

SOPRA STERIA RETIREMENT BENEFITS SCHEME

INTERNAL DISPUTE RESOLUTION PROCEDURE

EXPLANATORY BOOKLET

This Booklet describes the internal dispute resolution procedure (the "**IDRP**") available in respect of the Sopra Steria Retirement Benefits Scheme (the "**Scheme**").

The IDRP is available to help you resolve any issues you may have relating to the Scheme. It explains whether or not you are entitled to use the IDRP, how you should go about notifying the Trustee of the dispute and how your complaint will be handled. Please read the Booklet carefully before deciding whether to make a complaint using the IDRP. If you decide to proceed, attached to this Booklet is a form that you should complete.

What sort of issues does the IDRP cover?

The IDRP is available for any complaints that you may have in relation to the Scheme or, where applicable, one of its predecessor schemes - the Steria Retirement Plan, the Steria Management Plan or the Steria Pension Plan - and references in this Booklet to the Scheme include reference to the Plans.

We expect that most problems or queries relating to the Scheme can easily be resolved with the Scheme's administrators, Capita Pension Solutions Limited ("Capita"), without needing to invoke the formal IDRP. However, if you have been unable to resolve your issue, the IDRP is available to help you.

Who may use the IDRP?

You are eligible to use the IDRP if you are, or consider yourself to be:

- a Scheme member;
- the surviving spouse or civil partner of a member;
- the surviving financial dependant of a member; or
- an individual who ceased to be within any of the above categories within six months of the date of your application.

How do you apply?

If you have a complaint that you wish to be considered, please complete the attached form in full and send it to: Sopra Steria (Retirement Benefits Scheme) Trustees Limited, c/o Paul Tabrett, SSRBS Pensions Manager, Three Cherry Trees Lane, Hemel Hempstead, Herts HP2 7AH.

Please give as much information as you can, including the names of people you have dealt with, details and dates of any conversations you have had with those people, and copies of all the correspondence you have received in relation to the matter. The more information you can provide, the simpler it will be for your problem to be addressed.

Can someone make the application on your behalf?

Yes, you can choose to have someone else such as a friend, relative, trade union representative or professional adviser (for example, a solicitor) make or continue an application on your behalf. If you die, your application can be continued on your behalf by your personal representative.

Please note, it will not normally be possible to recover any costs you incur in using the IDRP, so please think carefully before incurring any costs instructing someone in relation to the IDRP. Free information and support is available and further details are below.

What happens once I have made a complaint?

The Trustee has delegated responsibility for considering complaints to a Dispute Resolution Committee (made up of members of the Trustee board) who will consider your complaint and come to a decision.

You will receive a written acknowledgement of your application within two weeks of receipt. Most cases can be resolved within two months of the application. In some cases, such as where further information needs to be gathered, the process may take longer, in which case you will be kept informed of progress. The Committee may also contact you if it considers that further information is needed in order to consider your complaint properly.

What if you are still not satisfied?

A decision of the Dispute Resolution Committee is final.

If you remain unhappy once you have received the Committee's decision, you can approach the Pensions Ombudsman for assistance. The Ombudsman can investigate and determine any complaint or dispute of fact or law in relation to a pension scheme.

The Pensions Ombudsman will usually only consider a complaint if you have completed the IDRP process. However, it will provide support regarding your complaint at an earlier stage, should you need it. All the information you need about their services is available at: <https://www.pensions-ombudsman.org.uk/>.

Further information or advice

If you are unsure of any of the matters described in this Booklet, you can write to: Warren Williamson (warren.williamson2@capita.com) at Capita.

Further information regarding the Scheme is available at: www.ssrbs.co.uk.

If you have not yet raised your complaint with Capita, you can contact them at: steria@capita.co.uk.

General free, impartial advice about pensions is available from The Money and Pensions Service who can be contacted on 0800 011 3797 (www.moneyandpensionsservice.org.uk).

Sopra Steria Retirement Benefits Scheme

Internal Dispute Resolution Procedure

You should fill in this form if you wish to use the Scheme's Internal Dispute Resolution Procedure. This form can be filled out by you or your representative.

MEMBER'S DETAILS

Name

Address

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Section of the Scheme SRP Section ☐

(Please tick as applicable) SPP Section ☐

SMP Section ☐

Date of birth

National Insurance number

COMPLAINANT'S DETAILS (IF DIFFERENT FROM THE MEMBER)

Name

Address

.....

Date of birth

National Insurance number

Relationship to the member Spouse or Civil Partner ☐

(Please tick as applicable) Child ☐

Financial dependant ☐

Friend or representative ☐

Other ☐

(please provide details)

DETAILS OF THE COMPLAINT

Is your complaint currently being considered by anyone else?

(Please tick as applicable)

The Pensions Ombudsman

☐

Court or industrial tribunal

☐

Other

☐

(please provide details)

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None

☐

Details of complaint

(Please give as much information as you can and use additional sheets if needed)

SIGNATURE OF PERSON COMPLETING THE FORM

In signing this form I confirm that:

- I have read the attached Booklet and am satisfied that I am, or the person I am complaining on behalf of is, eligible to bring a complaint;
- I have attached copies of any documents on which I wish to rely in relation to the complaint; and
- I consent to any personal data that I provide in relation to my complaint being processed by or on behalf of the Trustee for the purpose of addressing my complaint and I understand that I should only provide personal data using a secure method (for example, a password-protected document).

Signature

.....

Name (please print)

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Date

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