

# Scheme Booklet

A guide to your workplace pension scheme

Employee





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# Introduction

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## Welcome to Workers Pension Trust

We hope that this booklet will provide you with useful information about Workers Pension Trust (the Scheme) and help you to make some important decisions about how to save for your retirement.

### What is a pension?

- ✓ An income in retirement
- ✓ Money is paid in by you and your employer

### Why pay into a pension?

- ✓ People are living longer
- ✓ Contributions benefit from tax relief
- ✓ The State pension is not enough for most people to live on
- ✓ State retirement age to be increased
- ✓ Add to the pension set up by your employer
- ✓ A pension pot at retirement

### Key Features of the Scheme

- ✓ The Scheme meets the government's auto-enrolment requirements
- ✓ All contributions made on your behalf are invested in your Member's Account within the Scheme
- ✓ Your Member's Account is then used to provide you with a pension
- ✓ Your Member's Account may be used to provide a lump sum to your family and/or dependants in the event of your death
- ✓ Benefits may be provided if you have to retire due to ill health

## Looking After the Scheme

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### **The Trust**

The Scheme is set up under Trust to ensure that the assets are protected.

### **The Role of the Trustee**

Workers Pension Trust Ltd is responsible for the proper running of all aspects of the Scheme on behalf of all members.

Information regarding the duties and responsibilities of pension scheme trustees can be found on The Pensions Regulator website at [www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk).

The Scheme is governed by a Board of Trustee Directors.

### **Please Note:**

This booklet is not intended to be a legal promise to Members as it is only a summary of the terms and conditions of the Scheme. If there is any conflict between this booklet and the Rules, the Rules (as amended from time to time) will be overriding. If you would like a copy of the Rules, or have any questions concerning the content of this booklet, the Scheme generally, or your entitlement to benefit, please contact:

Scheme Administrator  
Workers Pension Trust  
143 Malone Road  
Belfast BT9 6SX

Telephone: 028 9087 7142

E-mail: [info@workerspensiontrust.co.uk](mailto:info@workerspensiontrust.co.uk)

Website: [www.workerspensiontrust.co.uk](http://www.workerspensiontrust.co.uk)

## Glossary

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### **Active Member**

An Employee who has been admitted to membership of the Scheme.

### **Actual Retirement Date**

The date the Member elects to retire.

### **Additional Contributions**

Any additional contributions to the Scheme that an Active Member pays from time to time, in addition to Member Contributions.

### **Annual Allowance**

The maximum amount of tax-relievable pensions that can be built up in one tax year. The annual allowance is currently £40,000.

### **Annual Pension (also called an annuity)**

When you reach retirement you can convert your pension pot into a regular pension known as an annual pension (also known as an annuity). You can currently take a maximum of approximately 25% of your pension pot as a tax-free lump sum and the rest can be converted into an annual pension, or you can convert the whole pot to an annual pension.

### **Automatic Enrolment**

The duty on an employer to ensure workers meeting certain requirements become members of a qualifying workplace pension scheme. The employer will use a qualifying pension scheme to auto-enrol and re-enrol their workforce.

### **Deferred Member**

A former Active Member who remains entitled to benefits under the Scheme which have not become payable.

### **Dependant**

A Member's Spouse or any other person who in the opinion of the Trustee was financially dependent on the Member (or dependent on the Member because of disability) at the date of their death or retirement.

### **Employee**

An employee of a Participating Employer.

### **HMRC**

Her Majesty's Revenue & Customs (formerly known as the Inland Revenue).

### **Incapacity**

Physical or mental impairment which in the opinion of the Trustee prevents (and will continue to prevent) the Member from carrying on the member's normal occupation where the Member has in fact ceased to carry on such occupation.

### **Member**

An Active Member, Deferred Member or Pensioner.

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### **Member Normal Contributions**

The regular contributions required from an Active Member.

### **Member's Account**

Member's Individual Investment Account.

### **Normal Retirement Date**

A Member's 65th birthday.

