

Sopra Steria Retirement Benefits Scheme (SPP Section) (“the Scheme”)

For Deferred members

How is my pension calculated?

Your Scheme pension is calculated based on your final pensionable salary and your length of pensionable service (years and completed months). Your length of pensionable service will be appropriately adjusted for any part-time service.

Pensionable service ceased for all members on 1 April 2010.

How much will I receive when I decide to take my pension?

You were sent a statement when you left pensionable service, which provided you with a statement advising you of the value of your pension at the date of leaving. This amount will be revalued for inflation in accordance with the Scheme Rules and applicable legislation.

When will I be told what my pension will be?

About six months prior to your 65th birthday, or about six months prior to your 60th birthday if you have any pre-May 2006 pensionable service, you will be sent an updated pension statement, together with the options available to you in relation to taking your Scheme pension.

What is my Normal Retirement Age (NRA)?

The Scheme (excluding former members of the Boots Pension Scheme) has two NRAs.

- For benefits earned during pensionable service prior to 1 May 2006, the NRA is 60.
- For benefits earned during pensionable service on or after 1 May 2006 (excluding the Relevant Period), the NRA is 65, with a reduction applied to benefits taken before this age.
- For benefits earned during the Relevant Period, the NRA is 60. For further details, including the meaning of "Relevant Period", please refer to our letter to you dated 17 May 2019.

If you are a former member of the Boots Pension Scheme:

- For benefits earned during pensionable service prior to 1 May 2006, your NRA is 65, but you have a right to retire at age 60 with unreduced benefits.
- For benefits earned during pensionable service on or after 1 May 2006 (excluding the Relevant Period), the NRA is 65, with a reduction applied to benefits taken before this age.
- For benefits earned during the Relevant Period, the NRA is 60. For further details, including the meaning of "Relevant Period", please refer to our letter to you dated 17 May 2019.

Can I take my pension early?

You can normally take your pension at any time after age 55, although the consent of the Company (and sometimes the Trustee) may be needed. However, the amount of your pension may be subject to a reduction to reflect the fact that it is being paid before your NRA, in accordance with the Scheme Rules. The reduction is based on fixed factors which are reviewed annually by the Scheme Actuary and may change each year.

Do I have to take my pension at NRA?

No, you can defer taking your pension when you reach NRA and your pension will be subject to an increase in accordance with the Scheme Rules. The increase is based on fixed factors which are reviewed annually by the Scheme Actuary and may change each year.

Do I have to take my entire pension?

Yes, you must take all of your pension if you have already left the employment of Sopra Steria. However, if you were in pensionable service on 1 April 2010 and remain employed by Sopra Steria when you elect to take your pension, you may be able to take a part pension at any time after age 55. This would, for example, enable such members to take their benefits earned by reference to an NRA of 60, at age 60, and their benefits earned by reference to an NRA of 65, at age 65, with no actuarial adjustments. However, having taken part of your pension, you only have one more opportunity to take all your remaining pension.

Can I take any of my pension as a cash lump sum?

When you take your Scheme pension, you will be able to exchange part of this for a tax-free cash sum. If you wish to take advantage of the pension flexibilities introduced with effect from 6 April 2015, you will need to transfer your pension out of the Scheme to an alternative pension arrangement. You should seek professional independent financial advice before making such a decision. Details of the pension flexibilities were provided in the announcement to members issued in September 2015, a copy of which can be found on the Scheme's web-site <https://www.ssrbs.co.uk/> or can be requested from the Scheme Administrators.

I am a Category 3 member. Do I receive an additional cash lump sum?

Yes. When the Scheme Rules changed in May 2006, you had the option to elect to have a reduced rate of pension accrual plus an additional tax-free cash lump sum calculated as a proportion of your Final Pensionable Earning for each year of Category 3 Pensionable Service. This amount is in addition to any tax-free cash referred to above and this will have been advised to you when you left pensionable service.

What happens to my Additional Voluntary Contributions (AVCs) or Additional Flexible Contributions (AFCs)?

If you had paid AVCs (or AFCs) whilst an active member of the Scheme, your AVC fund will be available to you at the same time that your pension becomes payable. You will receive full details of your options regarding your AVCs with your pension statement, including taking your AVCs as a tax-free lump sum or purchasing additional pension income.

The value of the benefits that may be secured using your AVCs or AFCs will depend on several factors including the amount of the contributions paid, any cost of exercising any right to transfer the benefits, any charges payable, the age at which you access the benefits, the performance of investments, and any cost of converting the benefit into an additional pension. One of the benefits of taking your AVCs under the Scheme is that, at present, these can be used as a way of accessing the maximum available tax-free cash sum without having to surrender the maximum amount of your Scheme pension in exchange for this cash amount.

You should regularly review your AVC funds to ensure they remain appropriate for you.

It may be possible for you to transfer your AVC fund out of the Scheme independently of your main Scheme benefits. If you are interested in this option, you should contact the Scheme Administrators.

