



ING Wholesale Banking

ING UK Pension Fund (Defined Contribution Section)

September 2017

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GLOSSARY OF TERMS

ACCUMULATED FUND	The total value of your Fund at any one time being the number of units held for you multiplied by their current price.
ANNUAL ALLOWANCE	The maximum contribution that can be paid in a tax year without an additional tax charge being payable. The Annual Allowance for this tax year can be found here , unless you are subject to the Tapered Annual Allowance (See below for definition of “Tapered Annual Allowance”)
COMPANY	ING Services Limited and, where appropriate, any associated companies participating in the Scheme and the Group Life Scheme .
FUND	The notional account held in the Scheme on your behalf to which contributions are credited and which is represented by assets of the Scheme allocated to it.
GROUP LIFE SCHEME	ING Group Life Scheme.
EARNINGS CAP	This is the limit on pensionable earnings imposed by the Plan. The current level for this tax year is GBP 154,200.
LONG-TERM DISABILITY SCHEME	ING Long-term Disability Scheme.
NORMAL RETIREMENT AGE (NRA)	Your 65 th birthday.
PENSIONABLE SALARY	Your current salary up to a maximum of the Earnings Cap. Any part in excess of the Earnings Cap will be disregarded when calculating the credits to be applied to your Fund and your benefits.
PLAN	Consists of the Scheme , Group Life Scheme and Long-term Disability Scheme .
SCHEME	The DC section of the ING UK Pension Fund. The ING UK Pension Fund also has sections providing final salary scheme benefits (“the DB Sections”) which are closed to new members.
TAPERED ANNUAL ALLOWANCE	This is the reduction to the Annual Allowance that applies to individuals with taxable income over £154,200 in this tax year. For this purpose taxable income includes any income paid by the Company, plus any personal taxable income, plus the value of any pension contributions made by you and the Company. For every £2 of taxable income above £154,200 pa the Annual

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Allowance will be reduced by £1, tapering it to £10,000 for anyone earning £210,000 or more.

TRUSTEES

The Trustees are responsible for the administration of the Scheme and the Group Life Scheme, together with the management of their liabilities and assets. A list of the current Trustees can be found in the Appendix.

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INTRODUCTION

The **Scheme** provides a tax effective way to provide for your retirement. Depending on your age credits will be applied to your Fund between 7.5% and 17.5% of your **Pensionable Salary**. You do not have to contribute yourself although you may elect to pay contributions voluntarily to increase your benefits. All payments to your Fund build up with investment growth to provide your pension benefits which could include the option to take part of your pension as a tax free lump sum when you retire. In addition the **Plan** provides protection if you become ill and are unable to work, as well as providing security for your dependants.

The **Scheme** has been set up under trust so that the assets are kept entirely separate from those of the **Company**. In addition, the **Scheme** and the **Group Life Scheme** have been approved by the Inland Revenue in order to ensure that you benefit from the tax relief explained on page 14.

The **Scheme** is not contracted out of the Second State Pension Scheme which means you will receive both types of state pension described on page 15.

This booklet aims to explain the current benefits of the **Plan** as simply as possible – more details are contained in the trust deeds and rules governing the different parts of the **Plan**. In the event of any inconsistency between this booklet and the deeds and rules, the terms of the deeds and rules will apply.

Inside the front cover are a number of definitions to which you may find it helpful to refer when reading this booklet. The terms that have been defined are shown in **bold** type wherever they appear.

If you have any queries regarding the **Plan** your first point of contact should be the Plan Administrators, Capita (email: INGUKPF@capita.co.uk) who will ensure that your query is answered.