### **Participating Employer**

Any employer who meets the requirements of the Scheme.

### **Pension**

A pension comes from a pot of savings built up during working life. It provides an income in retirement for life. Contributions are paid in by you and your employer. Contributions benefit from tax relief.

### **Pension Commencement Lump Sum**

A tax free cash lump sum authorised on retirement subject to the Scheme and HMRC rules.

### **Pensioner**

A person whose pension under the Scheme has come into payment.

### **Qualifying Earnings**

The part of your pay between £5,824 and £42,385 (2015/16) on which pension contributions are based. It includes salary, wages, overtime, bonuses and commission, statutory sick pay and any statutory pay received during paternity, maternity or any other kind of family leave.

### **Qualifying Service**

The current or only period of a Member's Active Membership, ending on the Normal Retirement Date or earlier date.

### **Rules**

The Definitive Deed and Rules.

### **Scheme**

Workers Pension Trust.

### **Salary Exchange (also called Salary Sacrifice)**

An agreement between the employer and the employee whereby the employee forgoes part of his/her future earnings in return for a corresponding contribution by the employer to a pension scheme.

### **Trustee**

The legal owner of the Scheme's assets.

## Joining

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You are a member of Workers Pension Trust because

- ✓ Your employer automatically enrolled you or
- ✓ You asked your employer to enrol you

### **Do you have a choice?**

Being a member of Workers Pension Trust is designed to make it easier for you to save for your retirement.

You can opt-out of the Scheme within the opt-out period. This is normally a one month period that starts after your employer enrolls you. It is worth remembering that if you opt-out you will be giving up your employer contribution and tax relief. You can rejoin the pension scheme at any time in the future while you are still employed by a Participating Employer.

If you have opted out, your employer will automatically enrol you back into the Scheme every 3 years, if you are still eligible.

## Contributions

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Both you and your employer make minimum contributions to your pension. You may also receive a contribution from the government by way of tax relief.

The minimum total contributions based on qualifying earnings (see Glossary for definition) are shown in the table below.

Transition period	1	2	3
Duration	Staging Date to 5 April 2018	6 April 2018 to 5 April 2019	6 April 2019 onwards
Employer Contribution	1%	2%	3%
Employee Contribution	1%	3%	5%
Total Contribution	2%	5%	8%

\*Staging Date is the date your employer must commence Auto-enrolment

Your employer can confirm the amount you contribute to the Scheme. For some members special terms may apply or contributions will be deducted from the first £1 of earnings.

### How tax relief works

When paying into a pension scheme, you may receive tax relief on contributions. This means that money that would have gone to the government as tax goes into your pension instead. Workers Pension Trust operates a net pay arrangement for tax relief. This means that pension contributions are deducted from pay before tax is calculated.

If you are eligible for tax relief, your employer deducts your contributions from your pay before they deduct tax, giving immediate tax relief. (The tax you'd normally pay to the taxman is invested in your pension instead.)

For example, Alex pays 20% tax. £10 goes from his wages into his pension pot, before any tax is taken. This reduces his taxable earnings by £10 and he pays £2 less in income tax. This means he has received £2 tax relief from the government. His take home pay is reduced by £8 but £10 has gone into his pension scheme.

If your earnings are below the starting rate for income tax (£11,000 2016/17) you do not benefit from the tax relief that a taxpayer would receive. However, this doesn't affect the amount that is paid into your pension and you will continue to benefit from the money that your employer pays in.

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### **Can I make additional contributions to the Scheme?**

Yes. You can contribute more than the minimum employee contribution within HMRC limits. If you are interested in paying additional contributions you should download and complete the Contribution Change form from the Member Resources section of our website at [www.workerspensiontrust.co.uk](http://www.workerspensiontrust.co.uk) and pass it to your employer.

### **What happens to the contributions?**

All contributions are paid into your Member's Account and are invested on your behalf. Any returns made on the investments are added to your Member's Account and you will be provided with a benefit statement each year showing the value. When you retire, your Member's Account will be used to buy a pension for you and, if you wish, your dependants (which includes your spouse).

