

Dear member

April 2022

## Appointment of new administration services provider, Barnett Waddingham, from Monday, 23 May 2022

Back in February, we informed you in *Pensions Update* that there would be new contact details for UK Pensions Operations (UKPO), who are the Scheme's current pensions team. Following a joint review by National Grid and the NGUKPS Trustee, a new external provider, Barnett Waddingham (BW) has been appointed to provide the administration services to the Scheme.

As part of the appointment, most of UKPO's existing staff will move to work for BW and the team will operate with new contact details. The administration services will move to BW **from Monday, 23 May 2022**, and from this date the team will be based in new offices in Guildford. The team's new contact details at BW will be sent to you prior to the move for use from 23 May onwards.

This change doesn't affect the Scheme, your pension benefits or the services the team currently provides. The BW team will continue to provide pension support services to Scheme members in much the same way as UKPO do now. Pensions paid by the Scheme will continue to be paid on the 15th of each month.

Barnett Waddingham is a leading independent UK professional services consultancy who specialise in pensions, and the Trustees went through a robust and rigorous process to appoint them.

### New contact details coming soon

From Monday, 23 May 2022, BW will be the Scheme's administrator. Prior to this date, you will be sent a 'welcome' letter from BW with their contact details.

If you need to speak to someone about your Scheme pension **prior to Monday, 23 May 2022**, **please continue to contact UKPO** using their current contact details. The team is available Monday to Friday, 9am to 5pm.

## Important things to be aware of

UKPO will continue to take telephone calls and respond to emails **up to 5pm on Thursday, 5 May** when the pensions systems will transition to BW. From then, **until 5pm on Friday, 20 May 2022**, the team will only have limited access to members' pension records, so if you contact them during this time, your query will be acknowledged but a full response may take a little longer than usual. We appreciate your patience.

## If you use My Online Pension

There will be a change to the online services available to members. My Online Pension will no longer be available **from 5pm on Thursday, 5 May 2022**. A new online service called Member Self-service provided by Barnett Waddingham will be available to members from mid-June. The pensions team will write to you then with an invitation to register, should you wish to.

As a quick reminder, My Online Pension provides online access to monthly payslips, P60s, your pension payment history, benefit statements, and other general Scheme documents such as newsletters and funding updates.

If you're likely to need access to any of this type of information from your My Online Pension account **between 5 May and mid-June 2022**, please download anything you might need by no later than **5pm on 5 May 2022**.

For more information about UKPO's move to BW, please read the Q&A enclosed.

The Trustee Board looks forward to working with BW in continuing to support our members to the same high standards as always, and in providing a positive experience for everyone dealing with the Scheme.

Best wishes

**Paul Trickett, Chair of the Trustee Board, National Grid UK Pension Scheme.**

# Questions & Answers

## UK Pensions Operations' move to Barnett Waddingham from 23 May 2022

### Why are you writing to me?

From 23 May 2022, the administration service will move to Barnett Waddingham (BW), based in Guildford, Surrey. You will receive updated contact details before this date, until then, please continue to use UKPO's current contact details.

### What changes are coming in from 23 May?

From this date, most of UKPO's existing staff will move to work for BW and operate with new contact details. There will be a few changes to the existing Scheme communications channels that we'd like you to be aware of, including a new:

- Postal address
- Email inbox addresses – for both the admin team and the payroll team
- Freephone telephone helpline number
- Scheme website address
- Team name – while they are currently known as UK Pensions Operations, the team will be referred to as the National Grid UK Pension Scheme team (or the pensions team) when they start with BW.

The headed paper the team uses for correspondence with members will also change. Instead of referencing UK Pensions Operations with National Grid's company logo, correspondence issued from the Scheme will reference the National Grid UK Pension Scheme team and Barnett Waddingham at the new Guildford address.

### When will I receive the team's new contact details?

BW will write to you prior to 23 May with everything you'll need to be able to contact them after the transition. When you receive this, please update your records and use their new details from Monday, 23 May 2022. Until then, please continue to contact UKPO at their current address.

**Please don't contact BW at the Guildford address before Monday, 23 May 2022 as there will be no one available to deal with your query.**

### What happens if I send something to UKPO after 23 May at their old address?

Any correspondence addressed to UKPO and sent to their former email inbox or postal address will be forwarded onto the team at BW. If this happens, there might be a slight delay. Your query will be acknowledged and processed as soon as it is received.

## What happens if I am due to transfer or draw my pension between 6 May and 22 May?

If you are due to retire, draw or transfer your pension during this period, we urge you (and your financial adviser, if applicable) to return all of your option forms and paperwork to UKPO **before the end of April** to ensure payments can be set up for you on the system before 6 May. Forms returned after the end of April will be processed by the team once they move to BW.

## What should I be aware of?

Please note there will be a period **from 5pm on Thursday, 5 May to 5pm on Friday, 20 May 2022 inclusive** when the team will operate only a limited service. During this period, the Scheme's pensions systems will be transferred to BW's administration system, and the pensions team won't have access to members' pension records. However, they will still be able to answer phone calls and respond to emails.

If you have a query about your pension during this time, please continue to use the current team email address up to **Friday, 20 May 2022: [pensions@nationalgrid.com](mailto:pensions@nationalgrid.com)**

## What's happening with online services?

There will be a change to the online services available to members. My Online Pension will no longer be available **from 5pm on Thursday, 5 May 2022**. Barnett Waddingham has its own, very similar online system called Member Self-service, which will be available to members from mid-June. The pensions team will write to you at this time with an invitation to register, should you wish to.

## What's the cut-off date for accessing information online?

Online access to your personal pension details will not be available **from 5pm on Thursday 5 May 2022 until mid-June**. This includes access to view and download payslips, P60s, pay history information, benefit statements or other general Scheme documents.

If you're likely to need access to any of this type of information from your My Online Pension account **between 5pm Thursday, 5 May and mid-June 2022**, please download anything you might need by no later than **5pm on 5 May 2022**. Your most recent documents will be available for you to view again via Member Self-service from mid-June.

## What happens if I don't want to sign up for online services?

If you transact online, Member Self-service is quick, convenient and efficient, and we'd recommend signing up when BW's online services become available in mid-June – you'll be sent an invitation to register then.

We appreciate that not everyone uses online services, and you don't have to sign up if you prefer to receive Scheme information sent to you by post.

If you want to continue receiving information by post, just update your records with the pensions team's new contact details when you receive them – you don't need to take any further action.

## What's happening to My Retirement Planner?

My Retirement Planner is available for active and deferred members and explains the different options at retirement. The system will be temporarily unavailable for eligible members to access **from 5pm on Thursday 5 May 2022, until mid-June**, while the pensions systems transfer to BW.

## What happens now?

BW will be in touch with you again prior to the move date with their new contact details to use from 23 May. They will write to you again in June with an invitation to sign up for online services, should you wish to.

This Q&A about UKPO's move to BW is available on the Scheme website.