National Grid UK
Pension Scheme
Defined Benefit Section  June 2008

Please note: due to changes in legislation the information shown on Annual Allowances is now out of date. For up-to-date information, please click here.
National Grid UK Pension Scheme
Defined Benefit Section

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This guide describes the benefits and contributions of current employee members of the National Grid UK Pension Scheme (Defined Benefit Section) (the Scheme). It incorporates the changes that were made to the Scheme rules to reflect the changes to pensions legislation introduced by the government in the Finance Act 2004 and effective from 6 April 2006.

Throughout the guide certain phrases have defined meanings. You will find these phrases printed in red when they are first mentioned and a description given in the margin. You will find it particularly useful to note the differences between ‘service’ and ‘pensionable service’; also between ‘salary’ and ‘pensionable salary’.

For the purposes of this guide National Grid is defined as all employers who participate in the Scheme. Every effort has been made to ensure the accuracy of the information provided in this guide, however it cannot override any requirements of the Scheme’s Trust Deed and Rules or any legislative requirements.

From 1 April 2002 a Defined Contribution Section was established within the Scheme and new employees from that date were admitted to the Defined Contribution Section. The Defined Contribution Section has a separate booklet.
In addition to contributing to the Scheme, you are able to contribute to other pension arrangements up to 100 per cent of earnings (or £3,600, if greater) subject to the Annual Allowance set by Her Majesty’s Revenue and Customs (HMRC). You should contact your Financial Adviser if you are considering making contributions to other pension arrangements for further information on this option.

This guide explains the main features of the Scheme. By reading it, you should get a good idea of what benefits would be due to you and when. You can get more detailed information from UK Pension Services.

**Pension Arrangement**
A pension arrangement such as a personal pension or stakeholder pension with an insurance company, bank, or other organisation approved for the purposes of providing individual retirement and death benefit schemes.

**Pensionable Service**
This is used together with pensionable salary in working out your benefits.

**Full-time** It is the total service for which you have paid contributions, plus service credited in respect of a previous pension arrangement and service for which you have voluntarily paid contributions in addition to the standard Scheme contributions.

**Part-time** As above but part-time service is reduced to the full-time equivalent ie Contractual hours ÷ full-time hours x years of service = pensionable service.

**Examples:**
20 hours per week 10 years’ service

**Staff**
20 ÷ 37 x 10 years = 5 years 148 days

**Industrial Staff**
20 ÷ 38.75 x 10 years = 5 years 59 days

**Cash Equivalents**
Cash equivalents are the value of the early leaver benefit provided by your former scheme. In salary-related company schemes, they are based on your leaving salary. They buy a pensionable service credit which is calculated on your salary with National Grid.
**Categories of Employees**

There are two categories of employees: staff and industrial staff. These categories have different terms and conditions of employment and these differences can sometimes affect the way in which benefits are calculated for the two categories. The differences are highlighted in this guide.

If you are an existing member who decides to opt out of the Scheme, you have two years to reconsider your decision. You will have only one opportunity during this period to rejoin. If you choose to opt out, your employer will not contribute to any stakeholder or personal pension plan you may take out, nor will your dependants be eligible for the substantial death-in-service benefits described later in this booklet.

**How can I transfer in?**

You should contact UK Pension Services in the first instance.

It may be possible to arrange a transfer if you were a member of a company pension scheme or other pension arrangement before joining this one. This would give you extra pensionable service in the Scheme.

The Trustees have a discretion to accept transfer values, known as “cash equivalents”, from your previous pension arrangements. These will normally be accepted except where they prove insufficient to cover any state equivalent benefits included in the transfer. However, the acceptance of a transfer in cannot be guaranteed.
How much do I have to pay?
3% of your salary.

Example: Based on a member with salary of £2,000 per month: Contribution £2,000 x 3% = £60.00 per month. Income tax relief is automatically given on the whole of your contributions. You do not need to do anything to claim the relief. After allowing for tax relief at the current basic rate (20%) and for paying lower National Insurance contributions (see State Pension Scheme on page 25), the actual cost to you in the example above would be approximately £22.24 per month (2008/09 tax year).

How much does my employer pay?
Employers participating in the Scheme must pay at least 3% of salary, i.e. match members’ standard contributions, and may have to pay substantially more. The annual rate of employer contributions is published each year in the Scheme’s Annual Report and Financial Statements.

At least every three years the Scheme Actuary assesses the employers’ contributions and recommends the level of payment required to make sure there is enough money in the Scheme to meet the cost of the benefits.

Can I pay any more?
Yes. You can pay Additional Voluntary Contributions (AVCs) to buy more benefits for when you retire. Please see the section on General Information or contact UK Pension Services for more information. Alternatively, you may wish to visit the Pensions site on the Infonet.

Salary
Those parts of total salary treated as ‘pensionable’. As near as possible, this is intended to be the salary for work in the standard working week.

Staff
Full-time Salary, wages, sales commission, unsocial hours premium, regular bonus payments, area weighting and stagger salary. Payments for special duties, overtime and benefits in kind are excluded.

Part-time As for full-time but related to the number of contractual hours.

Industrial Staff
Full-time basic salary, area weighting, stagger salary and regular bonus payments (excluding bonus earned on overtime).

Part-time As for full-time but related to the number of contractual hours.

Earnings cap
The earnings cap has been in place since June 1989 and has restricted benefits for members who joined the Scheme since that date. The company and the Trustees have decided to retain a cap for those already affected which will increase annually on the existing basis. For 2008/09 the earnings cap is £117,600.

UK Distribution Operations Field Force Staff
If you have a ‘2007 Protected Pensionable Salary’, you pay contributions on this amount regardless of your actual earnings. See the separate note about Pensionable Salary.
When can I retire?
The normal age is 65 but you can retire before that.
You can choose early voluntary retirement from age 60 or, if you want to retire before that, you must have completed at least five years’ service and have your employer’s permission. Your employer would need to agree to pay the additional costs of early payment. The minimum age is 55.

How is my pension calculated?
It is based on a formula that takes account of your pensionable service and pensionable salary.
The formula is $1/60 \times \text{pensionable service} \times \text{pensionable salary}$.

For example, if you have worked for 20 years and 182 days and your pensionable salary is £20,000:

\[
1/60 \times 20 \text{ years} \times 182 \text{ days} \times £20,000 = £6,832.88 \text{ per annum}
\]

Service
Used in some instances to decide whether you qualify for a particular benefit. Actual years of completed service with participating employers plus transferred in service plus service purchased by added years additional voluntary contributions. Part-time service counts the same as full-time.