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A SUMMARY OF THE PLAN BENEFITS

If you are a member of the Plan you are eligible for certain benefits, in respect of the following:

<p>Retirement:</p> <p>a Pension Account</p> <p>a tax free lump sum (in exchange for part of your pension).</p>	<p>Leaving:</p> <p>With more than 30 days pensionable service:</p> <ul style="list-style-type: none"> • a deferred pension; or • a transfer to another arrangement.
<p>Ill-health</p> <p>a benefit of 50% of Pensionable Salary after 26 weeks' continuous absence (subject to satisfactory medical evidence);</p> <p>Credits will continue to be applied to your Fund.</p>	<p>Death:</p> <p><i>In service *</i></p> <p>A lump sum of 4 x Pensionable Salary;</p> <p>A spouse's or dependant's pension of 30% of Pensionable Salary subject to Scheme limits (if applicable);</p> <p>Child's pension of 10% of pensionable salary per dependent child, subject to a maximum of 30% and to Scheme limits (if applicable);</p> <p>A refund of the value of any voluntary contributions (normally tax free).</p> <p>Between leaving and retirement</p> <p>A lump sum or pension(s) for your dependant(s) based on the value of your Fund.</p> <p>After retirement (subject to your choice at retirement)</p> <p>A lump sum;</p> <p>A pension for your dependant(s).</p>

**Note: If you decide not to join the Plan you will still be eligible for the lump sum on death in service but for no other benefits.*

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ABOUT THE SCHEME AND YOUR INVESTMENT CHOICE

What type of scheme is it?

The Scheme is a 'defined contribution' arrangement. This means that the eventual benefits are those that can be purchased with your Accumulated Fund. These in turn depend upon the amounts credited to your Fund, the investment growth achieved, the cost of purchasing a pension and the type of benefits you elect to receive.

How are the amounts credited to my Fund invested?

There is a range of funds in which you can choose to invest the amounts credited to your Fund. You can switch between these funds subject to certain restrictions. Details of these funds and restrictions can be obtained from the HR Intranet site

Do I have to make a choice?

No. Should you not make a fund selection you will be auto-enrolled into the default Lifestyle option. Details of the Lifecycle Investment Strategies and the other options can be found on the HR Intranet site or in the Investment Guide or obtained from the Administrator, Capita.

ELIGIBILITY

When do I become eligible?

You become eligible for the Plan from your start date with the Company.

Your membership will then start from the first of the following month.

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However, you will be covered for the lump sum death in service benefit on the day you join the Company, subject to the written acceptance by the Company and any insurer of any medical evidence required (see page 12).

How do I join?

An application form will be emailed to you on your first working day. If we have not received a completed form for you, you will be automatically enrolled into the Plan under the default fund.

Please note that you can choose to opt-out of the Scheme. Opt-out forms are available from Capita

You can re-join the Plan by contacting the HR Client Services team in writing. You can re-join only once in any 12 month period. On opting out of the Plan you will still be eligible for the lump sum on death in service but for no other benefits. You should also remember that the Company does not contribute to personal pensions.

Can I transfer my benefits from my previous employer's scheme to the Scheme?

If you have a deferred pension with a previous employer it may, with the consent of the Trustees, be possible to transfer these benefits into the Scheme. Whether a transfer is advantageous or not will depend on your own circumstances. As a general rule, you should assume it is not advantageous to transfer. If you are thinking about making a transfer please contact the Administrator, Capita

What happens if I am transferred overseas?

Special arrangements may apply; you should contact the Administrator, Capita

CONTRIBUTIONS

How much will be credited to my Fund?

Standard Age Related Employer Contributions

Your Fund will be credited with the following percentage of the monthly equivalent of your Pensionable Salary depending on your age:

Age	Credits
29 and under	7.5%
30-44	12.5%
45 and over	17.5%

Changes in the rate of credit will take effect from the first of the month following your birthday. The maximum salary that can be taken into account in relation to any month is limited to the lower of 1/12 of your Pensionable Salary or 1/12 of the Earnings Cap.

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Fixed Rate Employer Contributions

If you are subject to a Tapered Annual Allowance you can opt to receive Fixed Rate Employer Contributions instead of Standard Age Related Employer Contributions. Please contact HR for further information.

If you opt to receive Fixed Rate Employer Contributions your Fund will be credited with a fixed rate Employer contribution of the minimum Tapered Annual Allowance (£10,000 for this tax year)

When will credits be applied to my Fund?

