

Pensions Bulletin

Fact Sheet 2

Autumn 2011 Issue 12

Customer Services Team Restructure

1 Introduction

- 1.1 We are committed to delivering value to our customers through a customer intimate approach and have therefore created three scheme specific teams. The teams are designed to provide more streamlined processes and deliver the best possible customer care without any fragmentation of service.
- 1.2 The three teams and their responsibilities are split according to the benefits your scheme provides. From 5 September 2011 there is:
- The Hybrid Team.
 - The Defined Benefit (DB) Team.
 - The Defined Contribution (DC) Team.

2 The Hybrid Team

- 2.1 The Hybrid Team administers the Social Housing Pension Scheme (SHPS) and The CARE Scheme. Employers in these schemes may provide Defined Benefit (DB), Defined Contribution (DC) or a combination of these two structures. The Administration Manager for the Team is Matthew Doggett (0113 394 2509).
- 2.2 In order to provide the best possible level of service, the Team is split into a further three areas, as follows:
- The Operational Process Team looks after employer queries and basic data changes. The Team can be contacted on 0113 394 2651.
 - The CARE Scheme or SHPS DC scheme members should contact the Scheme Process Team on 0113 394 2551.
 - SHPS DB members should contact the Member Process Team on 0113 394 2550 or 0845 608 5252.

3 Defined Benefit (DB) Team

- 3.1 The DB Team is responsible for multi-employer and stand alone schemes which provide DB pension benefits (with the exception of SHPS, The CARE Scheme and Growth Plan). The Administration Manager for the Team is Simon Stead (0113 394 2721).
- 3.2 In order to provide the best possible level of service, the Team is split into Defined Benefit Team 1 and Defined Benefit Team 2 with a common structure to provide a complete service to both employers and members.

Defined Benefit Team 1 administers the following schemes

The Anchor Trust Final Salary Scheme	Scottish Housing Associations' Pension Scheme
The Arthritis Care Pension Scheme	SeeAbility Pension Scheme
The Christian Aid Final Salary Scheme	Stonham Final Salary Pension Scheme
Council for World Mission Final Salary Scheme	The Children's Society Pension Scheme
Methodist Homes for the Aged Final Salary Pension Scheme	Together Trust Final Salary Scheme
The Oxfam Pension Scheme	The United Reformed Church Final Salary Scheme
The Oxford Diocesan Board of Finance Staff Retirement Benefit Scheme	William Sutton Trust Housing Association Pension Scheme
The Royal College of Nursing Pension Scheme	Youth Hostels Association Pension Scheme

Contact the Team direct on 0113 394 2552

Defined Benefit Team 2 administers the following schemes

Action for Blind People Final Salary Pension Scheme	Morden College
Bedford Charity Pension Scheme for Non-Teaching Staff	Northern Ireland Charities Pension Scheme
British Deaf Association Final Salary Scheme	National Council for Voluntary Organisations Final Salary Pension Scheme
Edward James Foundation Pension Scheme	The Royal National College for the Blind Final Salary Scheme
Help the Aged Final Salary Pension Scheme	Sanctuary Housing Association Final Salary Pension Scheme
IndependentAge Final Salary Scheme	The Save the Children Defined Benefit Scheme
The Independent Schools' Pension Scheme	Scottish Voluntary Sector Pension Scheme
Leonard Cheshire Disability Group Pension Scheme	St Elizabeth's Centre Final Salary Pension Scheme
The Livability Final Salary Scheme	Workers' Educational Association Pension Scheme
MIND (The National Association for Mental Health) Final Salary Scheme	Winchester College Support Staff Pension Scheme

Contact the Team direct on 0113 394 2553

4 Defined Contribution (DC) and Growth Plan Team

4.1 The DC and Growth Plan Team is responsible for the Flexible Retirement Plan, the Ethical Fund and Growth Plan Series 1, 2, 3 and 4. The Team's Administration Manager is Lindsay Whittaker (0113 394 2596). In order to provide the best possible level of service, the Team is split into three areas, as follows:

- The Central Operations Team is responsible for providing DC members with information about their enrolment and leaving service options and for making basic data changes to member records. The Team will also process contributions, be responsible for investment related work, eBusiness support and other employer enquiries. This team can be contacted on 0113 394 2652.
- The DC and Growth Plan Administration Team 1 is responsible for queries from members in the Flexible Retirement Plan and the Ethical Fund. This team can be contacted on 0113 394 2554.
- The DC and Growth Plan Administration Team 2 is responsible for the administration of Growth Plan Series 1, 2, 3 and 4 and can be contacted on 0113 394 2555.

5 More details

5.1 More information on the changes to the Customer Services Team can be found on our website.

5.2 Please note that the email address for all queries regardless of the scheme remains enquiries@thepensionstrust.org.uk. The contact details for all eBusiness queries also remain unchanged.

5.3 Please note that your Account Manager contact (within our Customer Relations Team) remains unchanged. If you need a reminder as to who this is please visit our website and click on About Us > Meet our...Customer Relations Team