Pensionable Salary
This is a calculated amount, used in working out your benefits.

Full-time Usually the basic pensionable salary received during your last twelve months of employment plus the annual average of variable pensionable salary received during the last three years.

Part-time The pensionable salary as described above is grossed up to the full-time equivalent.

Example: (Staff)
Part-time salary (per annum) = £10,811
Contractual hours at retirement = 20
Therefore, full-time equivalent = $10,811 \times 37 \div 20 = £20,000 \text{ per annum}$

Notes: If you were a member of the BG Corporation Scheme as at 31 October 1992 and transferred to the Scheme on 1 April 2000 and have not transferred from industrial staff to staff, you have a ’1992 Protected Pensionable Salary’ index-linked to National Average Earnings. If it proves greater, this will be used instead of the normal pensionable salary.

If you are a UK Distribution Operations Field Force Staff member subject to the collective agreement under the Distribution Operations Forum (and are not working under the ‘Standard Day Working Option’) you have a ’2007 Protected Pensionable Salary’, calculated as specified in the agreement, which will be used to work out your benefits. If you have both a 1992 Protected Pensionable Salary and a 2007 Protected Pensionable Salary, the greater of the two will be used.

If you joined the Scheme on or after 1 June 1989, there is an upper limit on the amount of salary that can be used as the basis for your pension. See the separate note on the Earnings Cap.
Can I take a lump sum?
You can take up to 25% of the capital value of your pension as a tax-free lump sum subject to a maximum of 25% of the Lifetime Allowance.

There is an overall maximum for all tax-free payments of 25% of the Lifetime Allowance (ie £412,500 for 2008/9).

The lump sum you receive depends upon your age at retirement, as the amount converted is multiplied by a factor that varies according to age. For example at 65 it is currently 14.26.

If you have been contributing to a Money Purchase Additional Voluntary Contribution (MPAVC), your MPAVC fund will firstly be used to provide all or part of your tax-free lump sum before giving up any pension.

So, using the current factor, if your pension at 65 is £10,000.00 per year, you have no MPAVCs, and you elect to take up to 25% as a lump sum:

Lump Sum is:

\[
\frac{£10,000.00 \times 14.26}{1 + (0.15 \times 14.26)}
\]

= £45,428.48

Using the same factor of 14.26 this would leave you a reduced pension of:

Initial Pension is £10,000.00
Lump Sum £45,428.48 ÷ 14.26 = £3,185.73
Reduced pension = £10,000.00 – £3185.73 = £6,814.27 per year

If you choose to surrender part of your pension for a lump sum, the pension payable to your dependant will not be affected. It will continue to be based on your original pension (see page 15).

The annual increase in your own pension, as described on page 27, will be applied to your reduced pension.

It will be necessary to cut back the amount you convert to less than 25% of the capital value of your pension if the lump sum is more than 25% of the Lifetime Allowance which is set each year by HMRC. Under present income tax legislation, the lump sum is paid tax free.

Please note the factors used to work out your lump sum are reviewed from time to time and may be altered up or down.
Can I level-out my retirement income in the years before I am eligible to receive my State Pension?
Yes. If you retire early, except on grounds of ill health, you can opt to receive a larger pension up to State Pension Age and a smaller pension afterwards.

The aim is that at State Pension Age the income from the single person’s State Pension makes up for the reduced Scheme pension, giving you a broadly constant level of income throughout your retirement.

When considering the levelling option you should be aware that the reduction in your Scheme pension at State Pension Age will be permanent. Also, if you are unlikely to receive the full single person’s State Pension for any reason, your total income from State Pension Age might actually go down.

The State Pension Ages are currently 65 for men and 60 for women. However, between April 2010 and April 2020 the State Pension Age for women born after 5 April 1950 is gradually being brought into line with the current State Pension Age of 65 for men. The reduction in your Scheme pension will occur at the State Pension Age that is relevant to you. State Pension Age for both men and women born after 5 April 1959 will increase further, to 68, over a period from 2024 to 2046.

Further information concerning the levelling option is provided in a Pensions Information Leaflet, a copy of which may be obtained from UK Pension Services or from the Infonet.
What if I have to retire due to ill health?
If your employer and the Scheme’s Trustees are satisfied that you are permanently incapable of working because of serious ill health or infirmity, you may be able to retire with an immediate pension.

If the Medical Adviser to the Scheme is satisfied that you fulfil the criteria for ill health, and your employer has terminated your employment, the Trustees will allow you to retire and take your benefits immediately, even if you are under 50.

The Medical Adviser to the Scheme will determine whether you are permanently incapable of carrying out your existing duties, or if you are permanently incapable of carrying out any work with any employer.

If you are incapable of carrying out your existing duties, you will receive a pension based on your completed service plus half of the remaining period up to age 65. However, if you are incapable of undertaking any employment, you will receive a pension based on your completed service plus the full service you would have accrued had you remained in employment until age 65.

If your illness is terminal, subject to statutory requirements, you will be able to surrender all of your ill health pension for a cash lump sum. Life expectancy will usually have to be less than 12 months in order to qualify for this benefit.

What if I am made redundant?
The benefits available depend on your age and length of service.

For members who were employed by the Company on 6 April 2006:

- If you are age 50 or over at your date of leaving and have at least two years’ continuous service a pension may be paid immediately.
- If you are entitled to a deferred pension on leaving and have completed two years’ continuous service and are made redundant between the ages of 40 and 44 a deferred pension may be paid from age 50. This will be reduced for early payment (see page 20 for further details).
- If you are entitled to a deferred pension on leaving and have completed two years’ continuous service and are made redundant between the ages of 45 and 49 a deferred pension may be paid from age 50 (see page 20 for further details).
- If you are under 40 and have at least two years’ Qualifying Service (see page 17) you are entitled to a deferred pension payable from age 60.

As an alternative to these options you may take a transfer (see page 21 for further details).

Will my pension keep its value? Yes. Pensions are normally reviewed every April and increased in line with any rise in the cost of living. Further details are given on page 27.

Will I get any extra pension if I delay taking it? No. Your pension will normally be increased every April as explained above but there will be no other increases added.
What happens if I die before retirement?
The Scheme will protect your dependants.
It will provide a lump sum payment on your death, pay a pension to a dependant for the rest of his or her life and provide benefits for eligible children.