When you join the Scheme for pension benefits the credits will be applied to your Fund as if you had been in service from the first day of the month following the start of your permanent employment; or

No credits will be applied for part months of membership.

Can I pay voluntary contributions?

Yes. In any tax year, these contributions, when added to the Company's contributions into the Scheme on your behalf, cannot exceed the lower of 100% of your annual earnings and the Government imposed Annual Allowance in force during the year.

Voluntary contributions are deducted from pay before tax is calculated. Therefore you automatically receive full tax relief at the highest rate of tax you pay.

Your regular monthly contributions are invested in the same fund as the normal monthly credits described above.

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CONTRIBUTIONS (continued)

What benefits can be provided by my voluntary contributions?

When you retire the full value of your voluntary contributions credited to your fund and their investment return will be available to provide additional benefits. Depending on your individual circumstances at retirement, your voluntary contributions can be used:

- to provide additional pension:
- to provide an additional dependant's pension on your death after retirement.

What level of voluntary contributions should I pay?

The amount you contribute is a key factor in determining your pension income at retirement. It is important to review your contribution level regularly to ensure that you are on track to receive the pension income that you are expecting at retirement. Remember, the earlier you pay contributions the more money you are likely to have at retirement due to the longer period of investment growth on those contributions.

If you are unsure about the level of contributions you should be paying you may wish to contact an independent financial advisor (IFA), who may charge you a fee for this service. You can find a local IFA by visiting www.unbiased.co.uk

What are the alternatives?

Before deciding to pay voluntary contributions you may wish to consider the use of other tax-favoured investment. In making any decision you may wish to consider consulting an independent financial advisor. Further information is available at www.unbiased.co.uk

How do I start paying voluntary contributions?

You should complete the application to pay voluntary contributions (obtainable from the HR Intranet site). You may change the amount of your voluntary contributions at any time by completing a new form.

RETIREMENT BENEFITS

How much will my pension be on retirement?

At Normal Retirement Age your eventual benefits are those which can be purchased with your Accumulated Fund. The amount of your own pension will therefore depend on the amount credited to your Fund, the investment growth achieved, the cost of purchasing a pension and type of benefits you elect to receive.

What other benefits can I choose at retirement?

Your Accumulated Fund at retirement may be used to provide a number of other benefits. A typical list might include one or more of the following:

- a cash sum (which is tax free) plus a reduced pension;

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- a guarantee that, if you die within five years of retirement, your pension would continue to be paid at the same rate to a dependant for the remainder of the five years. Alternatively, a lump sum equivalent to the remaining pension could be paid to a dependant or to your estate if you had no dependants;
- a pension of, for example, one half of your own payable to your spouse or dependant throughout his or her life and commencing on your death.

You should remember that any additional benefits you choose would reduce the amount of your own pension.

Full details of the various options available will be given to you shortly before retirement.

How much will my cash sum be?

25% of the value of your Accumulated Fund is available as a cash sum. The retirement cash sum, under present legislation, is free of tax.

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RETIREMENT BENEFITS (continued)

New Pensions Freedoms from 1 April 2015

The new Defined Contribution (DC) pension flexibilities announced in the 2014 Budget became effective on 6th April 2015. There will no longer be a requirement to purchase an annuity:

Two new forms of accessing benefits from DC pension schemes will be permitted:

1. Flexi-access Drawdown Fund (FADF)
2. Uncrystallised Funds Pension Lump Sum (UFPLS).

The new forms of accessing DC pension savings are generally not offered in occupational pension schemes and are not available in the Scheme. Members can however, transfer their funds from the Scheme to another UK registered pension arrangement, that provides FADFs or UFPLSs

However, once you start drawing income from a FADF or receive a UFPLS payment, the Annual Allowance will go down to £10,000 for DC purposes. For more information about the Annual Allowance please see the glossary.

Tax Alert

Different retirement options will have different effects on your tax planning and on your potential to build up future retirement savings. Talk to a financial adviser about your options, to ensure you are not hit with an unexpected tax bill

Beware of scams!

