University of St Andrews Superannuation and Life Assurance Scheme

# S&LAS – Scheme Booklet

August 2018

# Contents



# Introduction

The Scheme's key aims are to provide:

- Income when you retire; and
- Financial protection for you and your dependants.

This booklet provides an explanation of the Scheme's benefits, but it is not an official or legal document. The legal document is 'The Trust Deed and Rules'. That document sets out how the Scheme is run and how the benefits are calculated. You can ask to see a copy of the Trust Deed and Rules if you wish. If there is any discrepancy between this booklet and the Trust Deed and Rules, the latter will take priority.

Please note: this booklet focuses on the Scheme benefits that apply from 1 August 2017. If you accrued benefits in the Scheme before that date, please refer to your previous Scheme booklet for full details of your accrued benefits up until 31 July 2017.

If you would like any additional information about the Scheme or have any questions after reading this booklet, you can contact the Pensions Administrator at the address below:

Human Resources
University of St Andrews
The Old Burgh School
Abbey Walk
St Andrews
KY16 9LB

Email – **pensions@st-andrews.ac.uk**

Telephone – 01334 462546

# Glossary

Some of the terms used in this booklet have technical meanings. They are explained below and appear in **bold** throughout this booklet.

| | |
|---|---|
| **Scheme** | University of St Andrews Superannuation and Life Assurance Scheme (S&LAS). |
| **Trustees** | The Trustees govern the Scheme and consist of University-appointed members and member-nominated representatives. |
| **Normal pension age** | The Scheme's normal pension age is 65. The University's Employer Justified Retirement Age (EJRA) has no impact on the Scheme's normal retirement age. For current information on the EJRA, please contact Human Resources. |
| **Spouse** | Husband or wife at the date of your death. |
| **Civil partner** | A partner with whom a civil partnership is registered under the Civil Partnership Act 2004 at the date of your death. |
| **Commutation factor** | A factor set by the Trustees to convert Scheme pension into a one-off tax free cash payment. |
| **Dependent child** | A child of the member or member's spouse or civil partner or a child legally adopted by the member, who is under the age of 18, or is over 18 but under 23 and in full-time education or vocational training. |
| **CARE** (or 'career average revalued earnings') pension | A pension you build up year by year, based on your pensionable salary, throughout your Scheme membership from 1 August 2017 onwards. |
| **Final salary pension** | Only applicable if you accrued benefits in the Scheme prior to 1 August 2017. A pension you built up year by year, based on your pensionable salary at 31 July 2017. |
| **Pensionable salary** | 12 times your regular monthly earnings, excluding overtime and any special payments. |
| **Final pensionable salary at 31 July 2017** | Where applicable, your regular earnings in the 12 months prior to 31 July 2017, excluding overtime and any special payments (or the full-time equivalent of these earnings if you are a part-time employee). |
| **Pensionable service** | The years and complete days that you were a contributing member of the Scheme, based on full time employment. For part-time employees, a percentage of your pensionable service will be used when working out your pension benefits. The percentage is worked out by comparing your part-time hours with the full-time equivalent hours.<br>For example: A part-time employee works 21 hours a week; the full-time equivalent is 36.25 hours. The percentage used when working out your benefits is: (21 ÷ 36.25) x 100 = 58%. |
| **Annual allowance** | An allowance on the amount of contributions and/or benefits that you can build up each year tax-efficiently. The standard annual allowance for the 2018/19 tax year is set at £40,000, but there are certain situations when you may have a different personal annual allowance.<br>For example, you can carry forward 'unused' annual allowance from up to the three previous tax years – which means that many people in fact have annual allowance available well above £40,000. On the other hand, particularly high earners (broadly speaking, those earning £110,000 a year or more) may have lower personal annual allowances depending on their individual situations. |
| **Lifetime allowance** | An allowance on the total value of pension benefits that you can build up tax-efficiently. This is set at £1.03 million for the tax year 2018/19 and is expected to increase in line with inflation each April. Benefits above this amount will be taxed at a higher rate. |

*If you think either the annual or lifetime allowances might affect you, please speak to a financial adviser as soon as possible.*

# Scheme membership

## Who can join?

You can join the **Scheme** if you are employed by the University in a post which falls into Grade 1-5 inclusive. You should return your completed form, together with your birth certificate and, if applicable, your marriage certificate to the Pensions Administrator at the address in the Introduction.