How much is the lump sum?
It is equal to four years’ pensionable salary.
For example, if your pensionable salary in the last year of employment was £20,000, the lump sum payable would be £80,000 (£20,000 x 4).
The calculation for part-time members is based on four times actual pensionable salary and not the full-time equivalent.

Who gets the lump sum?
Any lump sum death benefit due will be paid through the Trustees of the Scheme. This means there is no liability for Inheritance Tax and enables the money to be paid without delay to your beneficiaries.
The Trustees are able to pay to a wide range of beneficiaries. In order for them to distribute the money they will need to know your wishes and you can nominate one or more beneficiaries by completing a Letter of Intent. Although the letter is not legally binding, the Trustees will take full account of your wishes. You can change your nominated beneficiaries at any time.

It is important that you keep your Letter of Intent up to date, particularly if your circumstances change. Letters of Intent are available on the Infonet or can be obtained from UK Pension Services.

Dependant
The person to whom you are married or your registered civil partner at the date of your death. If you are not married, the Trustees may treat some other person as your dependant so long as there was financial dependency or interdependency at the date of death. This may include a partner, an aged parent or a physically or mentally handicapped child incapable of financial self-support.
Civil partners are treated in the same way as spouses for benefits under the rules.

Children
This includes all your children and adopted children who are under the age of 18, or who are in full-time education (or are taking a ‘Gap-Year’ – ask UK Pension Services if you would like details) and under age 21, or who are incapable of self-support.

In the case of a person entitled to a deferred pension, only children born before employment ceased are eligible.

Nominated Beneficiaries
A named person or persons (including those responsible for administering your estate) but not charities or animals.
How is my dependant’s pension calculated?
The dependant’s pension is based on a formula that takes account of your pensionable salary and pensionable service to age 65.

It is calculated as follows:
\[
\frac{1}{90} \times \text{pensionable salary} \times \text{pensionable service to age 65}, \text{ eg:} \\
\begin{align*}
\text{Age at date of death} & \quad 50 \\
\text{Pensionable salary} & \quad £20,000 \\
\text{Pensionable service at date of death} & \quad 15 \text{ years} \\
\text{PLUS potential pensionable service to age 65 (65 – 50)} & \quad 15 \text{ years} \\
\text{Total pensionable service} & \quad 30 \text{ years}
\end{align*}
\]

In this example the dependant’s pension would therefore be:
\[
\frac{1}{90} \times £20,000 \times 30 = £6,667 \text{ per annum}
\]

What happens if I work part-time?
The pension for dependants of part-time employees is based on the same formula.

Your pensionable salary is increased to what it would be if you worked full-time and your pensionable service is reduced to the part-time equivalent.

Note for women who were members of the BG Staff and Corporation Pension Schemes:

Former members of the BG Staff Pension Scheme
In the BG Staff Pension Scheme an adult dependant’s pension was provided for all female members from 1 October 1990. Between 1 April 1978 and 30 September 1990 only those years of service where contributions were paid at a rate of 6% counted towards the adult dependant’s pension.

Former members of the BG Corporation Pension Scheme
In the BG Corporation Pension Scheme the pension for dependants of female members was calculated using the same formula but was based on service from 1 April 1980 or the date of joining the Scheme, if that was later.

The same provisions apply under the National Grid UK Pension Scheme.
Who is eligible to receive the dependant’s pension?
Your husband, wife or registered civil partner at the time of your death.
If you are not married, the Trustees may agree to treat some other person as your dependant; see page 11 for the definition of dependant.
If you wish to nominate such a dependant, you should contact UK Pension Services for a Nomination Form or visit the Infonet.

Will my dependant’s pension keep its value?
Yes. Dependants’ pensions are normally reviewed every April and increased in line with any rise in the cost of living. Further details are on page 27.

Is there any alternative to a dependant’s pension?
Dependants’ pensions are normally paid as a pension income for life. The pension tax rules, however, allow another option for the adult dependants of members who die while still working for the company or, after leaving the company but before their pension comes into payment.

In these circumstances, at the dependant’s request, part of the pension can be taken as tax-free cash, subject to a minimum of the spouse’s Guaranteed Minimum Pension (GMP), plus any benefits built up for service from 6 April 1997, still being paid as regular income. Please note that this option is not available to the dependants of pensioners as it is not permitted by HMRC.

Are there any implications for the dependant if taking cash instead of pension?
Dependant’s pensions are taxed as income and are not tested against the Lifetime Allowance of the deceased member.

If the pension is converted to cash it will be tested against the deceased member’s Lifetime Allowance and a recovery charge will be payable by the recipient on any amount that exceeds this limit.

How much is the child’s benefit?
The annual amount (April 2008) is £4,381 per child or £6,572 per child if both parents are dead and no dependant’s pension is payable.

The benefit is payable until the child reaches 18. In certain circumstances, for example where the child is continuing in education, the payments may be extended. The benefit is normally increased in April each year (see page 27). If your child is physically or mentally disabled and is unable to support himself, and if you are not married or in a registered civil partnership, you may nominate the child to receive the dependant’s pension.
How is my family protected?
The Scheme provides a pension to your dependant, children’s benefits and a bereavement grant.

It will also pay an additional lump sum if you die within five years of retiring.

Is there any cash alternative to a dependant’s pension?
No.

How much is the lump sum?
The lump sum will be calculated using your pension at the time you die and the balance of a five year period from your retirement.

For example, if you die two years after retiring and your annual pension was £8,000 when you died:

\[
\text{Pension at death} \times 3 = \text{Lump sum}
\]

\[
\begin{align*}
\text{Pension at death} & = £8,000 \\
\text{Multiplied by the balance of 5 years} & = 3 \\
\text{Lump sum} & = £24,000
\end{align*}
\]

If you choose to level out your retirement income, the calculations for the lump sum will be made as if the pension had not been “levelled”.

HMRC rules do not generally permit the payment of tax-free lump sums after age 75.

If you die five or more years after retirement the only lump sum payable will be the bereavement grant (see next page).

Under current HMRC rules, if you retire on or after 6 April 2006 and die after age 75, the bereavement grant will be taxed.

Any lump sum due will be paid through the Trustees who will have regard to the wishes expressed in your Letter of Intent. Letters of Intent are available on the Infonet or from UK Pension Services.
How much is the bereavement grant?
The bereavement grant is £1,000 (but under current HMRC rules it will be taxable if you retire after 6 April 2006 and die aged over 75).