### **How much will my pension pot be?**

The value of your fund will depend on:

- ✓ Contributions paid in
- ✓ Investment growth
- ✓ Charges
- ✓ Annual pension rates at retirement

You should also be eligible for a State pension.

### **Can I transfer another pension into the Scheme?**

After you join the Scheme, you may be able to have the value of any pension benefits you have saved in another pension scheme transferred into the Scheme to provide you with additional benefits. The Scheme Administrator can give you more information about this option.

You should consider taking financial advice before proceeding with any such transfer of benefits. Further details of where to access financial advice are included on page 21.

The Trustee decides whether or not transfers may be accepted. Each case is considered on its own merits and there may be circumstances where a transfer value cannot be accepted.

## Investment of Contributions

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Your money is invested within your Member's Account in one or more of the investment funds available from the Scheme, in accordance with your instructions.

### What investment choices are available?

The Trustees have decided on a default strategy for the Scheme as detailed below.

Alternatively, you have a choice of 5 investment funds. When you join the Scheme, if you do not want to follow the default approach, you are asked to choose which investment fund(s) you would like your contributions to be invested in. More details are provided on page 11.

### What is the default Lifestyle Strategy?

The default Lifestyle Strategy means that your contributions are invested in a combination of the WPT Growth Fund, the WPT Capital Protection Fund and the WPT Volatility Reduction Fund from joining the Scheme until your retirement.

### How does the default Lifestyle Strategy work?

The default Lifestyle Strategy is designed to meet the changing investment needs of a typical pension investor as they progress through life towards their Normal Retirement Age.

A Member's contributions are initially split 50/50 between the WPT Growth Fund and the WPT Capital Protection Fund. From age 50, as a Member approaches Normal Retirement Age, the Member's assets are gradually switched, on a quarterly basis, to a combination of the WPT Growth Fund, the WPT Volatility Reduction Fund and the WPT Capital Protection Fund.

At age 65, members' funds will be invested 100% in the WPT Capital Protection Fund.

The default Lifestyle Strategy is in place to switch investments from an initial foundation phase (up to age 30), through to the growth phase (between the ages of 32-49) and finally to the protection phase (from the age of 50), as a member approaches retirement.

#### ✓ Foundation Phase

The foundation phase aims to provide both stability and investment growth. Members' funds are split 50/50 during this phase between the WPT Growth Fund and the WPT Capital Protection Fund.

#### ✓ Growth Phase

The growth phase aims to maximise the potential for growth through 100% equity investment. The WPT Growth Fund is used for the growth phase.

#### ✓ Protection Phase

The protection phase is based on the assumption that the member retires at 65 years.

The protection phase starts at age 50 and is completed at age 65. To spread market timing risk, quarterly switches are in place to switch members' assets from the WPT Growth Fund to a combination of the WPT Growth Fund, the WPT Volatility Reduction Fund and the WPT Capital Protection Fund. At retirement, members' funds will be invested 100% in the WPT Capital Protection Fund, as follows:

Age	Growth Fund	Volatility Reduction Fund	Capital Protection Fund
30 and below	50.0%	0.0%	50.0%
31	75.0%	0.0%	25.0%
32 to 49	100.0%	0.0%	0.0%
50	100.0%	0.0%	0.0%
51	96.0%	4.0%	0.0%
52	92.0%	8.0%	0.0%
53	88.0%	12.0%	0.0%
54	84.0%	16.0%	0.0%
55	80.0%	20.0%	0.0%
56	69.0%	26.0%	5.0%
57	58.0%	32.0%	10.0%
58	47.0%	38.0%	15.0%
59	36.0%	44.0%	20.0%
60	25.0%	50.0%	25.0%
61	20.0%	40.0%	40.0%
62	15.0%	30.0%	55.0%
63	10.0%	20.0%	70.0%
64	5.0%	10.0%	85.0%
65	0.0%	0.0%	100.0%

If you choose to retire before the Normal Retirement Date of age 65, you may not be subject to the 15 year automatic switching transition during the protection phase.

