

My Retirement Guide

Plan your next move



Welcome

We are sending you this guide because you have either requested retirement details, or you are approaching your Target Retirement Age. It sets out the important decisions you have to make as you approach retirement and the ways to take your benefits from the J.P. Morgan UK Pension Plan (the Plan).

If you do not intend to retire at your current Target Retirement Age, then you can change this date by logging on to MyPension (see page 18).

How the Plan works

As a member of the Plan you have a pension account into which the Company and you, if you elected, made contributions. You decided how to invest your pension account and, over time, contributions and investment returns built up in this account. When you retire from the Plan, the balance in your pension account is used to provide retirement benefits.

It is important to review your Plan investment decisions periodically to make sure your choices still meet your needs. This is especially important (if you are in a Freestyle fund) as you approach retirement as you may wish to move your pension account into less volatile funds.

Your Retirement Pack contains:

- **A covering letter** – including your specific Plan administrator contact details
- **A retirement statement** – including an illustration of your benefit options
- **Supporting government information** – including a Pension Wise flyer, a Money Advice Service booklet, and a government pension scams leaflet
- **Additional forms** to be completed with your choices and returned to the Plan's administrator.

Please note

This guide relates only to your Defined Contribution (DC) benefits in the Plan. You may also have Defined Benefit (DB) pension entitlements and/or DC benefits in the JPMC UK Retirement Plan, in which case you will receive information separately on these benefits.



Look out for...

...a **personalised Pre Retirement Pack** from The Open Market Annuity Service (TOMAS) outlining your annuity options.

This pack should arrive within 2 to 3 working days of you receiving this guide. TOMAS are a third party annuity service provider who can support you if you wish to consider this option. You do not need to pay for this service and, if you choose not to, you don't have to use it. See page 9 for more.

Arrange a Retirement Guidance session...

...**paid for by the Company** and provided by Willis Towers Watson. This will be in an over-the-phone guidance session looking at your Plan options. See page 22 for more about the **Retirement Guidance Service**.



Important information

You no longer have to buy an annuity with your pension account and there are no income drawdown limits from DC pension pots. You may be able to draw as much or as little of your retirement savings (subject to your marginal tax rate) as you wish.

It is important that you consider both when and how you wish to take your benefits, either from the Plan, or via an alternative vehicle. You will be able to discuss your Plan options during your free Retirement Guidance session (see page 22). You could also use the government's free Pension Wise service (see the enclosed flyer) or take impartial financial advice from an FCA-regulated financial adviser before you proceed further.

This guide is based on current legislation and the Trustee's understanding of the current position. This area is still evolving and the Trustee reserves the right to make changes and review what is available to members in line with legislation and market practice.

This document does not confer any entitlement to benefits. Full details are in the Plan's formal Trust Deed and Rules (as amended from time to time). The Trust Deed and Rules is the Plan's governing legal document and will prevail if there are any differences between it and this guide.



Getting started



- Read and understand this guide and your retirement statement.
- Read your personalised Pre Retirement Pack from The Open Market Annuity Service (TOMAS), which you will receive in the next few days.
- To help you understand your options, **please book your free Retirement Guidance session**. You could also consider using the guidance provided by Pension Wise or seeking impartial financial advice. See page 20 for details of these options.
- Decide when and how you want to take your benefits. Notify the Plan's administrator, Willis Towers Watson, of your intended retirement date as soon as you know it (see page 24 for contact details).
- **Choose your retirement option(s) – some of the options may be taken in combination (see page 16 to find out more):**

A

Choose to buy an annuity with an insurance company

You may decide that buying an annuity suits your personal circumstances.

An annuity is a contract with an insurance company, purchased with your pension account, which will provide you with an income for the rest of your life.

Once you have bought your annuity (and the cancellation period has expired), you cannot (as the law currently stands) normally change it. Therefore, it is important that you consider all your options carefully and select an annuity that suits the financial needs of you and your dependants; both when you retire and in the future.