This is payable on the death of a pensioner who was a retired employee. It is not payable on the death of a dependant or child or when the pensioner was only in receipt of a pension replacing state benefits.

It will be paid through the Trustees of the Scheme. This means that there is no liability for Inheritance Tax and enables the money to be paid without delay to your beneficiaries.

The primary purpose of the grant is to contribute towards immediate, probably funeral, expenses. The Trustees’ current policy is to, wherever possible, pay the grant to the funeral director.

In the event that the grant is more than sufficient to meet funeral expenses, payment will be made to the person responsible for funeral costs.

If the funeral expenses are being met from financial arrangements established for this purpose prior to your death, the benefit will be paid to a beneficiary or beneficiaries as selected by the Trustees.

You can nominate beneficiaries by completing a Letter of Intent. Although the Letter is not legally binding, the Trustees will take full account of your wishes. You can change your nomination at any time.

Letters of Intent are available on the Infonet or can be obtained from UK Pension Services.

What pension will my dependant receive?
Two-thirds of the pension payable to you, minus any additional single life pension purchased from AVCs or on redundancy. Women who paid reduced pension contributions prior to 1 October 1990 should read the special note on page 16.

If you choose to surrender part of your pension at retirement for a lump sum, the pension payable to your dependant will not be affected. It will continue to be based on your original pension. So, based on the example shown on page 8, your dependant’s pension will be calculated as follows:

Your pension at retirement £10,000.00 per year
Your reduced pension assuming you choose to receive a lump sum of £45,428.48 £6,814.27 per year
Dependant’s pension at retirement £10,000.00 x 2/3 = £6666.67 per year

Any pension increases awarded since the date of your retirement would be added.

If you choose the levelling option at retirement, this will be ignored when calculating the dependant’s pension.

The dependant’s pension is payable from the day after death and is paid throughout the dependant’s life.
death in retirement

how is my family protected?

Note for women who were members of the BG Staff and Corporation Pension Schemes:

Former members of the BG Staff Pension Scheme
Dependants of female pensioners in the BG Staff Pension Scheme received two-thirds of that part of the pension based on service since 1 October 1990. Service between 1 April 1978 and 30 September 1990 also counted provided the member had paid contributions at 6% during this period.

Former members of the BG Corporation Pension Scheme
Dependants of female pensioners in the BG Corporation Pension Scheme received two-thirds of that part of the pension based on service since 1 April 1980 or the date of joining the Scheme if that was later.

The same provisions apply under National Grid UK Pension Scheme.

Will my dependant’s pension keep its value?
Yes. Dependants’ pensions are normally reviewed every April and increased in line with any rise in the cost of living. Further details are on page 27.

How much is the child’s benefit?
The annual amount (April 2008) is £4,381 per child or £6,572 per child if both parents are dead and no dependant’s pension is payable.

The benefit is payable until the child reaches 18. In certain circumstances, for example where the child is continuing in education, the payments may be extended.

The benefit is normally increased in April each year (see page 27).

If your child is physically or mentally disabled and is unable to support themself, and if you are neither married nor in a registered civil partnership, you may nominate the child to receive the dependant’s pension.

Can I provide for someone other than the dependant to receive a pension?
You may be able to surrender part of your pension to provide a pension for someone else who is financially dependent on you. Further information can be obtained from UK Pension Services.
What happens if I leave National Grid?

If you leave without entitlement to an immediate pension, you could get a deferred pension or a transfer payment.

What is a deferred pension?

It is a pension, normally payable from age 60, which you are entitled to after two or more years’ qualifying service.

The pension is based on a formula which takes account of your pensionable service and pensionable salary on the date you leave the Scheme. (The formula is the same as that shown at the beginning of the section on “Your Pension”).

For example, if you have worked for 10 years and your pensionable salary is £20,000 your deferred pension would be calculated as:

\[ \frac{1}{60} \times 10 \text{ years} \times \£20,000 = \£3,333 \text{ per year} \]

The deferred pension is usually reviewed annually in April and increased in line with any rise in the cost of living.

Qualifying Service

Qualifying service is the total of the period you have been a member of the Scheme, plus the actual length of service that was reckonable in a former BG Pension Scheme, plus the actual period of service in another pension scheme for which a transfer value has been received by this Scheme.
What if I die before my pension starts?

If you die before payment of your pension starts, a lump sum is payable.

This would be equivalent to five times the deferred pension (including any annual increases) or a refund of your contributions plus interest, whichever is the larger sum. Any lump sum due will be paid through the Trustees who will have regard to the wishes expressed in your Letter of Intent. It is important that you keep your Letter of Intent up to date, particularly if your circumstances change. Letters of Intent are available on the Infonet or from UK Pension Services. In addition there may be a dependant’s pension and children’s benefits (see page 16 for details) payable.

What pension will my dependant receive?

Two-thirds of the pension payable to you, minus any additional single life pension purchased from AVCs or on redundancy. Women who paid reduced pension contributions prior to 1 October 1990 should read the special note on page 16.

Based on the example shown on page 8, your dependant’s pension will be calculated as follows:

Your pension at date of leaving* £10,000.00 per year
Dependant’s pension at retirement £10,000.00 x 2/3 = £6,666.67 per year

The dependant’s pension is payable from the day after death and is paid throughout the dependant’s life.

* this figure will reflect any increase in the cost of living referred to earlier.

Is there any alternative to a dependant’s pension?
Dependants’ pensions are normally paid as a pension income for life.

The pensions tax rules allow another option for the adult dependants of members who die while still working for the company or, after leaving the company but before their pension comes into payment. In these circumstances the dependant can take part of the pension as tax-free cash but subject to a minimum of the spouse’s Guaranteed Minimum Pension (GMP), plus any benefits built up for service after 6 April 1997, still being paid as regular income. A pension income for life continues to be the standard benefit payable, the lump sum payment option being made only at the dependant’s request. Please note that this option is not available to the dependants of pensioners as it is not permitted by HMRC.

Are there any implications for the dependant if taking cash instead of pension?
Dependants’ pensions are taxed as income and are not tested against the Lifetime Allowance of the deceased member.

If the pension is converted to cash it will be tested against the deceased member’s Lifetime Allowance and a recovery charge will be payable on any amount that exceeds this limit.
If your deferred pension is based on at least five years’ service, you will be eligible to receive a deferred pension from age 55. The amount paid will be reduced to take account of early payment.