Members are being approached by “unregulated” providers with tempting investments and cash. Beware! This type of offer could be a scam. You can find out about how to identify scams at www.pensionsadvisoryservice.org.uk

Can I retire early?

You may retire early with the agreement of the Company at any age from 55 onwards. Your Accumulated Fund will then be used to provide benefits in the same way as described above. However, you should bear in mind that your benefits could be considerably lower than they would be at age 60.

The normal minimum pension age (the earliest age you can normally access your Fund) will increase from age 55 to age 57 in 2028. It will increase at the same rate as the increase in the State Pension Age from then on. This means that the minimum pension age will remain ten years below State Pension Age.

Can I draw all or some of my pension from the Scheme and continue to work for the Company?

Yes, subject to Company consent and to limitations on the frequency and value of the drawdown of your pension from the Scheme

Will future service continue to be pensionable if I am drawing all or part of my pension from the Scheme

Yes, your Fund will be credited with the appropriate percentage of the monthly equivalent of your pensionable salary.

What happens if I continue to work beyond Normal Retirement Age?

If you continue to work for the Company after your Normal Retirement Age, payment of your pension will normally be delayed until you actually retire. However, the latest age that you can receive your pension is 75.

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Your Fund will continue to be credited with the appropriate percentage of the monthly equivalent of your pensionable salary.

Pensions Wise

It is always recommended that in making any decision about your pension you should consider consulting an independent financial adviser – you can choose one from www.unbiased.co.uk. There will normally be a fee for this service. The government has also set up a free and impartial guidance service, Pensions Wise, to help consumers with DC pension pots to understand new DC flexibilities and their options at retirement.

Guidance is available from:

- The Pensions Wise website www.pensionswise.gov.uk
- On the phone – provided by the Pensions Advisory Service (TPAS)
- Face-to-face – provided by Citizens' Advice Bureau

LEAVING SERVICE BENEFITS

What happens if I leave the Scheme before my Normal Retirement Age?

If you leave the Scheme before retirement having completed 30 days pensionable service you can choose from one of two options:

- **Deferred Benefit**
You can leave your Accumulated Fund in the Scheme. Credits to your Fund will cease upon leaving employment but your Fund will continue to accrue in line with changes in the unit prices of the funds in which you are invested. You are still able to switch between funds after you leave the Scheme.
- **Transfer**
As an alternative to leaving your Accumulated Fund in the Scheme, you may transfer its realisable value to another suitable pension arrangement e.g. your new employer scheme.

In making any decision you may wish to consider consulting an independent financial advisor. Further information is available at www.unbiased.co.uk

When will I receive a calculation of the transfer value of my benefits?

You will receive the calculation within two months of your date of leaving.

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ILL-HEALTH BENEFITS

Is there a scheme to cover me?

If you are absent due to illness or disability for up to a maximum of 12 weeks in any one period of 12 months then the normal Company sick pay arrangements will apply. Once your absence exceeds a continuous period of 26 weeks while you are a member of the Plan then benefits under the Long-term Disability Scheme may become effective.

Does it cost me anything?

The cost is met entirely by the Company.

When does cover start?

Subject to the medical evidence condition below, you are covered from the first day of your membership of the Plan. Your cover continues until you reach age 65 provided you remain in the Company's employment. If you are not actively at work on the day you join the Plan special conditions may apply.

Will I need to supply any medical evidence?

You may be asked to provide medical evidence of good health and this must be satisfactory to both the Company and any insurer before your cover can become fully effective.

How is illness/disability defined?

This is defined as total and continuous invalidity because of accident or sickness to do your own occupation on the same number of hours as before. The Company reserves the right to adjust this definition.

You will be asked to undergo medical examinations and tests before any benefits become payable and also from time to time once benefits are in payment. Benefits in payment will cease if medical evidence, satisfactory to the Company and any insurer, is not provided by you when requested.

What are the benefits under the Long-term Disability Scheme?

The Long-term Disability Scheme provides you with a continuation of 50% of your Pensionable Salary until the earliest of your:

- recovery;
- leaving service;
- retirement at or before Normal Retirement Age;
- death.