Please make sure you complete and return the enclosed beneficiary nomination form (see page 8) as soon as you can.

## What if I already have a personal pension?

If you are already paying into a personal or stakeholder pension, you may continue to do so. You may contribute to any number of pension plans at the same time as being a member of the Scheme. If you need help in deciding what to do, contact an independent financial adviser. You should also contact your personal pension provider, especially if you decide to join the **Scheme**.

## Can I transfer any previous benefits into the Scheme?

If you have built up pension benefits under a previous employer's or personal pension scheme, you may be able, at the **Trustees**' discretion, to transfer the value of these benefits into the **Scheme**. Please contact the Pensions Administrator for more information.

## Can I withdraw from membership?

Yes – you can withdraw from the **Scheme**.

If you want to withdraw straightaway, you must let us know within a month of your start date. Then, we will not take any contributions from your pay, and it will be as if you never joined.

You can also withdraw from the **Scheme** at any time later on. You will need to give one month's written notice. Your options will be the same as described on page 10.

If you withdraw from membership, you may re-join the **Scheme** at a later date but you will be required to provide details of your health. Your re-entry to the **Scheme** will need to be approved by the University Court and the **Trustees**.

# Contributions

## How much are my contributions to the Scheme?

Employee contributions are payable to the **Scheme** at a rate which is currently 7.77% of your **pensionable salary** per year. If you participate in the University's Paysave arrangements, your contributions (and benefits) are based on your **pensionable salary** before any reduction due to participation in Paysave.

(Paysave is a way of making pension contributions that allows employees and employers to save on National Insurance, or 'NI'. For more information on Paysave, please contact the Pensions Administrator.)

The contributions are payable monthly and will continue until you retire or leave the **Scheme**. If you pay these yourself, they will normally be paid by deduction from salary. If you participate in the Paysave arrangements, the University pays the contributions on your behalf and your salary is reduced to take account of this, as described in the separate booklet giving details of the Paysave scheme.

The actual cost of membership is likely to be less than 7.77% of your basic earnings. This is because you get full tax and NI relief on your contributions.

## How much does the University pay?

The University bears most of the cost of the **Scheme**. The University's contribution rate is calculated by the **Scheme**'s actuary, taking into account the expected cost of past and future benefits. The University's contributions vary depending on the actuary's recommendations.

## Can I pay more to buy extra benefits?

**Additional Voluntary Contributions (AVCs)**

You may wish to pay extra contributions in order to buy extra pension benefits for yourself and/or your dependants, for example, if you are planning to retire early, or simply wish to take advantage of the tax benefits of this form of savings.

Paying Additional Voluntary Contributions is tax efficient, provided you keep within the **annual and lifetime allowances**. You receive full tax relief on your AVCs, which are paid into a separate account in your name. You can then decide how to invest your account in a range of funds offered by Prudential.

Your overall contributions to the **Scheme** can be up to 100% of your earnings. Alternatively, you have the freedom to pay these higher amounts into pension arrangements outside of the **Scheme**.

For more information on AVCs, please contact the Pensions Administrator.

# Benefits at retirement

## What benefits will I receive when I retire?

At retirement, you will receive:

### A 'CARE' pension payable for life

'**CARE**' is short for '**career average revalued earnings**', which means you build up a pension year by year, based on your salary, throughout your **Scheme** membership.

Every year, you build up pension of 1/80th x your **pensionable salary**.