For example, if at age 55 your deferred pension, including annual increases, amounts to £4,000 per year and you wish to receive a pension from that age, it will be calculated as:

Deferred pension including increases up to age 55 £4,000 per year
Period between age 55 and age 60 5 years
A reduction factor which is currently between 20.4% and 23.2% will then be applied.

Based on 5 years 23.2%
Reduction £4,000 x 23.2% = £928
Reduced pension payable from age 55 £4,000 – £928 = £3,072 per year

You may choose to retire at any time between ages 55 and 60 but must have five years’ service.

Please note that the factors used to work out the reduction in the pension are reviewed from time to time and may be changed.
Minimum Retirement Age
From April 2010 members (other than on ill health retirement) will generally only be able to receive benefits from age 55 onwards.

Those members who have a right to retire before age 55 – for example the right to receive a pension from age 50 when leaving Scheme service on redundancy grounds – will still be able to draw a pension from age 50.

Those members who have already left service with a right to a pension from an age earlier than 55, for example due to leaving Scheme service on redundancy, may still draw their pension from age 50.

If you are made redundant between the ages of 40 and 49, have completed two years’ continuous service and have an entitlement to a deferred pension, you will be able to receive your deferred pension as follows:

Ages 45 to 49:
If you are between the ages of 45 and 49 when you are made redundant you can choose to receive your deferred pension, including annual increases, from age 50. This pension will not be reduced for early payment.

Ages 40 to 44:
If you are made redundant between the ages of 40 and 44, you can choose to receive your deferred pension from age 50, however it will be reduced for early payment. The reduction factor will depend on your age at the date of redundancy.

For example, if you are aged 42 when you are made redundant and your deferred pension amounts to £4,000 per year at age 50, you will be eligible to receive the following pension from that age:

Deferred pension including annual increases up to age 50 £4,000 per year
Period between ages 42 and 45 3 years
Current reduction factor based on 3 years 18%
Reduction £4,000 x 18% = £720
Reduced pension payable from age 50 £4,000 - £720 = £3,280 per year

You could choose to take your deferred pension at a later age, between 50 and 54.

Your pension will be calculated using the same reduction factor even if you postpone taking your pension.

If you have not elected to receive your deferred pension before age 55, you will only be able to receive it from this age if it has been based on at least five years’ service. In this case the amount paid will be calculated using different reduction factors. If your deferred pension has not been based on at least five years’ service, you will have to wait until age 60 before you can receive it.

Please note that the factors used to reduce your pension are reviewed from time to time and may be changed.
leaving National Grid

what happens if I leave?

Will I get any extra pension if I delay taking it?
Only cost of living increases.

Your deferred pension will normally be reviewed every April and increased in line with any rise in the cost of living (as explained on page 27). There will be no other increases added.

What is a transfer payment?
A cash amount representing the value of your benefits, which can be transferred to another registered pension arrangement.

A transfer payment may be made to:
- another employer’s pension scheme, or
- a personal or stakeholder pension arrangement, or
- an insurance company of your choice to secure a buy-out policy, or a qualifying recognised overseas scheme.

You are advised to discuss this first with UK Pension Services as they will be able to explain the issues that need to be considered. They will not, however, be able to give you advice on whether or not to transfer your benefits elsewhere. If you wish to receive any advice on this matter you should contact an independent financial adviser.

You can apply for a transfer payment at any time up to one year before your deferred pension is due to start.

See section on General Information for details of how the cash amount is worked out.
What happens if I leave the Scheme without leaving National Grid?

If you leave after two or more years’ qualifying service you can get either a deferred pension or a transfer payment. The transfer payment is limited to the benefits earned after 5 April 1988.

A deferred pension is provided for service before 6 April 1988. If you leave National Grid, you can ask for the deferred pension to be paid as a transfer payment.
Who are the participating employers?
The following employers participate in the Scheme as at April 2008:

- Aerion Fund Management Ltd
- Fulcrum Connections Ltd
- National Grid Property Holdings Ltd
- National Grid Commercial Holdings Ltd
- National Grid Gas plc
- National Grid Gas Holdings plc
- National Grid UK Ltd
- National Grid UK Pension Services Ltd
- National Grid Metering Ltd
- Utility Metering Services Ltd
- Xoserve Limited

If you move between these employers but stay in the Scheme, your service will be treated as continuous.

An up to date list of participating employers is available on the Infonet or by contacting UK Pension Services.

Lattice Group plc is the sponsoring employer of the National Grid UK Pension Scheme.
Who manages the Scheme?
The Scheme is managed by 12 Trustees, consisting of six Employers’ Trustees appointed by National Grid, five Members’ Trustees elected from the employee members and one Members’ Trustee elected from retired members. The 12 Trustees are all directors of a corporate body called National Grid UK Pension Scheme Trustee Limited which, legally, is the sole trustee of the Scheme.

How safe is the money in the Scheme?
The Scheme’s funds are kept separate from the Company’s assets and are used only for the benefit of members, pensioners and their dependants.

What happens to the money paid over to the Scheme?
Money not immediately needed to pay pensions and other benefits is invested to provide income for the future from which your own pension will be paid.

An Investment Committee appointed by the Trustees which consists of Employers’ Trustees and Members’ Trustees has delegated authority from the Trustees to look after investments made by the Scheme. It is the Investment Committee’s job to ensure that the money invested provides the best possible return while still maintaining a high degree of security.

Who decides the Scheme Trust Deed and Rules?
The Trust Deed and Rules can only be changed by a National Grid resolution with the approval of the Trustees.

The way the Scheme is run and the level of benefits available are governed by a set of Trust Deed and Rules. In order to make this guide as simple as possible, it has not been possible to cover every situation that might happen.

Please remember that this guide has no legal force and that your rights are governed by the Trust Deed and Rules of the Scheme, a copy of which can be obtained from UK Pension Services.

Who decides the investment strategy?
The Trustees are responsible for deciding the investment policy and overall asset allocation strategy for the Scheme in consultation with National Grid.

In accordance with the Pensions Act 1995, the Trustees have produced and keep under review a written Statement of Investment Principles (SIP). The SIP shows how the investment requirements of the Act are met and the expected risk and return. A copy of the SIP may be obtained from UK Pension Services.
Who invests the money?
Aerion Fund Management Ltd (Aerion) has been authorised to handle the majority of investments on behalf of the Trustees.