How will benefit be paid?

The benefit will be paid to you in the same way as your normal salary and will, therefore, be subject to the deduction of tax and national insurance contributions.

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ILL-HEALTH BENEFITS (continued)

Will the benefit increase in payment?	The benefit will increase once a year on each 1 April in line with the lower of 5% or the increase in the Retail Prices Index.
What happens to the monthly credits to my Fund?	Whilst you are receiving benefits under the Long-term Disability Scheme, the normal credits will continue to be applied to your Fund calculated on the lower of the monthly equivalent of your Pensionable Salary immediately before you became disabled or 1/12 of the Earnings Cap. Subject to your Pensionable Salary not exceeding the Earnings Cap, these credits will be increased on each 1 April with the lower of 5% or the increase in the Retail Prices Index.
Will I continue to be covered for death in service benefits (see page 12) whilst I am absent?	Your eligibility for death in service benefits will continue in the same way as though you were still actively at work; the benefits will be based on your Pensionable Salary at the date of your death. Subject to the Earnings Cap, this will be calculated as your Pensionable Salary immediately before your disablement, increased on each 1 April between then and the date of your death by the lower of 5% or the increase in the Retail Prices Index.
What happens if I am able to return to work on reduced earnings?	Provided both your doctor and the Company consent to you returning to work on reduced earnings to do either your own or another job, then you will normally receive a reduced benefit from the Long-term Disability Scheme in proportion to the reduction in your earnings.

DEATH BENEFITS

If I die in service and I am a member of the Plan, what benefits would be payable?

In these circumstances the following benefits would be payable:

- a lump sum of four times your Pensionable Salary;
- where relevant, a spouse's or dependant's pension of 30% of your Pensionable Salary;
- where relevant, a dependant's pension of 10% of your Pensionable Salary for each of your children up to a maximum of 30% of your Pensionable Salary. This pension will be divided in

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shares determined by the Trustees amongst all of your dependent children, these being defined as children under the age of 18, or under the age of 23 if they remain in full-time education or vocational training;

- a refund of the value of any voluntary contributions you have made; this will normally be free of tax.

Any pensions payable to your spouse, dependant(s) or children will increase once a year on each 1 April in line with the lower of 5% or the increase in the Retail Prices Index.

On occasions any or all of these benefits may need to be restricted to comply with limits laid down by the Scheme.

If I die in service, but am not a member of the Plan, what benefits would be payable?

Your benefits would be restricted to a lump sum of four times your Pensionable Salary from the Group Life Scheme.

When does cover become effective?

Subject to the medical evidence condition below, you are covered from the first day of your employment for the full lump sum on death in service provided you are over the age of 16 and under the age of 65. Full entitlement to the other death benefits starts when you join the Plan, again subject to the condition below. If you are not actively at work on the day your cover is due to start special conditions may apply.

Will I need to supply any medical evidence?

You may be asked to provide medical evidence of good health and this must be satisfactory to both the Company and any insurer before your cover can become effective.

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DEATH BENEFITS (continued)

Does it cost me anything?	The cost is met entirely by the Company.
How is the lump sum benefit paid?	The Trustees have absolute discretion as to who receives the lump sum on death in service. However, to assist the Trustees in making their decision you should complete and return an expression of wish form (obtainable from the HR Intranet site) if you have not already completed a similar form since joining the Company. Whilst this form is not binding on the Trustees, they will consider your wishes before deciding to whom the lump sum death benefit should be paid. It is very important to complete a new expression of wish form as and when your circumstances change.
Can the spouse's pension be paid to another dependant instead?	If the Trustees believe the circumstances warrant it, part or all of the spouse's pension may be paid at their discretion to another dependant (or split between other dependants).
Are the death lump sum benefits subject to inheritance tax?	The legislation surrounding inheritance tax is complex but, as a general rule, the lump sum payable on death will not be subject to inheritance tax. This is the position under current legislation which may change in the future.
If I die after I leave employment but before I retire, what benefits would be payable?	Provided you have at least two years' Scheme membership, the value of your Accumulated Fund would, at the Trustees' discretion, either be paid as a lump sum to your dependant(s) or used to buy a pension for one or more of them.
If I die in retirement what benefits would be payable?	These will depend on the options you chose at retirement but could include: <ul style="list-style-type: none"> • a lump sum if you die within five years of retirement; • a pension for your spouse; • a pension for your other dependants.

