

UNIPART GROUP RETIREMENT BENEFITS SCHEME - DISPUTE RESOLUTION PROCEDURE

What if I have a complaint about my pension, or the Scheme?

If you have a complaint about the Scheme, you should contact the Group Pensions Department at Unipart House, Unipart Group Ltd, Cowley, Oxford, OX4 2PG who will try to settle the complaint on an informal basis. If you are unhappy with the response you receive, there is a formal procedure in place to help you resolve the problem. The procedure involves two stages.

Stage one

Your complaint is reviewed and decided by the Secretary to the Scheme.

You should write to: Secretary to the Scheme, Unipart Group Retirement Benefits Scheme, Unipart House, Unipart Group Ltd, Cowley, Oxford, OX4 2PG, giving your name, address, date of birth, National Insurance number and details of your complaint. You should ensure the letter is signed and dated.

Stage two

If you are not happy with the decision at stage one of the process, you may appeal to the Trustee in writing, within six months of the decision. You should write to the Trustee of the Unipart Group Retirement Benefits Scheme, Unipart House, Unipart Group Ltd, Cowley, Oxford, OX4 2PG and enclose a copy of the decision, setting out why you are unhappy with it and on what basis you want your complaint to be reconsidered.

At each of the above stages, decisions will be given in writing, normally within two months of receipt of your complaint. If a decision cannot be reached within that timeframe, you will receive a communication to explain the reason for the delay and when you can expect to receive a formal response.

Further action you can take

If you are still unhappy with the decision at stage two of the Dispute Resolution Procedure, you can refer your complaint to the Pensions Ombudsman, which is an external body that is available to assist members and beneficiaries of pension schemes with any queries they may have, or difficulties they have failed to resolve with their pension scheme trustees.

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes. You have the right to refer your complaint to The Pensions Ombudsman free of charge.

Contact with the Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about happened – or, if later, within three years of when you first knew about it (or ought to have known about it). There is discretion for those time limits to be extended.

Please note that normally the Pensions Ombudsman would expect that you have already submitted your complaint via the Scheme's IDRPs and received a formal response from the Trustee before accepting to investigate your complaint.

The Pensions Ombudsman can be contacted at:

10 South Colonnade
Canary Wharf
London
E14 4PU

Tel: 0800 917 4487

Email: enquiries@pensions-ombudsman.org.uk

Website: www.pensions-ombudsman.org.uk

You can also submit a complaint online, using the form available at:

www.pensions-ombudsman.org.uk/our-service/make-a-complaint/.

If you have general requests for information or guidance concerning your pension arrangements you can contact:

Money Helper

Tel: 0800 011 3797

Website: www.moneyhelper.org.uk

MoneyHelper is a free service provided by the Money and Pensions Service. The Money and Pensions Service is an arm's-length body of HM Government, sponsored by the Department for Work and Pensions. It has a joint commitment to ensure that people throughout the UK have free access to the information and guidance they need to make effective financial decisions over their lifetime.

The Pensions Regulator

The Pensions Regulator is an industry watchdog which oversees the running of the occupational pensions industry. The Pensions Regulator is able to intervene in the running of pension schemes where the trustees, employers or professional advisers have failed to carry out their duties properly.

The Pensions Regulator can be contacted at:

Customer Support
The Pensions Regulator
Telecom House
125-135 Preston Road
Brighton
East Sussex
BN1 6AF

Telephone: 0345 600 0707

Email: customersupport@tpr.gov.uk

Complainants

The following people may make a complaint:

- *all scheme members, whether a deferred or pensioner member;
- *the widow, widower, surviving civil partner and/or surviving dependants of deceased members;
- *other beneficiaries who were not dependants of a member at the time of that member's death;
- *those who have the option to become members, or will have the option if they remain in the same employment for a sufficiently long period;
- *those who become members automatically unless they choose otherwise;
- *those who may be admitted subject to the consent of their employer;
- *those who ceased to be in any of the above categories within the six months immediately preceding the date of making a complaint;
- *those who have a disagreement relating to their claim to be in one of the above categories.

If any of the above has a complaint, but is incapable of pursuing it (for example, due to incapacity or death) the complaint may be pursued on their behalf by a recognised representative.

Application Details to be Submitted by Complainant

- *the complainant's name, address, date of birth and National Insurance number;
- *if the complainant is, or claims to be, the widow, widower or surviving dependant of a deceased member, the details should also include the name, address, date of birth and National Insurance number of the deceased member (the complainant's own NI number need not be included), and the relationship with the complainant;
- *the name and address of any person acting on the complainant's behalf and whether this address is to be used for correspondence relating to the disagreement;
- *the facts relating to the disagreement, including details showing why the complainant is aggrieved.