The day to day investments, purchases and sales are dealt with by this company, which has been authorised to conduct investment business in accordance with the Financial Services and Markets Act 2000 and is regulated by the Financial Services Authority (FSA).

Aerion is owned by the Trustees of the Scheme.

Further information about the Scheme’s investments is available in the Statement of Investment Principles which can be obtained from UK Pension Services.

What is the relationship between the Scheme and the State Pension?
Members of the Scheme pay less in National Insurance and will generally receive larger benefits than if they were dependent only on State Pensions

The State Pension is in two parts, the basic flat rate “old-age” pension and a second tier, earnings related, pension known as State Second Pension (S2P).

The Scheme is contracted out of the second tier pension and therefore members pay a reduced National Insurance contribution. The Scheme must guarantee to provide benefits for you that are at least broadly equal to the pension you would have received if you had contributed to the second tier pension for service up to 5 April 1997. This minimum level of pension is known as the guaranteed minimum pension (GMP). For service after 5 April 1997, the GMP test was replaced by a test to ensure that benefits are at least equal to those benefits set down in a reference scheme which provides for a “statutory standard” level of benefits. Contracting out does not affect your entitlement to the basic flat rate “old-age” pension. Married women and widows who elected to pay reduced rate National Insurance contributions do not qualify in their own right for the basic flat rate “old-age” pension or second tier pension.

What if I want to contract back in to S2P?
The National Grid UK Pension Scheme (DB section) is contracted out so if you are contributing to the DB section, you will automatically be contracted-out and cannot contract back in so long as you continue to contribute to the Scheme.

The decision to contract the Scheme out rests with the employer and not the individual or Trustees.
Are there any restrictions on my benefits and are they taxable?

On 6 April 2006 new pension tax rules came into force replacing the previous Revenue limits.

There are two basic tests – a Lifetime Allowance (LTA) which is the maximum value of tax efficient benefits that any individual can receive from all UK tax favourable pension arrangements and an Annual Allowance (AA) that limits the value of pension benefits an individual can earn each year.

The Government initially set the rates for these allowances for five years to help members with their retirement planning. A tax charge will be levied on benefits that exceed the LTA in the year that the benefits become due for payment. A member who becomes liable for an AA charge is responsible for making the relevant payment to HMRC through the self-assessment tax return form.

### Lifetime Allowance

<table>
<thead>
<tr>
<th>Tax Year</th>
<th>Lifetime Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006/07</td>
<td>£1,500,000</td>
</tr>
<tr>
<td>2007/08</td>
<td>£1,600,000</td>
</tr>
<tr>
<td>2008/09</td>
<td>£1,650,000</td>
</tr>
<tr>
<td>2009/10</td>
<td>£1,750,000</td>
</tr>
<tr>
<td>2010/11</td>
<td>£1,800,000</td>
</tr>
</tbody>
</table>

### Annual Allowance

<table>
<thead>
<tr>
<th>Tax Year</th>
<th>Annual Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006/07</td>
<td>£215,000</td>
</tr>
<tr>
<td>2007/08</td>
<td>£225,000</td>
</tr>
<tr>
<td>2008/09</td>
<td>£235,000</td>
</tr>
<tr>
<td>2009/10</td>
<td>£245,000</td>
</tr>
<tr>
<td>2010/11</td>
<td>£255,000</td>
</tr>
</tbody>
</table>

How is my percentage of the LTA worked out?

<table>
<thead>
<tr>
<th></th>
<th>Pension not yet in payment</th>
<th>Pension in payment before 6 April 2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your annual pension</td>
<td>£16,500</td>
<td>£16,500</td>
</tr>
<tr>
<td>Statutory factor</td>
<td>20:1</td>
<td>25:1</td>
</tr>
<tr>
<td>LTA 2008/9</td>
<td>£1,65m</td>
<td>£1,65m</td>
</tr>
<tr>
<td>Capital value of Scheme benefits</td>
<td>£330,000</td>
<td>£412,500</td>
</tr>
<tr>
<td>Scheme benefits – current % of LTA</td>
<td>20%</td>
<td>25%</td>
</tr>
</tbody>
</table>

Note: The statutory factor is higher for pensions in payment as it is assumed that you took tax-free cash and a reduced pension at retirement.

How is my Annual Allowance worked out?

Pension @ end of 2008/9 – £16,500
Pension @ beginning of 2008/9 – £15,400
Difference (multiplied by statutory factor) £1,100 x 10 = £11,000

£11,000 is just less than 5% of AA for 2008/9 – there would be no AA charge.

What does this mean for me?

Generally speaking, members will have individual responsibility to ensure they do not breach the overall LTA and AA. Details of the percentage of your LTA that the Scheme benefits represent will normally be communicated to employee members and pensioners each year. Deferred members can obtain an estimate from UK Pension Services on request. Dependants’ pensions do not count against the recipient’s own LTA.

The statutory factor, which is different for each allowance, is set by HMRC which has responsibility for pensions taxation.
**How are pensions from the Scheme increased?**

Pensions payable from the Scheme are currently reviewed in April each year and increased in line with any increase in the Retail Prices Index quoted in the previous September.

Since 1986 the previously discretionary increases to pensions have been formally written into the Rules. This has safeguarded the practice of paying pensions increases.

The Company that sponsors the Scheme, Lattice Group plc, is able to withdraw from its commitment to fund increases on pensions by notifying the Trustees of its intentions. Should Lattice Group plc take such action, increases on pensions already in payment when it gave notice would be safeguarded. These pensions would continue to be increased to the extent that the funds allowed, in line with the movements in the Retail Prices Index (RPI).

Future benefits for employee members, relating to service after notice was given, would also be increased in line with RPI if the actuary advised that there was sufficient money in the fund to pay for this level of increase. If there was insufficient money in the fund, however, a minimum increase would be paid of RPI subject to a maximum of 5% per annum.

At present pensions are funded by National Grid on the assumption that they will increase in line with the movements in the Retail Prices Index.

Because of the way the Scheme revalues (or increases) the GMP between your retirement and State Pension Age you may receive a bigger increase at your State Pension Age.