### Advantages and Disadvantages of using the default Lifestyle Strategy

Advantages	Disadvantages
Automatic investment fund switching during approach to retirement to less volatile assets.	The choice of how to use your pension savings at the point of retirement is an individual one but the Lifestyle Strategy is designed to meet the needs of the 'average' member.
When approaching retirement, less volatile assets make it easier to plan funds available at retirement and how to use them.	Your attitude to risk may be different to the assumed attitude to risk used when creating the Lifestyle Strategy and thus the Lifestyle Strategy may not be suitable for you.
You do not need to do anything. The Trustee will review the funds being utilised on your behalf and will update you with any changes to the funds being used.	The choice of funds is decided by the Trustee rather than you.

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## Can I make my own investment choices?

If you do not wish to be part of the Lifestyle Strategy you can make your own investment choices from the 5 investment funds in the table below. This is known as the Freestyle Option.

Default Lifestyle Strategy	1	<b>WPT Growth Fund</b> To provide investment growth through diversified exposure to the UK and overseas equity markets	1
	2	<b>WPT Volatility Reduction Fund</b> A gilts and bonds fund which aims to provide long-term investment growth with lower short-term volatility	2
	3	<b>WPT Capital Protection Fund</b> To provide stability and protect in capital value terms that part of the fund that is likely to be taken as tax-free cash	3
		<b>WPT Annuity Protection Fund</b> To build up exposure to assets that are more closely matched to the investment related influences on annuity	4
		<b>WPT Diversified Fund</b> To provide a long term investment return similar to equities, with lower short term volatility, through active	5
			Freestyle Option Funds

It is important to note that selection of the Freestyle Option means you will not be part of the Lifestyle Strategy described above. Therefore, funds will not be subject to the automatic age related switching process. You should ensure that the fund(s) you select reflect your acceptance of investment risk over time.

### What information is available to Members wanting to make their own investment fund choices?

You should review the information provided in the fund factsheets available in the Members section of our website at [www.workerspensiontrust.co.uk](http://www.workerspensiontrust.co.uk).

### How often can I switch funds?

Members who have chosen a Freestyle Option are entitled to switch investments twice per annum without an administration charge. Subsequent requests within a 12 month period may incur a charge, a decision which lies with the Trustee. You may choose to switch into the Lifestyle Strategy at any time. Simply download and complete the Investment Switch and Redirection form from the Members section of our website at [www.workerspensiontrust.co.uk](http://www.workerspensiontrust.co.uk).

### Can the value of my pension go down as well as up?

Over the years the value of investments can go up and down. Even if the value goes down in the short term, it would be expected to recover in the long term.

## Charges Explained

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Workers Pension Trust is run on a not-for-profit basis, however, the Scheme does need to cover the costs of managing your pension fund.

A contribution charge is deducted on each contribution going into your pension fund. This is 1.8%.

For example:

£20 is added to your pot each month. The contribution charge would then be £0.36 per month or a total of £4.32 per year.

An Annual Management Charge (AMC) of 0.3% is deducted off the value of your pension pot each year. (This complies with the charges cap.)

For example:

If your pot was worth £4800 this means that the AMC for that year would be £14.40.

### Diversified Fund Charges

The Diversified Fund is an actively managed fund and is subject to an additional variable charge. This will typically be in the region of 0.85% -0.90%. Further details are available from the Scheme Administrator at the address on page 3.

The Scheme's Board of Trustee Directors reviews the charging structure on a regular basis.

## Retirement Benefits

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### When can I take my benefits?

The Normal Retirement Date for the Scheme is your 65th birthday. You will be provided with details of the value of your Member's Account around six months before your 65th birthday, or on request.

Retirement benefits may be taken from age 55 (or at any age due to ill-health), whether you leave employment or not, in accordance with legislation.

