

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

For Pensioner members

Does my pension increase once in payment?

Your pension may be made up of several different elements. Each of these elements may be treated differently in respect of increases once your pension is in payment. The details of this were included in the retirement quotation you received when you took your Scheme pension.

What happens when I die?

Your spouse, civil partner or dependants may 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. In addition, if you die within five years of your pension commencing, a lump sum equal to the unpaid balance (ignoring future increases), 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 die leaving a child or children under the age of 18 (or under age 23 if they are undertaking full time education or vocational training), a pension of 20% of the above pension may be payable to the eldest eligible child with a pension of 10% being payable to the younger children (up to a maximum of 4 children in total). The children's pensions cease when each child attains age 18, or until a child over age 18 ceases to be in full time education or vocational training, up to a maximum of age 23.

Special rules may apply to members who were members of the PCSPS or LGPS before joining the Scheme. Further details are available from the Scheme's Administrators if you think these special provisions may apply to you.

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>.

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 were put into payment, you will have been advised of the portion of your LTA that these benefits used up. This will have been a portion of the LTA that applied at the time your benefits were taken, which may have been a different amount to that which now applies.

If your overall pension benefits from all sources exceed the LTA, you are 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 overall 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.

Do I have any options as to what I can do with my pension?

Once in payment, your pension will be payable to you for the rest of your lifetime. You are not able to transfer your pension out of the Scheme once it is in payment.

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 (SRP 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.