

This short leaflet covers some important things you should know about receiving a pension from the Scheme. It explains how pension payments work and provides answers to the questions we typically receive. Please read this together with the attached letter.

Paying your pension

Your pension is paid on the 6th of the month. If the 6th falls on a weekend or a bank holiday, it will be paid on the previous working day. As it's paid in advance, your pension payment will cover the period between the 6th and the 5th of the following month.

We'll pay your pension directly to your bank account which means you'll usually receive it on the same day we make payment. However, if you're based overseas, it could take up to six working days for it to be credited to your account.

Tax and your pension

As explained in the accompanying letter, you may pay tax on your pension if you exceed your personal allowance. A standard BR code will be applied to your pension until HMRC issue your tax code to us. This means that when your income for the entire year is taken into account, you may pay more or less tax than you needed to. At the end of the tax year, HMRC will usually check if this is the case, and adjust your tax code going forward if necessary, or issue a rebate if you have paid more than you should have done. However, if you think you have paid more than you should have done, you don't need to wait for the end of the year. You can apply for a rebate at: www.gov.uk/claim-tax-refund

It's important to note that we have no discretion over the tax that is deducted from your pension. We also cannot explain why a particular tax code has been issued. Therefore, if you have any queries about tax, you should contact HMRC directly.

More information about income tax and personal allowance can be found at: www.gov.uk/income-tax-rates

Payslips and P60s

Payslip information is available through your online account which you can access at any time.

Each year, before your April payment, we'll send you your P60. A copy will also be uploaded to your online account so you can keep all your P60s together online in one place.

Your P60 is a record of,

- the amount of pension paid to you between 6 April and 5 April of the following year and,
- how much tax, if any, that has been deducted from this amount.

We'll also include details of any increase if applicable (see next section) as well an update on anything important that you may need to know as a member of the Scheme. Further information about what is included in the P60 can be found on our website at www.abfpensions.com/bs/p60

Annual increases

If some or all of the pension was built up after 5 April 1988, you will usually be eligible to receive increases each April. If you're due to receive an increase, we'll confirm how much it will be and provide you with a breakdown of how it's been worked out in advance of your April pay. This will be sent to you together with your P60. Pension built up before 6 April 1988 will usually not receive increases.

Changing your bank account

If your account details change, it's important to let us know as soon as possible. We usually process your pension 10 days in advance of the payment date. If you tell us about a change after we've processed the payment, and the account is closed, we'll need to wait for the payment to be returned to us which means you are unlikely to receive it until the following month.

You can provide us with your updated account details through your online account or over the phone. If you prefer to write to us with your new address, please ensure your letter includes your member number and full details of your new account, including the name the account is held in. You must also ensure you sign and date the letter. If anything is missing, it will delay us processing your request.

Please note, we can only pay your pension to an account in your name. We can pay it to a joint account, as long as you're one of the named account holders.

If you would like your pension to be paid overseas, the process will be different. Please contact us and we can provide you with further information.

Changes of address

Please remember to let us know if your contact details change. From time to time, we'll write to you with important information about your pension and the Scheme. If we send something to you that is later returned to us, for your security, we'll suspend payment of your pension until we receive your new address.

You can quickly and easily update your address through your online account. If you prefer you can give us your new address over the phone. If you decide to write to us, please ensure you include your member number and a handwritten signature and date. We won't be able to process your request if you forget to include these.

We're unable to receive a change of address in advance, therefore please make sure you can receive post at your new address before contacting us.

How we keep your pension safe

Preventing fraud and keeping your pension safe is our top priority. Occasionally we perform random checks to ensure that it's you receiving your pension. If you receive anything from us in relation to this, there's no need to be concerned. Please just follow the instructions provided and return anything to us as soon as possible.

If you'd like us to speak to a third party about your pension over the phone, you'll need to be present in order to complete our security checks and provide your authorisation for us to talk to that person. This will only be valid on that occasion. If you want us to communicate with someone else in writing or more long-term about your pension, we'll need to receive written confirmation from you dated within the previous three months.

If someone else holds a lasting power of attorney for you, we will be able to liaise with that person about your pension once we have been provided with a copy of the relevant document and checked the validity with the office of the public guardian. However, even where this is accepted, we won't be able to pay your pension to an account that isn't in your name.

We hope you've found this information helpful, but if you have any further queries, you're welcome to contact us using the details on the accompanying letter.

Further information can also be found on our website, www.abfpensions.com