You may elect to claim your benefits at age 65 or such other date agreed with your employer and after the Trustee has been notified.

You must always remember that it is the value of your Member's Account at the date it is disinvested for payment that will determine the amount of your benefits.

The Lifestyle Strategy is based on retirement at age 65. If you intend to claim your benefits before that date you must seek financial advice and review which investment option is suitable for you.

### What options are available?

There are a number of options available to you depending on the size of your pension pot.

- ✓ Leave the pension pot untouched

You may decide to leave your pension pot invested and take it at a later date.

- ✓ Get a guaranteed income (an annual pension or annuity)

Choose a guaranteed income with the full amount - by buying an annual pension (an annuity) with an insurance company. The level of increase in payment will be chosen by you;

or

Choose a guaranteed income and a tax free lump sum - where you can take up to 25% as a tax free lump sum and the rest is used to buy an annual pension with an insurance company. The level of increase in payment will be chosen by you.

- ✓ Take your whole pot as cash

25% of this will be tax free, the remaining 75% will be subject to income tax.

Members wishing to buy an annual pension may do so through the Scheme's appointed provider, JLT Wealth Management, or alternatively appoint their own provider. This would involve transferring your fund to the provider. The provider will outline the types of annual pension available to you.

The Scheme does not offer flexible income (flexi-access drawdown or multiple lump sums) or the opportunity to mix pension options. If a member is interested in these options they can transfer their entire pension pot to another provider. The options available to members are kept under review by the Trustee.

### Pension Wise

Pension Wise is the Government's free and impartial guidance service giving individuals information to help them make a decision on how to take their pension pot. Guidance can be accessed in a number of ways as detailed on page 24 of this booklet.

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Members should access this guidance and consider taking independent financial advice to help them decide which option is most suitable for them.

Remember, you do not need to decide on these options until you wish to take benefits and you should seek financial advice to determine the best option for you.

### **Pension Scams**

Members are warned that if they take a cash lump sum from their pension to invest somewhere else, or plan to take income drawdown, scammers may operate in these markets. Further details are available on page 24.

### **What happens after I claim my benefits?**

If you remain in employment you will continue membership of the Scheme after claiming your benefits. This means that employer and employee pension contributions continue as normal. This enables you to build up another pension pot.

### **State Benefits**

Please note that, based on our current understanding, when you come to retirement, if your entitlement to state benefits is subject to 'means testing', you may find that the income you receive from the Scheme could be offset against your entitlement to, or reduce the amount you receive from, certain social security benefits.

## In the Event of Death

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### **What happens if I die as an Active Member?**

Your Member's Account will be used to provide a lump sum death benefit, within HMRC limits. There may be additional benefits payable depending on the benefits set up by your employer within the Scheme.

### **What happens if I die as a Deferred Member?**

If you die as a Deferred Member before or after your Normal Retirement Date, your Member's Account will be used to provide a lump sum death benefit.

### **What happens if I die as a Pensioner?**

Death benefits, as a Pensioner, are dependent on the type of annuity or benefit you purchased when you retired and these will be notified to you at that time.

### **How does the Trustee decide who should receive my death benefits?**

Who receives the payment is at the discretion of the Trustee but an Expression of Wish Form is provided for you to indicate your wishes. The Trustee will consider your wishes as stated in your Expression of Wish Form but is not legally bound by them.

If you need to change your wishes at a future time (for example if you marry, divorce or have children) please download a new Expression of Wish Form from the Members Resources section at [www.workerspensiontrust.co.uk](http://www.workerspensiontrust.co.uk).

## Leaving the Scheme

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### What happens if I leave before I take my benefits?

If you leave the Scheme, either because you no longer work for a Participating Employer or because you choose not to be a Member of the Scheme, you will stop building up benefits.