The Plan uses TOMAS to support you if you are considering this option. See page 6 for details.

B

Choose to take your benefits outside of the Plan

You may decide that buying an annuity is not suitable for your personal circumstances.

Instead, you may wish to consider taking advantage of the increased flexibility available through income drawdown.

Income drawdown works by transferring your retirement savings into an arrangement where you can decide how to invest the money from the funds available. Then you gradually draw a taxable income from your investments.

This option is covered in more detail on page 12. You can also find out more through the Retirement Guidance Service, Pension Wise or an impartial financial adviser.

Please note this option is not available through the Plan. However, the Company has agreed competitive terms with 2 providers.

C

Choose whether to take a tax-free cash lump sum

Whichever retirement option you choose, you may also decide to take a tax-free cash lump sum which is generally 25% of benefits (subject to a maximum of 25% of the Lifetime Allowance, see note on page 17).

If you are taking your pension savings in more than one segment then this applies to each segment of your pension savings separately.

See page 14 for more details.

D

Choose to take all of your benefits as one or more cash lump sum(s)

You may decide that taking all of your benefits as one or more cash lump sum(s) suits your personal circumstances.

You will be able to take 25% of your benefits as tax-free cash, but the remainder will be taxable at your marginal rate of income tax.

Within the Plan you can take either one or 2 lump sums over 2 successive tax years. 25% of each segment paid would be tax free. See page 15 for more details.

Please note

Retirement is a major life change and the decisions you have to make now are complex and some are irreversible. Everyone's circumstances are different, so we cannot give you advice.

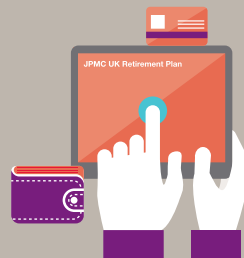


To help you consider your options and make informed decisions, please book your free Retirement Guidance session, provided by Willis Towers Watson (see page 22 for details). You could also seek general guidance from **Pension Wise** at www.pensionwise.gov.uk and/or from an FCA-regulated financial adviser before you proceed further, if you have not already done so.

While the Retirement Guidance Service and Pension Wise are free services, you may have to pay for any advice you receive from an impartial financial adviser. See page 20 for more details.

Consider your options

How do you want to take your pension savings?



Do you wish to buy an annuity?

Consider the type of annuity you want (see page 7)

Do you wish to transfer your benefits to an alternative arrangement to use income drawdown?

Transfer your pension account to an arrangement that supports drawing down an income over time

Are you considering taking a tax-free cash sum?

Tax-free cash is generally up to 25% of benefits (subject to a maximum of 25% of the Lifetime Allowance)

Are you considering taking all of your benefits as one or more cash lump sum(s)?

You can take 25% of your total benefit as tax-free cash

The remainder of your benefit will be taxable at your marginal rate of tax

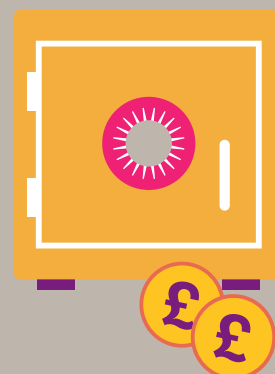


To help consider your options...

Use the Retirement Guidance Service, paid for by the Company and provided by Willis Towers Watson. See page 22 for how to book your over-the-phone guidance session.

You can also use the government's free service, Pension Wise, (www.pensionwise.gov.uk) where you can get general guidance over the phone or face to face (see page 20).

Alternatively, or in addition, you may wish to speak to an impartial financial adviser (you may have to pay this service). See page 20 for details about how to find an impartial financial adviser.