Then, each 'years' worth' of pension will increase every 31 July in line with inflation (as measured by the rise in the Consumer Prices Index capped at 5% over the previous calendar year).

This chart shows how your first three years in the **Scheme** would work. In our example:

- the member starts on a **pensionable salary** of £20,000 a year, which goes up to £20,500 in year 2, and £21,013 in year 3; and
- inflation rises by 2% a year.

| | |
|---|---|
| Year 1 | Year 1 pension = 1/80 x £20,000 **pensionable salary** = **£250 for that year.** |
| Year 2 | Year 2 pension = 1/80 x £20,500 **pensionable salary** = £256 for that year,<br><br>plus Year 1 pension of £250, increased by 2% (£5) = £255 for that year.<br><br>'End of Year 2' pension = £256 + £255 = **£511 a year for the rest of your life.** |
| Year 3 | Year 3 pension = 1/80 x £21,013 **pensionable salary** = £263 for that year,<br><br>plus End of Year 2 pension of £511, increased by 2% (£10) = £521 for that year.<br><br>'End of Year 3' pension = £263 + £521 = **£784 a year for the rest of your life.** |

*Please note that if you leave in the middle of a Scheme year (which runs from 1 August to 31 July), there is no part-increase for that current year.*

### A cash lump sum

This is currently paid tax-free, and is 3 x the **CARE** pension you have built up when you retire.

So, in our example, the cash lump sum at the end of Year 3 would be 3 x £784 = £2,352.

There is an opportunity to take more tax-free cash at retirement. In total, you may take 25% of the value of your benefits as tax-free cash. You will be able to exchange part of your **Scheme** pension to take additional tax-free cash up to this limit. pensions payable to your **spouse** or **civil partner** and **dependent children** are not affected by this option.

You may use your AVCs to provide part of your tax-free cash lump sum instead of exchanging **Scheme** pension.

**Example:**

Suppose you retire with a **CARE** pension of £3,750 a year. Your lump sum would be worked out as:

**3 x £3,750 = £11,250**

Suppose you wish to take more tax-free cash at retirement and the **Commutation factor** for exchanging pension for cash is 14 (this is an example **Commutation factor** and may not reflect the terms offered on your retirement).

With a CARE pension of £3,750 your maximum tax-free cash would be £20,564 and your residual pension would be worked out as:

**£3,750 - (£20,564 -£11,250) /14 = £3,085** where a commutation factor of 14 is used to convert a cash sum to annual pension.

### A 'Final Salary' pension payable for life (only applicable if you accrued pensionable service in the Scheme prior to 1 August 2017)

The formula for working out your **Final salary pension** prior to 1 August 2017 is:

**1/80th (the Scheme's accrual rate) x your Final Pensionable salary at 31 July 2017 x your Pensionable service up to 31 July 2017.**

*Please note your 'final salary pension' is in addition to any CARE benefits that you earn from 1 August 2017. It remains in the Scheme (unless you transfer out) and increases ('revalued') each year until the date you retire, leave or die if earlier.*

# Benefits at retirement (continued)

## Annual increases – 'revaluation'

The rate of revaluation is in line with the increase in the Consumer Prices Index (CPI) over the year to the previous December (up to a maximum of 5%).

In order to ensure that you receive the maximum pension you are entitled to, a comparison is made.

Your revalued pension (built up to 31 July 2017) at the date you retire or leave is compared to what your pension would have been if you had left the **Scheme** and become a preserved member on 31 July 2017. Revaluation for preserved members is broadly in line with the increase in the Retail Prices Index (RPI) between the member's date of leaving and date of retirement (up to a maximum of 9% a year for pension built up to 15 April 2011 and a maximum of 2.5% a year for pension built up from 15 April 2011). The higher of the two pension figures would then be paid (this is known as the 'underpin').

In addition to the **final salary pension** a lump sum equal to three times the **final salary pension** at retirement is payable.