### If you joined the Scheme before 1 October 2015

- ✓ Qualifying Service is less than 3 months

If your Qualifying Service is less than 3 months, you will receive a refund of your own Member Contributions (if any) after deduction of any relevant tax. If you participate in pension Salary Exchange arrangements, Member Contributions will not be made and therefore you will not receive a refund of contributions. You will have no further entitlement under the Scheme and no benefit of your Participating Employer's contributions.

- ✓ Qualifying Service is at least 3 months but less than 2 years

If your Qualifying Service is at least 3 months but less than 2 years, you will be given the option to transfer your benefits to another registered pension scheme or to take a refund of your own Member Contributions (if any) after deduction of any relevant tax. If you do not choose to transfer within 3 months of your options being provided to you, a refund of your Member Contributions less deductions will be paid to you. If you participate in pension Salary Exchange arrangements, Member Contributions will not be made and therefore you will not receive a refund of contributions. If you rejoin the Scheme before a refund or transfer sum has been paid you can be retained in the Scheme and your periods of service aggregated.

- ✓ Qualifying Service is 2 years or more

If your Qualifying Service is 2 years or more, or if you have transferred in benefits from a previous pension arrangement, your Member's Account will remain invested on your behalf to provide you with a deferred pension.

### If you join the Scheme on or after 1 October 2015

- ✓ Qualifying Service is less than 30 days

If your Qualifying Service is less than 30 days, you will receive a refund of your own Member Contributions (if any) after deduction of any relevant tax. This may be paid via your employer if you opt out under the auto-enrolment requirements. If you participate in pension Salary Exchange arrangements, Member Contributions will not be made and therefore you will not receive a refund of contributions. You will have no further entitlement under the Scheme and no benefit of your Participating Employer's contributions.

- ✓ Qualifying Service is 30 days or more

If your Qualifying Service is 30 days or more, or if you have transferred in benefits from a previous pension arrangement, your Member's Account will remain invested on your behalf to provide you with a deferred pension.

If your Qualifying Service is 30 days or more and if you have opted out of the Scheme, providing your employer has received a valid opt out form, you will receive a refund of your own Member Contributions (if any) after deduction of any relevant tax. This refund will be made via your Employer.

### **Can my benefits be transferred to another pension plan?**

If you want to transfer the cash equivalent of your Member's Account to another scheme or insurance policy, you must apply in writing to the Trustee.

If you leave Active Membership of the Scheme, instead of leaving your Member's Account in the Scheme, you may be able to transfer your cash equivalent to your new employer's scheme, a personal pension scheme or an individual insurance policy. The cash equivalent is usually the total value of your Member's Account.

At any time, whether you have left the Scheme or not, you may ask the Scheme Administrator for an estimate of the cash equivalent available to you on a particular date, which the Scheme Administrator will give you within 3 months of your request. The Trustee is not obliged to give you another estimate within 12 months of your last request.

Further details are available from the Scheme Administrator at the address on Page 3.

### **Can my benefits be transferred to another pension plan in another country?**

As long as the new pension arrangement is a 'Qualified Recognised Overseas Pension Scheme' and subject to any restrictions set by the receiving country's authorities, international transfers may take place. We would recommend that you seek specialist independent advice for this process as you will need to consider the taxation implications depending upon where you have chosen to reside and receive benefit.

## Absence from Work

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### **What happens if I am absent from work?**

If you are temporarily absent, you may continue in membership of the Scheme as long as you remain an employee of your Participating Employer.

### **What happens if I am on paid Statutory Leave or paid temporary absence?**

You will remain an Active Member throughout any period of paid Statutory Leave or paid temporary absence.

You will pay such minimum contributions and the Participating Employer will pay such minimum contributions as may be required under the relevant provisions of applicable legislation including auto-enrolment requirements in force from time to time.

### **What happens if I am on unpaid Statutory Leave or unpaid temporary absence?**

If you are on unpaid Statutory Leave or unpaid temporary absence your employer is not required to pay contributions except as provided by relevant statutory and regulatory requirements.

However, on your return to work after this period, you may be allowed to pay any unpaid employee contributions and build up pension for the relevant period.