By how much does my pension revalue between leaving and when I take my pension?

Your pension may be made up of several different elements. Your pension is revalued but different elements of your pension may be revalued in different ways. The details of this were included in the statement you were sent either when the Scheme closed or when you left the Company's employment.

How is my pension paid?

Your pension is paid into your bank account monthly in advance on the last day of the month or earlier if that is a non-banking day. Your pension is paid early at Christmas. Your first pension instalment will be payable on the first day of the month following your decision to take your pension.

Does my pension increase once in payment?

Your pension does increase once in payment but, as is the case with pension revaluation, different elements of your pension may be treated differently in respect of increases once your pension is in payment. The details of this were included in the statement you were sent when you left pensionable service (e.g. when you left the Company or when the Scheme closed). If you were in pensionable service after 1 May 2006 these elements are amended as described in our communications to you during 2019 regarding the 2006 Deed.

What happens if I die before taking my pension?

Your spouse or civil partner may be entitled to receive a pension under the Scheme of 50% of your revalued deferred pension at the date of your death, payable for their lifetime. In addition, the value of any contributions (and AVCs) that you may have paid to the Scheme may be payable as a lump sum. Any lump sum can be paid to members of your family, your dependants or people named in your Will or Expression of Wish form, in such proportions as the Scheme Trustee in its discretion decides. To help the Trustee make its decision, you are encouraged to complete (and update as appropriate) an Expression of Wish form, which can be found on the Scheme's web-site <https://www.ssrbs.co.uk/> or can be obtained from the Scheme Administrators. Please note that this Expression of Wish form is separate from and in addition to any similar forms that you may be asked to complete if you are still employed by Sopra Steria.

If you have not started to draw your pension but you are over NRA when you die, the benefits payable will be in line with those payable on the death of a pensioner. Special rules apply if you have taken a partial pension. For more information, please contact the Scheme Administrators.

What happens if I die after my pension commences?

Your spouse or civil partner will receive a pension for their lifetime of 50% of what your pension would have been at the date of your death if you had not taken any tax-free cash. If you do not leave a spouse or Civil Partner, but do leave a dependant or dependants who, in the opinion of the Scheme Trustee, are financially dependent on you at the time of your death, the Trustee may decide to pay a pension to them. Dependants' pensions are paid for the beneficiaries lifetime, unless they are paid to a child or children under the age of 18 (or under age 23 if they are undertaking full time education or vocational training), in which case they shall only be payable while the recipient is under the age of 18 or under age 23 and undergoing full time education or vocational training.

If you die within five years of your pension commencing, a lump sum equal to the unpaid balance which would have been paid had you survived for the five years is payable. Any lump sum can be paid to members of your family, your dependants or people named in your Will or Expression of Wish form, in such proportions as the Scheme Trustee in its discretion decides. To help the Trustee make its decision, you are encouraged to complete (and update as appropriate) an Expression of Wish form, which can be found on the Scheme's web-site <https://www.ssrbs.co.uk/> or can be obtained from the Scheme Administrators. Please note that this Expression of Wish form is separate from and in addition to any similar forms that you may be asked to complete if you are still employed by Sopra Steria.

If you start to draw your pension but you are over NRA when you die, the benefits payable will be in line with those payable on the death of a pensioner. Special rules apply if you have taken a partial pension. For more information, please contact the Scheme Administrators.

Am I a member with Special Benefits?

Some members who were employed in the public sector or by Boots, BT, Thames Water, Axa, Britannia, Bank of Scotland, Barclays or Royal Mail immediately before joining the Scheme may have special benefits. If you think that those special benefits apply to you and would like more information, please contact the Scheme Administrators.

What State pension will I receive?

To obtain a State pension forecast, please refer to <https://www.gov.uk/government/publications/application-for-a-state-pension-statement>. Your State pension age depends on your gender and date of birth; you can find out details of this at <https://www.gov.uk/calculate-state-pension>.

Can I transfer my pension out of the Scheme?

You may transfer your pension out of the Scheme at any time before any part of your pension comes into payment.

Since the 2015 pension changes you have greater flexibility in how you can use your pension and, up until the point at which your pension comes into payment, you are able to transfer your pension. Please refer to the communication that you were sent about the pension reform changes, a copy of which can be found on the Scheme's web-site <https://www.ssrbs.co.uk/> or can be obtained from the Scheme Administrators. The Trustee encourages you to seek professional independent financial advice before deciding to transfer your benefits out of the Scheme. If your transfer value exceeds £30,000, the Trustee is required to see evidence that you have taken such advice before it can allow a transfer to proceed.

The Trustee does not presently allow members to transfer any benefits into the Scheme.

Can I withdraw all of my pension as a lump sum?

The Scheme Rules do not allow you to take all of your pension as a lump sum although it may be possible for you to take a proportion of it as a cash lump sum when you retire.