After you reach State Pension Age, if you have a GMP, the way you receive your pension increases will change. Any GMP earned to 5 April 1988 will not be increased by the Scheme but the Department for Work and Pensions (DWP) will review and, where applicable, provide increases, which will be paid with any basic state pension you are entitled to. Any GMP earned between 6 April 1988 and 5 April 1997 will be increased by the Scheme in line with any increase in the RPI but only up to a maximum of 3% each year – the DWP will, where applicable, provide increases in excess of 3%. Please note, however, that your GMP will not be exactly equal to the second tier pension it replaces (see page 25). If your GMP is higher than the second tier pension you would have received from the state you may find that you do not receive the benefit of the annual pensions increase review by the state. You will start to receive the annual increases once the second tier pension benefit increased by the annual review has exceeded the GMP.

The pension increases awarded in the last ten years were as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 2008</td>
<td>3.9</td>
</tr>
<tr>
<td>April 2007</td>
<td>3.6</td>
</tr>
<tr>
<td>April 2006</td>
<td>2.7</td>
</tr>
<tr>
<td>April 2005</td>
<td>3.1</td>
</tr>
<tr>
<td>April 2004</td>
<td>2.8</td>
</tr>
<tr>
<td>April 2003</td>
<td>1.7</td>
</tr>
<tr>
<td>April 2002</td>
<td>1.7</td>
</tr>
<tr>
<td>April 2001</td>
<td>3.3</td>
</tr>
<tr>
<td>April 2000</td>
<td>1.1</td>
</tr>
<tr>
<td>April 1999</td>
<td>3.2</td>
</tr>
</tbody>
</table>
Can my pension be paid to a third party?
Under the Rules of the Scheme pension cannot be assigned to another person.
However if you become ill and are unable to manage your own finances, you may apply to the Trustees to have your pension paid to a third party, e.g., a nursing home or spouse.
Further details may be obtained from UK Pension Services.

What are AVCs?
You may be able to pay Additional Voluntary Contributions (AVCs) to buy more benefits for when you retire.
This can be done by:
- buying extra years of pensionable service; and/or
- paying contributions to money purchase arrangements.
Full details of these arrangements are available on the Infonet or in a leaflet available on request from UK Pension Services.
There is a limit of 15% of earnings on a member’s total contributions to the Scheme. The pension tax rules also allow you to contribute to the Scheme and to a personal/stakeholder pension at the same time. You may contribute £3,600 or 100% of your salary (if greater) up to the maximum of the Annual Allowance. If you want to take advantage of this option you should seek the advice of an Independent Financial Adviser.

Sick Leave:
You will continue to be a member of the Scheme if you are absent from employment due to illness.
During your absence, your contributions will be calculated based on the level of salary you receive.

Maternity Leave:
If you are absent on maternity leave, you will continue to be a member of the Scheme.
Your pension contributions will be calculated based on the level of salary you receive during the period of maternity leave.

General:
Details of what will happen to your pension during other temporary absences, e.g., career breaks, can be obtained from UK Pension Services.

How would divorce or civil partnership dissolution affect my benefits?
If you are getting divorced or dissolving your civil partnership, your solicitor must take account of any pension benefits you and your spouse or civil partner have when arranging the financial settlement.
Pensions must be taken into account for all civil partnership dissolutions and for any divorce proceedings started on or after 1 July 1996 in England and Wales and 19 August 1996 in Scotland.
It is essential that you or your solicitor contact UK Pension Services for information before a pension sharing or earmarking order is drafted.
How will my transfer value be calculated?
The amount of the transfer value is calculated as the current value (the “cash equivalent”) of your alternative deferred pension. The transfer value is based on assumptions, such as investment returns and price inflation, which are set by the Scheme Actuary. These assumptions make full allowance for the increases to your deferred pension, both before and after it becomes payable, in line with price inflation. The transfer value also reflects investment market conditions at the time of calculation.

If you become a deferred pensioner you may request details of the amount that is available to transfer to another pension arrangement. A statement of the transfer value available will normally be provided within three months of request. The transfer value will (other than in exceptional circumstances) be guaranteed for three months from the date of calculation, i.e. the guarantee date. If you wish to take the guaranteed transfer value you will need to apply to the Trustees in writing within three months of the guarantee date.

As a current member of the Scheme you may request an estimate of the transfer value available based on your accrued pension.
What is an actuary?
An expert in the financial aspects of pension schemes, appointed by the Trustees.

At least once every three years the actuary carries out a valuation of the Scheme and checks that the employers’ contributions are sufficient to maintain its solvency. National Grid and the Trustees receive a copy of the valuation reports.

A copy of the latest actuarial report is available for inspection on request from UK Pension Services.

What is the statutory funding objective and the statement of funding principles?
Pension scheme funding requirements were established by the Pensions Act 2004.

The funding requirements for defined benefit schemes have been in force since 30 December 2005. The legislation replaced the ‘minimum funding requirement’. Key elements are that schemes must draw up a statement of funding principles specific to the circumstances of that scheme setting out how the statutory funding objective will be met. Periodic actuarial valuations, actuarial reports and a schedule of contributions must be produced and there must be a recovery plan where the statutory funding objective is not met.

What is the summary funding statement?
Summary funding statements (SFS) feature as part of these new funding requirements and trustees must issue these to all scheme members and beneficiaries.

The SFS is issued each year, updated as appropriate, and is sent to all members.

What is the schedule of contributions?
The Trustees are responsible for ensuring that money due to the Scheme is paid. The Trustees have in place a Schedule of Contributions showing the rates and due dates of:

- Members’ contributions
- Employers’ contributions
- Any other contributions in respect of expenses

This Schedule is used to ensure that the correct amount of money is paid by the employers to the Scheme at the correct time.
How can I find out more about my benefits?
As an employee member of the Scheme you will receive a statement every year showing how your benefits are building up.

You can also contact UK Pension Services at any time for advice about your benefits. For example, you may want to find out how much your family is likely to receive before you consider taking out any further life assurance, or you may want to confirm how much actual pensionable service you have built up.

Infonet
If you are an employee member you may be able to access further Scheme information on the National Grid Infonet site. This can be accessed by clicking on the HR section of the Infonet and then on “p” from the alphabetical list across the top of the page where the option for “pensions” will appear in a drop down list.

Has the Scheme been registered?
The Scheme is registered with the Pension Tracing Service (PTS). The PTS acts as a tracing agency for members of pension schemes who have lost touch with their former employers, or the trustees or providers of their previous schemes.