TAX POSITION

What tax reliefs are available if I join the Scheme?	The Scheme is a "registered pension scheme" and, as such, full tax relief may be given on member contributions, cash taken at retirement is tax-free (subject to certain limits) and the Scheme's investments receive favourable tax treatment. All benefits payable under the Scheme will be paid in accordance with the Scheme Rules and must be authorised for the purposes of the Finance Act 2004. This means:
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- any voluntary contributions you make, qualify for tax relief at your highest rate provided that when added to the Company contributions into the Scheme on your behalf they are within the Government imposed Annual Allowance in force during the year;
- the monthly credits to your fund will not be added to your pay and taxed as income;
- when you retire part of your pension may be exchanged for a tax free cash sum;
- the Scheme's investment, including your voluntary contributions, enjoy favourable tax treatment.

There are limitations on the amount of benefits you can build up on a tax favourable basis. These limits are known as the Lifetime Allowance and the Annual Allowance tax relief restrictions. Broadly, if you exceed these limits you will incur a tax charge. Please see the glossary for more details of the Annual Allowance and the Lifetime Allowance

What about income tax once my pension starts to be paid?

The pensions payable from the Scheme and the state are subject to income tax in the same way as your pay and tax is deducted automatically when the pension is paid. However, national insurance contributions are not payable on retirement pensions.

STATE PENSION BENEFITS

Will I receive a benefit from the state?

Yes,, the age at which you will receive the basic State Pension will depend on your date of birth. To find out your State Pension age, please use the State Pension age calculator:

www.gov.uk/calculate-state-pension

How much will my basic state pension be?

The amounts you will receive from the state will depend on the national insurance contributions you have paid during your working life.

How much will my Second State Pension benefit be?

Before April 2002, the Additional State Pension was known as the State Earnings Related Pension Scheme (SERPS). From April 2002 it became the Second State pension (S2P) . The Government has proposed replacing the above State pension provisions with a single-tier flat rate scheme for people reaching state pension age from April 2016. The single-tier pension is currently (2015/16) estimated to be £144 per week

Can I receive a forecast of my state pension?

You can ask the Department of Works & Pensions (DWP) for a forecast of what your state pension will be by sending them a completed form BR19, which is available from Post Offices or DWP offices. Further

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information is also available at www.dwp.gov.uk

FURTHER INFORMATION

How can I follow the progress of my Fund?

You are able to track your benefits in your own time by registering for online access. Information on how to use the online web facility and access the site will be sent to you with your membership pack.

Each year you will receive an individual statement of your Accumulated Fund. This statement will show the value of the investments standing in your Fund at the beginning of the previous scheme year; the total credits to your Fund during that Scheme year; and the value of the investment standing in your Fund at the end of that Scheme year.

Are Scheme accounts prepared?

The Trustees produce accounts for the Scheme made up to 31 March each year and these are included in the Trustees' annual report. You should contact Pensions Administration if you would like to see a copy.

Might the terms of the Plan change in the future?

The information in this booklet is in accordance with both current tax law and pensions legislation. However, in the future, the law may change. The trust deeds contain powers of amendment so that the Plan can be amended to comply with any future requirements. You will be kept informed of any changes affecting the Plan. As a normal business precaution, the Company must reserve the right to terminate or amend the Plan or to close it to new entrants or new claimants at any time. If the Scheme is discontinued the Trustees will use the assets for the benefit of the members and their dependants as set out in the rules.

Can I see the governing documents of the Plan?

Copies of the trust deeds and rules are available for inspection by members upon request. If you would like to view these documents please contact the Administrator, Capita

Can I assign my benefits under the Plan to anybody else?

