finances.

It should be noted that while the Company has every intention of maintaining Pension Builder, it reserves the right to amend or discontinue Pension Builder at any time.

Where can I go to get more information?

General enquiries concerning Pension Builder should be directed to the Pensions Department at the following address:

Northern Foods Pensions Department
Cavaghan & Gray,
Brighton Street,
Hessle Road,
HU3 4UL

You will be notified of any changes to the Rules of Pension Builder which affect your benefits. The Rules of Pension Builder can be obtained from the Pensions Department or from the website (www.nfpensions.com).

Copies of the audited Annual Accounts of Pension Builder and Trustee Report are available on request, but a summary of the accounts is distributed to members each year.

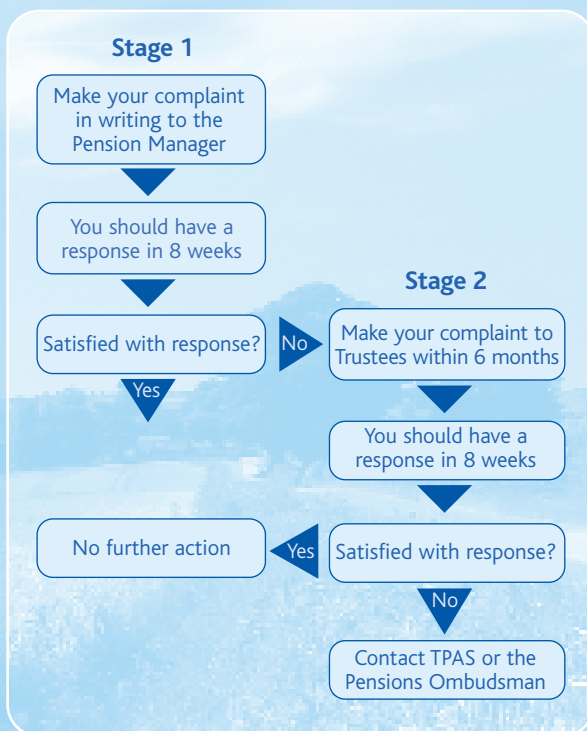


Disputes procedure

Pension Builder has a responsibility to make sure that all its members have as much information about their Scheme as possible.

But who do you speak to if you feel you have a disagreement with Pension Builder? In the first instance always speak to the Pensions Department, since the vast majority of questions can be cleared up quickly and easily.

If, however, the matter cannot be resolved informally, the following formal two stage procedure can be used.



Complaints can be made under this procedure by:

- any Active Member, deferred member or pensioner member of Pension Builder
- any employee who is potentially a prospective member
- a former member's widow, widower or other dependant
- any person claiming to be or entitled to become one of the above
- anyone who has been in one of the above categories in the previous six months.

A complaint may be made on behalf of one of the above by a nominated representative. If the person is incapable of acting for themselves, it may be made by their personal representative.

This procedure does not cover complaints in respect of former members who have transferred their benefits from Pension Builder unless the transfer has taken place in the last six months, or complaints which are subject to specific investigation by the Pensions Ombudsman (or where proceedings have begun in a court or tribunal).



If necessary the following organisations could help you further:

The Pensions Regulator (TPR)

The Pensions Regulator is the regulatory body for work-based pensions in the UK. It takes a proactive risk focused approach and has powers to investigate schemes and take action where necessary.

TPR can be contacted at:

Invicta House
Trafalgar Place
Brighton
BN1 4DW

www.thepensionsregulator.gov.uk

The Pensions Advisory Service (TPAS)

TPAS is available to assist members and beneficiaries of Pension Builder in connection with difficulties which they have failed to resolve with the Trustee or administrators of Pension Builder.

They can be contacted at:

11 Belgrave Road
London
SW1V 1RB
Tel: 0845 601 2923

The Pensions Ombudsman

The Pensions Ombudsman is independently appointed by the Government and has power to investigate (and determine) complaints or disputes of fact or law in relation to occupational pension schemes.

The Ombudsman can be contacted at:

11 Belgrave Road
London
SW1V 1RB
Tel: 020 7834 9144

Registrar

Information about Pension Builder has been given to the Registrar of Personal and Occupational Pension Schemes.

Data Protection Act

The Trustee will hold personal data provided by you (and where appropriate, by third parties such as the Company or medical advisors) for the purpose of calculating and providing benefits under Pension Builder for you and your spouse/dependants.

The Trustee may also make that information available to others (within the UK and abroad) where they feel it is necessary or desirable to do so in connection with the administration of Pension Builder. In particular, the Trustee may make the information available to professional advisors, the Pensions Department and any other Trustee or other persons who may become responsible for providing benefits.

In addition, the Trustee may make that information available to the Company (and other companies in the UK or abroad with whom the Company is dealing). This could be for the purposes of preparing accounts or other financial information, for calculating remuneration packages or developing remuneration policy or otherwise in connection with the business of the Company.