## Annual Benefit Statement

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As a Member of the Scheme you will receive an Annual Benefit Statement issued to your home address.

Please remember to inform the Scheme Administrator at the address on Page 3 of any changes to your address or personal details.

A Change of Details form can be downloaded from the Members Resources section of our website at [www.workerspensiontrust.co.uk](http://www.workerspensiontrust.co.uk) at any time.

## State Pension Benefits

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### The Basic State Pension

Your entitlement to the Basic State Pension is unaffected by the Scheme. Your Basic State Pension will be paid in addition to any other pension benefits you may build up.

### Statement on Contracting Out

The Scheme is not contracted out of the additional State Pension. The money you receive from the Scheme will be in addition to any basic State Pension and Additional State Pension paid by the Government.

### Please Note:

Further information on state benefits can be found at [www.nidirect.gov.uk/state-pension](http://www.nidirect.gov.uk/state-pension) or [www.gov.uk/browse/working/state-pension](http://www.gov.uk/browse/working/state-pension). You can also obtain a forecast of your state pension at [www.gov.uk/calculate-state-pension](http://www.gov.uk/calculate-state-pension) or by contacting the Department for Work and Pensions on 0845 300 0168.

## Tax & Legal Notes

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### Tax Status

The Scheme is a registered pension scheme with HMRC under the terms of the Finance Act 2004.

### HMRC Allowances

All contributions and benefits provided by the Scheme are subject to allowances set by HMRC.

### Divorce

The Trustee must comply with any order applicable following a divorce or dissolution of a civil partnership.

### Auto-Enrolment Legislation

The Scheme is a qualifying scheme for auto-enrolment which means it fully complies with the legislation.

### Financial Advice

Please note that your Participating Employer may be able to help you with issues of fact and some elements of the administration of the Scheme, but cannot provide financial advice. If you need financial advice, it is recommended that you contact a Financial Adviser.

You can contact the Association of Professional Financial Advisers for a list of advisers on 020 7628 1287, email: [info@apfa.net](mailto:info@apfa.net) or visit the website:

**[www.apfa.net](http://www.apfa.net)**

If you are in any doubt, or have any problems with the Scheme, you should contact the Scheme Administrator at the address on Page 3.

## Further Information

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### Discretionary Benefits

If the Participating Employer decides, additional benefits may be provided for you under the Scheme and, where appropriate, the Participating Employer will pay any additional contributions required.

### Scheme Annual Report

The Trustee will prepare a report, including audited accounts each year. If you or your dependants would like a copy of this report when it is ready, please contact the Scheme Administrator at the address on Page 3.

### Internal Dispute Resolution Procedures

The Trustee aims to administer and manage the Scheme to high standards, but there may be times when you are unhappy about something concerning your benefits or membership of the Scheme in general.

Most queries and problems stem from a misunderstanding of information and can normally be quickly and informally resolved without the need to use any formal procedures. As a first point of call you should refer any query or problem to the Scheme Administrator.

If you have not been able to resolve any complaint about the Scheme informally, there is a two-stage formal procedure that you may use. Full details may be obtained from the Trustee by contacting the Scheme Administrator at the address on Page 3.

**Stage 1:** You should put your case in writing to the Scheme Administrator who will fully consider your complaint and who will normally give you a decision within two months.

**Stage 2:** If you are not satisfied with the decision, you can appeal to the Trustee to consider your complaint within six months of the initial decision. You will normally receive a decision from them within two months.

Special application forms are available to make a complaint or appeal. If you wish, you may use a representative to act on your behalf.

The internal dispute resolution procedures apply to matters concerning the Scheme that affect Members and others who may have an interest in the Scheme. They do not apply to disputes between Employees and Employers or to disputes where court proceedings have started or that are being investigated by the Pensions Ombudsman.