If you wish to take advantage of the pension flexibilities introduced with effect from 6 April 2015, you will need to transfer your pension out of the Scheme to an alternative pension arrangement. You should seek professional independent financial advice before making such a decision.

What happens if I get divorced?

This will depend on the details of any financial settlement as part of a divorce. It is quite common for a pension to be included (or taken into account) as part of any settlement. Generally, the Scheme will not provide a pension to your ex-spouse so any element of your pension that is included in a pension sharing order as part of such a settlement normally will be required to be transferred to an alternative pension arrangement.

What happens if I move house?

You should inform the Scheme Administrators. The details are included at the end of this document.

What happens if I emigrate?

Your pension can continue to be paid to you and you should inform the Scheme Administrators. The details are included at the end of this document.

What is the Lifetime Allowance (LTA)?

The LTA is the overall value of pension benefits that you can build up over your entire working lifetime without tax penalties applying.

The current amount of the LTA for the tax year 2020/21 is £1,073,100, although the Government has said that this will be increased in line with inflation each year.

All of your sources of pension income (excluding any State pension) will need to be considered at the point they reach payment, as each will use up a portion of your LTA, including the benefits payable to you under the Scheme.

The LTA is only assessed for tax purposes at the earlier of the point at which you elect to take the benefits and age 75. When your benefits under the Scheme are put into payment, you will be advised of the portion of your LTA that these benefits have used up.

If your overall pension benefits from all sources exceed the LTA, you will be liable for a tax charge on the excess. Further information on the charges that would apply is available from the Scheme Administrators. This is a complex matter and if you are concerned about whether your pension benefits may exceed the LTA, you should seek professional independent financial advice on this matter.

How safe is my pension?

In the unlikely event that the Company became insolvent and was unable to support the Scheme then the Pension Protection Fund ("PPF") might step in and pay compensation to members, where eligibility conditions are met. There are more details about the eligibility conditions and compensation available from the PPF on its website at www.pensionprotectionfund.org.uk.

How much notice do I have to give Capita that I wish to take my pension?

Provided you have reached the age where you are entitled to your pension, there is no specific notice period for taking your pension. Once you have completed a pension options form and provided all required information, Capita can process your pension within a few weeks and this can be backdated.

How can I get further support?

The Money and Pensions Service is available at any time to assist members and beneficiaries of pension schemes with pensions questions and issues they have been unable to resolve with the Trustee of the Scheme. The Money and Pensions Service provide services through:

- Pension wise provides pension guidance for over 50s with a personal or workplace pension. You can call them on 0800 138 3944 or find out further information at <https://www.pensionwise.gov.uk/en>.
- The Pensions Advisory Service provides free and impartial pensions guidance on workplace and personal pensions for everyone. You can call them on 0800 011 3797, write to them at Money and Pensions Service, 120 Holborn, London, EC1N 2TD or find out further information at <https://www.pensionsadvisoryservice.org.uk/>

What if I am unhappy with the service I receive?

The Scheme operates an internal dispute resolution procedure for the resolution of any dispute that you may have relating to your benefits under the Scheme. For further details regarding the procedure, or to request a complaint form, please contact the Scheme Administrators, whose details are included at the end of this document.

The Pensions Ombudsman may investigate and determine certain complaints or disputes about pensions that are referred to them. You can call them on 0800 917 4487, email them at enquiries@pensions-ombudsman.org.uk, or find out further information at <https://www.pensions-ombudsman.org.uk/>.

The Pensions Regulator may intervene in the running of schemes where trustees, managers, employers or professional advisers have failed in their duties. The contact details depend on the nature of your concerns, but the full contact details can be found at <https://www.thepensionsregulator.gov.uk/en/contact-us/scheme-members-who-to-contact>, or find out further information at <https://www.thepensionsregulator.gov.uk/>.

Where can I get further information?

For any further questions you have regarding your pension please contact the Scheme Administrators, Capita at:

The Sopra Steria Retirement Benefits Scheme (SPP Section)

c/o Capita Employee Benefits

P O Box 555

Stead House

Darlington

DL1 9YT

Email: steria@capita.co.uk

Telephone No: 0330 3115119

The Scheme is a tax registered scheme.

You can also request a copy of the Scheme's annual report, which contains further information regarding the Scheme, using the above contact details.

Certain generic information relating to the Scheme will be posted onto the Scheme's web-site which can be found at <https://www.ssrbs.co.uk/>.

If you have not yet provided the Trustee with your email address, you are encouraged do so, to allow the Trustee to provide you with more timely communications and to support the Trustee's continued drive to reduce both its costs and paper wastage. If you are not sure whether the Trustee holds an up to date email address for you then please contact the Scheme Administrators to check.

IMPORTANT NOTE

Whilst every effort has been made to ensure the accuracy of the above answers, nothing contained in them should be construed as providing greater benefits or other rights than are provided for under the terms of the Scheme's Trust Deed and Rules, which will in all cases prevail in case of inconsistency.