**Example:**

Your **final salary pension** at 31 July 2017 is £10,000 p.a. of which £3,000 was accrued prior to 15 April 2011 and £7,000 after this date. You have 10 years until retirement. CPI inflation is 3% p.a., RPI inflation is 3.7% p.a.

Your **final salary pension** at retirement attributable to **Pensionable service** accrued prior to 1 August 2017 is the higher of

**£10,000 x 1.03^10 = £13,439**
(where 1.03^10 is equivalent to 1.03 x 1.03 x 1.03 x 1.03 x 1.03 x 1.03 x 1.03 x 1.03 x 1.03 x 1.03)

**or**

**£3,000 x 1.037^10 +£7,000 x 1.025^10 =£13,275**

On retirement, you therefore receive a pension of £13,439 and a lump sum of 3 times £13,439 i.e. £40,317. Please note this is in addition to any **CARE** benefits earned in the **Scheme**.

*Further details of your final salary benefits can be found in the previous Scheme booklet*

## Can I give up part of my pension for a dependant?

If you wish, you can give up part of your pension to provide additional pension for your **spouse**, **civil partner** or your named dependant, payable on your death. Full details are available from the Pensions Administrator.

## How is my pension paid?

Your pension is payable for life and is paid on the 28th day of each month directly into your bank or building society account. Tax will be deducted under PAYE in the same way as on your earnings.

## How is my pension protected against inflation?

As shown above, while you are building up your pension and remain in active status, your accrued **CARE** pension increases by CPI inflation capped at 5% until you retire or leave the **Scheme**. See page 10 for details of leaving service benefits.

Once your pension starts to be paid, it will increase in line with inflation up to a limit of 2.5% each year. In years where inflation is higher than 2.5% the **Trustees** will consider whether to give a higher increase, up to 5%.

## When can I retire?

The **normal pension age** for this pension **Scheme** is 65. You may retire early provided the University agrees and you are age 55 or over. The **CARE** pension you have built up at the date you retire will be reduced on a scale agreed with the **Scheme**'s actuary because of the expectation that it will be paid over a longer period.

## Can I retire late?

If you want to, you can normally postpone your retirement until after your **normal pension age**. Please contact the Pensions Administrator for more details.

## What if I have to retire because of ill health?

If you have to stop work because of permanent illness or incapacity (as defined in the **Scheme** Rules) at any time, you may retire on an immediate ill-health pension.

If you have two years' but less than five years' **pensionable service** and have to retire on ill health grounds, your **CARE** pension in this case will not be reduced for early payment.

If you have completed five or more years' **pensionable service**, your ill-health pension will be:

- your **CARE** pension at the date you have to stop work; plus
- additional pension of 1/80 x your **pensionable salary** when you stop work, for the same number of years you have already been in **pensionable service** (up to a maximum of 10 extra years).

in all cases, the extra **pensionable service** will be limited so that your total number of years of **pensionable service** will never be greater than the total number of years of **pensionable service** that you could have built up if you had remained a member of the **Scheme** until age 65.

If you retire early because of permanent illness or incapacity and your condition improves, the **Trustees** can stop, suspend or reduce the enhancement that has been awarded.

**Example:**

After 14 years' **pensionable service**, you have to retire because of ill health at age 54, and are awarded an ill-health pension.

Your **pensionable salary** is £20,000 and you have built up a **CARE** pension of £3,125.

You cannot receive a full 14 years' extra **pensionable service** but you will be credited with the maximum 10 years.

1/80 of £20,000 (your **pensionable salary** when you stop work) x 10 = £2,500 a year.

So, your ill-health **CARE** pension would be:
**£3,125 + £2,500 = £5,625 a year**

And your cash lump sum would be:
**3 x £5,625 = £16,875**.

## What if I get divorced or my civil partnership is dissolved?

Your pension rights may be taken into account in your divorce settlement. The court can order your pension to be divided between you and your former **spouse** or **civil partner**, although whether this happens depends on the settlement itself. If your pension rights are split between you and your former **spouse** or **civil partner**, this can be done in two ways:

**Earmarking** – this means that all or part of any lump sum benefits that are payable on retirement or on death can be earmarked for your ex-**spouse** or former **civil partner**.