You cannot assign or otherwise change your benefits under the Plan, nor can you exchange them for a lump sum other than as detailed on pages 7 to 8.

Could my benefits be affected if I get divorced?

Under current legislation your benefits are likely to be taken into account in any divorce settlement and you should seek independent advice.

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FURTHER INFORMATION (continued)

What happens if I go on maternity leave?

The credits to your fund will continue during the period of your Ordinary Maternity Leave (“OML”) and the first 13 weeks of any Additional Maternity Leave (“AML”). However, these credits will be based on your full Pensionable Salary immediately before your maternity leave began. The credits will cease during the last 13 weeks of AML, but will recommence on the first of the month following your return to work. Once you have completed three months’ service following your return, additional credits will be applied to your Fund to cover the last 13 weeks of AML provided you returned to work within the times-frames specified in the Company’s maternity policy. Benefits payable under the Group Life Scheme and the Long-term Disability Scheme will continue throughout your maternity leave (OML and AML) again based on your Pensionable Salary immediately before your maternity leave began. If, in accordance with statutory maternity rights, your employment ceases because you decide not to return to work, then your cover will also cease from this date. If you are paying voluntary contribution these will normally cease for the duration of your maternity leave unless you indicate otherwise and the proposed voluntary contributions do not limits imposed by the Scheme.

OTHER SOURCES OF INFORMATION

Can I trace details of my benefits in the future if I leave and lose touch with the Company?

The Scheme has been registered with the Registrar of Occupational and Personal Pension Schemes. The Registry provides a tracing service for Scheme members. Information from the Registry relating to the Scheme will be available on written request to any individual who is entitled to receive a benefit under the Scheme. The address to contact is:

Registrar of Pension Schemes
PO Box 1NN
NEWCASTLE UPON TYNE
NE99 1NN

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Tel: 0191 225 6394

What is The Pensions Advisory Service (TPAS)?

TPAS's role is to act as a conciliation service between members and their schemes. TPAS is available at any time to assist members and beneficiaries of the Scheme in connection with any pensions query they may have or difficulty which they have failed to resolve with the Trustees or administrators of the Scheme.

TPAS can be contacted at:
11 Belgrave Road
LONDON
SW1V 1RB
Tel: 0300 123 1047
www.pensionsadvisoryservice.org.uk

Who is the Pensions Ombudsman?

The Pensions Ombudsman deals with pension disputes which cannot be settled through TPAS. The Pensions Ombudsman will investigate complaints made to him by members and potential beneficiaries who feel that they have been unfairly treated by the trustees or managers of an occupational scheme or by the employer to which the scheme relates or a dispute of fact or law. The address of the Pensions Ombudsman is:
11 Belgrave Road
LONDON
SW1V 1RB
Tel: 0207 834 9144

What is The Pensions Regulator?

The Pensions Regulator is a statutory body created under the Pensions Act 2004 to police the operation of occupational pension schemes with powers to intervene if the trustees, employer or professional advisors of a scheme fail in their duties. The Pensions Regulator can be contacted

at: Napier House House
Trafalgar Place
BRIGHTON
BN1 4DW
www.thepensionsregulator.gov.uk

APPENDIX - INFORMATION THAT MAY CHANGE

The Trustees of the Scheme and the Group Life Scheme as at April 2016 are:

Johnnie Russell (Chairman)
John Birdwood
Ian Bright
Peter Cartwright
John Heskett
Richard Kirby
Adrian Marsh
Jim Peers
Stephen Richards
Julian Swayne
Ian Taylor

Secretary to the Trustees: Andrew Stavrou

Any questions relating to the Plan should be addressed to:

Capita Employee Benefits
145 Morrison Street
Edinburgh
EH3 8FJ
Email: INGUKPF@capita.co.uk

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Tel No: 0800 389 6209

or Andrew Stavrou at 8-10 Moorgate London EC2R 6DA

The Trustees have also established a procedure for dealing with any disagreements in the Scheme and Group Life Scheme. The first stage in this procedure is to contact the Pensions Adjudicator. A copy of the full procedure is available from Andrew Stavrou.

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