The address of the PTS is:
The Pension Tracing Service
The Pension Service
Whitley Road
Newcastle upon Tyne
NE98 1BA

List of documents available to Scheme members
Copies of the following documents will be made available on request from UK Pension Services:

● the Trust Deed establishing the Scheme as an irrevocable trust;
● the Scheme’s Rules;
● any amending deeds that are not incorporated in the above documents;
● the names and addresses of all participating employers;
● Annual Report and Financial Statements;
● latest Actuarial Valuation Report;
● Statement of Investment Principles;
What is the Data Protection Act 1998?
Data Protection legislation has been in force in this country for some time. Its purpose is to prevent the misuse of personal data, to protect individuals for whom such data is being retained and to ensure that the data held is accurate.

The Data Protection Act 1998 relates to personal data held on computers and includes some manual data.

The Trustees of the Scheme are registered under the Data Protection Act for purposes of pensions administration to allow for the processing of data to calculate and pay benefits in accordance with the Scheme rules.

It is important that the data held by UK Pension Services is kept up to date and you are responsible for ensuring that UK Pension Services is advised of any changes in your personal circumstances, eg a change in address or marital status. You should inform UK Pension Services of any such amendments in writing (see the address on page 36).

The Trustees of the Scheme and their advisers and administrators will need to process certain data about you. This may include items categorised under the Data Protection Act 1998 as “Sensitive Data”, such as medical details or death benefit nominations. The Trustees, and their advisors and administrators, need this data to calculate and pay benefits, for statistical purposes, for reference purposes and to administer the Scheme as a whole.

You are entitled to make a written request to be informed of any personal data being held by UK Pension Services and any information as to the source of the data. Such requests should be forwarded to UK Pension Services at the address shown on page 36.

A small fee may be charged for the provision of this information.

For the purposes of the Data Protection Act the Trustees are the “data controllers” and UK Pension Services is the “data processor.”

Data Controllers
These are the people who determine the purpose for which data is processed.

Data Processor
These are the people who process data for the data controllers.
Who monitors the running of the Scheme?
The Pensions Regulator was established under the Pensions Act 2004, to replace the Occupational Pensions Regulatory Authority (Opra).

The Regulator’s statutory objectives are to protect the benefits of members of occupational pension schemes; to reduce the risk of situations arising which may lead to calls on the Pension Protection Fund; and to promote and improve the understanding of the good administration of work-based pension schemes.

Whilst it deals mainly with matters which are brought to its attention by, for example, the trustees, advisers or members of a scheme, it has also been given wide powers to conduct investigations.

In addition, it is able to intervene in the running of a scheme if its trustees, employers, or professional advisers have failed in their duties in relation to the scheme.

The address for the Pensions Regulator is:
The Pensions Regulator
Napier House
Trafalgar Place
Brighton
BN1 4DW

0870 606 3636
www.thepensionsregulator.gov.uk
Is there an internal disputes resolution procedure?
The Trustees have established an Internal Disputes Resolution procedure should you wish to complain about any aspect of your membership of the Scheme.

The Pensions Advisory Service (TPAS) is also available at any time to assist you with any difficulties you may have in relation to the Scheme, including at any stage of the Internal Disputes Resolution procedure.

During the procedure, complaints will be split into two categories and will be dealt with as follows:

**Disputes Concerning Decisions of the Trustees:**
These will be considered by a group of the Trustees consisting of two Members’ Trustees and two Employers’ Trustees.

If you disagree with the group’s decision, the full Trustee body will consider the decision of the group.

If you disagree with the Trustees’ decision, you can refer the matter to TPAS, if you have not already done so, and ultimately to the Pensions Ombudsman (see page 35).

**Disputes Concerning Administration Matters:**
These will be considered on behalf of the Trustees by The National Grid UK Pension Scheme Client Manager.

If you disagree with The National Grid UK Pension Scheme Client Manager’s decision, a group of the Trustees, consisting of two Members’ Trustees and two Employers’ Trustees, will consider the decision of The National Grid UK Pension Scheme Client Manager.

If you disagree with the group’s decision, you can refer the matter to TPAS, if you have not already done so, and ultimately to the Pensions Ombudsman (see page 35).

**Exemptions**
If you have begun Court proceedings or the Pensions Ombudsman is already investigating your complaint, this procedure will not apply to you.

**Time Limits**
At each stage of the procedure, the Trustees and The National Grid UK Pension Scheme Client Manager must ensure responses to the complainant are made within the strict timescales. There are also time limits for the Member. More details are contained in the full procedures.

**Further Information**
If you want to bring a complaint or you want more information about the procedure, you should write to The National Grid UK Pension Scheme Client Manager (see page 36 for the address).
What is TPAS?
TPAS (the Pensions Advisory Service) is an independent voluntary organisation with local advisers who are experts in pension matters.

The Pensions Advisory Service is an independent non-profit organisation that provides free information, advice and guidance on the whole spectrum of pensions covering State, company, personal and stakeholder schemes.

It is available to assist you to resolve any difficulty that has not been resolved with the Trustees or UK Pension Services. The service is offered either by telephone or written advice, conciliation or by involvement by one of its volunteer professional advisers.

There is no charge for TPAS services. You can find out the name and address of your nearest local adviser from your local Citizens Advice Bureau, or you can contact TPAS headquarters at the following address:

Pensions Advisory Service
11 Belgrave Road
London
SW1V 1RB

Helpline: 0845 601 2923
www.pensionsadvisoryservice.org.uk

Who is the Pensions Ombudsman?
If the Trustees and TPAS fail to solve your problem you can contact the Pensions Ombudsman, who deals with complaints against and disputes with occupational and personal pension schemes. He is completely independent and there is no charge for his services. The Pensions Ombudsman can be contacted at the following address:

The Pensions Ombudsman
11 Belgrave Road
London
SW1V 1RB

020 7834 9144
www.pensions-ombudsman.org.uk
how to contact us

General enquiries
If you have a question about the benefits provided by the Scheme or you want more specific information about your own personal circumstances then you should write to:

UK Pension Services
PO Box 6666
Basingstoke
Hampshire
RG24 4DB

Please make sure you quote your full name and National Insurance or payroll number at the top of your letter.

Or you can contact UK Pension Services on:

Employees: 7805 8996 (internal)
01256 306996 (external)

Pensioners and Deferred Pensioners: 08457 585247 (local rate from a BT line).
pensions@uk.ngrid.com

UK PENSION SERVICES IS THERE TO HELP YOU. PLEASE DO NOT HESITATE TO CONTACT THEM FOR ANY INFORMATION YOU NEED. YOUR ENQUIRY WILL BE TREATED IN THE STRICTEST CONFIDENCE.