**Pension sharing** – this means that any pension rights awarded to your ex-**spouse** or former **civil partner** will either be held in the **Scheme** in their name or can be transferred to another approved pension arrangement.

If you are getting divorced or dissolving your civil partnership and require information about your pension, please contact the pensions administrator at the address in the Introduction.

# Benefits on death

## What benefits are payable if I die while working?

If you die before age 65, your dependants will receive the following benefits:

- A lump sum together with a refund of contributions or member equivalent contributions plus interest
- A **spouse's** or **civil partner's** pension.

or

- **Dependent children's** pension.

If you die while still working after 65, or if you are drawing your pension but continuing to work then the death benefits may differ. Please contact the Pensions Administrator for more details.

### Lump sum

The lump sum is equal to three times your **pensionable salary**. The refund of your contributions or member equivalent contributions includes interest at 4% a year for each complete year of Scheme membership.

You can indicate to the **Trustees** to whom you would like this benefit paid by completing the beneficiary form at the back of this booklet. You should return your completed form to the Pensions Administrator at the address in the Introduction. To ensure this benefit is paid tax-free, the **Trustees** cannot be bound by your wishes but will take them into account when deciding to whom the benefit should be paid.

### Spouse's or civil partner's pension

If you are married, your **spouse** or **civil partner** will receive a pension of half of your **CARE** pension, enhanced to take into account the extra **pensionable service** that you could have built up by age 65, had you remained a member of the **Scheme** until then.

The pension will be half of:

- the **CARE** pension you had built up at your date of death; plus
- additional pension of 1/80 x your **pensionable salary** at your date of death for every remaining year to your **normal pension age**.

It will increase as described on page 6.

If your **spouse** or **civil partner** is more than 15 years younger than you, their pension may be reduced as it is likely to be paid over a longer period.

**Example:**

A married member dies in service aged 48 – that is, 17 years before reaching **normal pension age**.and has built up a **CARE** pension of £1,500. Their **pensionable salary** when they died was £20,000. The **spouse**'s pension and lump sum would be worked out as:

**Lump sum: 3 x £20,000 = £60,000**

**Spouse's pension:**
**£1,500 + [1/80 x £20,000 x 17 years] x ½ = £2,875 a year**

### Dependent children's pension

If you have **dependent children** and die without leaving a **spouse** – or if your **spouse** dies after you leaving **dependent children** – the **spouse**'s pension will be payable to them until the youngest child reaches age 18. The **dependent children's** pension will continue to be paid to a **dependent child** in full-time education up to age 23, provided that they are not being paid a salary. However, a fresh claim will have to be made each year until age 23. If such a claim for the pension is late, it will be backdated.

## What benefits are payable if I die after retirement?

If you die after retirement, your dependants will receive the following benefits:

- A lump sum, if you die within the first five years of retirement
- A **spouse's** or **civil partner's** pension
- or
- **Dependent children's** pension.

### Lump sum

If you die within the first five years of retirement, a lump sum equal to the balance of pension payments for that five year period will be payable.

You can indicate to the **Trustees** to whom you would like this benefit paid by completing the beneficiary form at the back of this booklet. You should return your completed form to the Pensions Administrator at the address in the Introduction. To ensure this benefit is paid tax-free, the **Trustees** cannot be bound by your wishes but will take them into account when deciding to whom the benefit should be paid.

### Dependent children's pension

If you have **dependent children** and die without leaving a **spouse** – or if your **spouse** dies after you leaving **dependent children** – the **spouse's** pension will be payable to them until the youngest child reaches age 18.

The **dependent children's** pension will continue to be paid to a **dependent child** in full-time education up to age 23, provided that they are not being paid a salary. However, a fresh claim will have to be made each year until age 23. If such a claim for the pension is late, it will be backdated.