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## Other Contacts

If you are not satisfied with the outcome of the internal dispute resolution procedure, you may wish to contact The Pensions Advisory Service, an independent organisation whose services are free. The Pensions Advisory Service is available at any time to assist a member or beneficiary in connection with any pension query they may have or any difficulties which they have failed to resolve with the Trustee of their scheme:

### **The Pensions Advisory Service**

11 Belgrave Road

London

SW1V 1RB

Tel: 0845 601 2923

[www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)

The Pensions Ombudsman may investigate and determine any complaint or dispute of fact or law in connection with occupational pension schemes. It is normally expected that the member will have tried to resolve any problem through the Scheme's formal dispute procedure before it is referred to the Ombudsman. The Pensions Ombudsman can be contacted at:

### **The Office of the Pensions Ombudsman**

11 Belgrave Road

London

SW1V 1RB

Tel: 020 7630 2200

[www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

The statutory regulator for occupational pension schemes is The Pensions Regulator which aims to protect the benefits built up by members and improve standards of scheme administration. It is able to intervene in the running of schemes where trustees, employers or professional advisers have failed in their duties. It can be contacted at:

### **The Pensions Regulator**

Napier House

Trafalgar Place

Brighton

BN1 4DW

Tel: 0845 600 0707

[www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk)

If you believe that you have an entitlement to pension benefits under a previous pension arrangement, and you have lost contact with that arrangement, you may contact the Pension Tracing Service whose staff will assist in finding the relevant scheme. The Pension Tracing Service is free and can be contacted at:

### **Pension Tracing Service**

The Pension Service 9

Mail Handling Site A

Wolverhampton

WV98 1LU

Tel: 0845 600 2537

[www.gov.uk/find-lost-pension](http://www.gov.uk/find-lost-pension)

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## Pension Wise

Pension Wise is a free and impartial government service that helps you to understand your pension options. You can book an appointment to get guidance face-to-face or over the phone to talk about your pension options and what you can do next.

- ✓ Citizens Advice Bureau (CAB)  
Face to face guidance. Visit [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk) or call 028 9023 6522
- ✓ The Pensions Advisory Service (TPAS)  
Telephone guidance on 0300 123 1047  
Website [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)
- ✓ Pension Wise online service  
[www.pensionwise.gov.uk](http://www.pensionwise.gov.uk)

## Pension Scams

Pension scams are on the increase. An information leaflet on how to identify scams can be found at

[www.pensionsadvisoryservice.org.uk/content/publications-files/uploads/members\\_detailed\\_booklet\\_7\\_page.pdf](http://www.pensionsadvisoryservice.org.uk/content/publications-files/uploads/members_detailed_booklet_7_page.pdf)

## Data Protection

The Scheme is administered by Construction First Limited. Both the Scheme and Construction First Limited are registered with the Information Commissioner for the retention and processing of personal data such as that contained on any forms you or your employer submit to the Scheme. Both parties confirm they comply with the 8 principles of the Data Protection Act, particularly with regard to the security of this data and will respond to any subject data request received.

We will only hold your information for as long as necessary and for the purpose for which it was collected. Personal information is not disclosed to third parties unless this is indicated on the relevant form at the point of collecting the information or as required or allowed by law.

We endeavour to ensure the information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us or writing to the Scheme Administrator at the address on Page 3.

## Please Note

The Trustee, has the power to amend the Scheme Rules. The Trustee may wind up the Scheme if they believe that the purpose for which the Scheme was established no longer exists or that the administration of the Scheme cannot be conveniently carried on.

This booklet has been prepared based on the understanding of Pensions Legislation and Taxation at April 2015 but is subject to change from time to time. All terms, conditions and relations will be in accordance with Northern Ireland law and will be in English.



**Our local team is here to help**  
**028 9087 7142**

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**Workers Pension Trust Limited**

143 Malone Road  
Belfast BT9 6SX

**Telephone** 028 9087 7142

**Fax** 028 9087 7155

**Email** [info@workerspensiontrust.co.uk](mailto:info@workerspensiontrust.co.uk)

**Web** [www.workerspensiontrust.co.uk](http://www.workerspensiontrust.co.uk)

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