**Example:**

Suppose a married member dies after 3 years in retirement on a pension of £7,500 a year. The **spouse**'s pension and lump sum would be worked out as:

**Lump sum: 2 x £7,500 = £15,000**

**Spouse's pension: ½ x £7,500 = £3,750 a year**

# Leaving service

## What happens if I leave the University?

Your options depend on your length of **pensionable service** (including any transferred in from a previous pension arrangement).

### With less than three months' pensionable service

You will receive a refund of your contributions [or member equivalent contributions], less deductions for tax.

### Between three months' and two years' pensionable service

You can:

- receive a refund of your contributions, as described above

or

- transfer your accrued benefits to another pension scheme.

### At least two years' pensionable service

#### Preserved benefits

If you have completed at least two years' **pensionable service** when you leave, or if you are leaving due to ill health or redundancy, your benefits can be held in the **Scheme** until you retire, known as 'preserved benefits'.

The **CARE** pension (and lump sum) you have built up at the date you leave will increase up to age 65 in line with inflation (as measured by the retail prices index), up to a maximum of 2.5% a year.

Your preserved benefits will be paid in the same way, and carry the same options, as other benefits from the **Scheme**, e.g., the option to retire early or give up part of your pension for extra dependants' benefits (see page 6).

If you die before your preserved benefits start to be paid, your dependants will receive a full refund of your contributions with interest. Your **spouse** will also receive a pension of half of your deferred pension. This will be increased as described on page 6.

#### Transfer

If you wish, you can transfer the value of your preserved benefits out of the **Scheme** to another approved pension arrangement. You may ask the **Trustees** for an estimate of the transfer value at any time. The transfer value is calculated on a basis chosen by the **Trustees**, following advice from the **Scheme**'s actuary.

# Absence from work

## What if I am absent from work?

If you are absent from work and continue to receive your salary, your membership of the **Scheme** will continue and you will continue to pay contributions.

## What if I am not receiving a salary?

If you are not being paid and your absence is due to illness or injury, your membership may be suspended indefinitely. Where absence is due to other causes, your membership may be suspended for up to three years. However, you will continue to be covered for death-in-service benefits during any period when you are temporarily absent.

## Can I make up lost contributions?

On your return to work, you will be able to make up lost contributions. If you decide not to make up these contributions, your **CARE** pension for that year will be scaled down to reflect the length of your absence during which you were not being paid by the University.

## What about maternity leave?

While you are on statutory maternity leave, you will continue as a member of the **Scheme**. Your contributions will continue based on the maternity pay you actually receive but your benefits will be based on the salary you would have received had you not been on maternity leave.

You can continue paying contributions during any period of unpaid maternity leave. If you return to work after your maternity leave, your **CARE** pension over that period will be scaled down to reflect any time you were not contributing to the **Scheme**.

## What about paternity leave?

While you are on paternity leave, you will continue as a member of the **Scheme**. Your contributions will continue based on the paternity pay you actually receive but your benefits will be based on the salary you would have received had you not been on paternity leave.

## What about adoption leave?

While you are on adoption leave, you will continue as a member of the **Scheme**. Your contributions will continue based on the adoption pay you actually receive but your benefits will be based on the salary you would have received had you not been on adoption leave.

# How the Scheme works

## How is the Scheme set up?

In order to safeguard your benefits, all the contributions are paid into a separate Trust fund. The **Scheme** is administered by **Trustees** who must act in the best interests of all members and beneficiaries. The **Trustees** include both University and staff representatives and they are listed in the **Scheme**'s Annual Report, copies of which are available from the Pensions Administrator.

## HM Revenue & Customs (HMRC) registration

The **Scheme** is a registered scheme, which means that certain tax concessions apply subject to various benefit restrictions.

## Assignment of benefits

Pension benefits cannot be assigned, mortgaged, charged or otherwise alienated except under those arrangements that are permitted on a divorce or dissolution of a civil partnership. They cannot be used as security for loans.

## How are the Scheme's assets invested?

The contributions paid by the University and the members are invested by Investment Managers appointed by the **Trustees**. The Investment Managers must follow the investment policies laid down by the **Trustees**. The **Trustees** closely monitor the performance of the investments to ensure that a good rate of return is achieved. This is important as the University cannot guarantee to pay the benefits in the unlikely event that the **Scheme**'s resources are insufficient.

Details of the **Scheme**'s investments are set out in the **Trustees**' full Report and Accounts. You may ask the Pensions Administrator for a copy of this document, although a summarised version is issued to members each year.

The lump sum benefit payable on death whilst working is insured through an insurance policy taken out by the **Trustees** in the name of the **Scheme**. This covers all members. You may be asked to complete a form by the underwriters to comply with the terms of this policy.

## Can the Scheme be changed or closed?

The University has the right to change or close the **Scheme** at any time, but this would not affect pension benefits already earned.

## Compliance with General Data Protection Regulations?

The **Trustees** have appointed a data protection officer to ensure your data is held and processed in line with the General Data Protection Regulations. A copy of the **Trustees'** privacy statement is available on request or joining the **Scheme**.

# Help and information

## What if I have a query?

If you have any questions about the **Scheme** or your benefits, you should contact the Pensions Administrator at the address in the Introduction.

If your query cannot be resolved by speaking to the Pensions Administrator, or if you have a dispute about the **Scheme** or your benefits, the **Trustees** have a formal procedure for dealing with complaints. In the first instance, you should write to the Pension & Salaries manager. If you are dissatisfied with his/her response, you can appeal against the decision. A copy of this procedure is available from the Pensions Administrator at the address in the Introduction.

## What other sources of help are available?

The Pensions Advisory Service (TPAS) was set up to give help and advice to anyone experiencing difficulties over their pension rights. TPAS is available at any time to assist members and beneficiaries of the **Scheme** in connection with any pension query they may have or difficulty which they have failed to resolve with the **Trustees** or administrators of the **Scheme**.

The address of the Pensions Advisory Service is:

11 Belgrave Road, London SW1V 1RB

Tel: 0300 123 1047

**www.pensionsadvisoryservice.org.uk**

## Who regulates the Scheme?

The Pensions Regulator is the regulator of work based pension schemes, aiming to protect members' benefits and promote good administration. The Regulator can intervene in the running of schemes where **Trustees**, employers or professional advisers have failed in their duties.

The address of the Pensions Regulator is:

Napier House, Trafalgar Place, Brighton,
East Sussex BN1 4DW

Tel: 0345 600 7060

**www.thepensionsregulator.gov.uk**

## The Pensions Ombudsman

If your concern cannot be satisfactorily resolved by the University, **Trustees** or by TPAS, you can refer it to the Pensions Ombudsman. The Pensions Ombudsman is a Government appointed official who may investigate and determine any complaints regarding maladministration or disputes of fact or law in relation to any pension scheme.

The Pensions Ombudsman can be contacted at the following address:

11 Belgrave Road, London SW1V 1RB

Tel: 0800 917 4487

**www.pensions-ombudsman.org.uk**

## What if I lose touch with the Scheme?

Keeping track of our pension rights, especially early on in our working lives, is something that few of us will have really considered carefully. When retirement comes along it may be that you have lost touch with a previous employer, so claiming your pension rights from them is not easy. There is a source of help.

All registered pension schemes, like the **Scheme** operated by the University, have to pass all their relevant details to the Pension Tracing Service. If you have lost track of a previous employer, you should contact The Pension Service, who may be able to help, at:

The Pension Service 9, Mail Handling Site A,
Wolverhampton, WV98 1LU.

Tel: 0800 731 0193

Or use the online service on the Government's website:
**www.gov.uk/find-pension-contact-details**