Allow three to six months to complete the retirement process



Buy an annuity through the Plan/TOMAS (see page 6)

Read your TOMAS Pre Retirement Pack

Decide which annuity you want (see page 7)

Use the TOMAS online support tool, "ASSIST"

Follow the steps outlined in your TOMAS Pre Retirement Pack and complete and return the TOMAS forms along with your Plan administration forms

Buy an annuity through the Open Market Option (see page 6)

Select the insurance company to pay your annuity

Provide the details of your chosen insurance company to the Plan's administrator (see page 24 for contact details)

Within the Plan you can take either one or 2 lump sums over 2 successive tax years. 25% of each segment paid would be tax free (see page 15).

When do you want to take your DC pension benefits?

Before Normal Retirement Date

You can take your benefits at any time from age 55[†]

Consider the potential impact of taking your benefits early on the level of benefit you will receive*

At Normal Retirement Date

Your Normal Retirement Date is age 60

After Normal Retirement Date

Consider the potential impact of taking your benefits later on the level of benefit you will receive*

[†] In future, early retirement dates will increase in line with State Pension Age.
* Subject to any consent requirements.

A Choose to buy an annuity with an insurance company



Look out for:

A personalised Pre Retirement Pack from TOMAS. Here you will find an overview of your annuity options and the income you could expect to receive based on your Plan-specific details.

If you wish to use your pension account to provide a guaranteed regular income payable for the rest of your life, you can do this by buying an annuity.

There are two different ways to buy your annuity:

1

Through the Plan (using TOMAS)

If you decide to buy an annuity via this service, you should follow the process outlined in your TOMAS Pre Retirement Pack (and also summarised on pages 9 to 11 of this guide). You will also need to ensure that the appropriate Plan forms are completed.

TOMAS will do a full search of the market based on the annuity options you have selected. You do not need to pay to use this service.

2

Through the Open Market Option

If you don't want to select one of the providers found through TOMAS, you can choose your own. This is called the 'Open Market' Option (OMO).

You will pay for the costs of setting up your annuity on this basis. This is covered in more detail on page 11.



Please note that once you have completed your annuity purchase, you will cease to be a Plan member.

What is an annuity?

An annuity is a contract with an insurance company. It is purchased in your name, with the funds you have built up in your pension account, less any cash lump sum that you decide to take. Once a lifetime annuity has been purchased (and the cancellation period has expired), under current law, the terms of the contract **cannot be changed** and you cannot cash it in.

The amount of income provided by the annuity you buy will depend on:

- The amount of money in your pension account when you take your benefits.
- The amount of cash lump sum you decide to take (in general you can take up to a maximum of 25% of your total Plan benefits). This will reduce the amount left in your pension account with which to buy an annuity. The maximum amount of tax-free cash available if you buy an annuity (through any provider) with your Plan benefits, can be found under Option 2 in the enclosed retirement statement.

- The annuity rate offered by the insurance company. This will vary from company to company and over time in line with market conditions.
- The type of annuity you select, for instance, joint or single life, level or escalating payments (increasing), guaranteed period (see page 7).
- Whether you decide to only take some of your pension benefits (see page 16).
- Your age.
- Your lifestyle – some companies will pay higher rates to people with a certain lifestyle, for example, people who smoke or are overweight (enhanced annuity).



Annuity options

There are a number of features you may want to consider when deciding on your annuity.

Do you qualify for special annuity terms?

If you've been diagnosed with an illness, or have other health problems that could reduce your life expectancy, you might be able to get a higher retirement income through what are known as enhanced annuities. You might also be able to get a higher monthly retirement income if you are overweight or if you smoke regularly. It is therefore important that you highlight your particular circumstances by completing the Enhanced Annuity Investigation Form included in your TOMAS Pre Retirement Pack and answering the questions honestly.

IMPORTANT: In the TOMAS Enhanced Annuity Investigation form you'll need to consent to the annuity provider requesting a medical report from your GP. This request may only happen if you decide to proceed and buy the quoted annuity.

For more:

See page 6 of your TOMAS Pre Retirement Pack.

Do you want a tax-free lump sum?

Within the Plan you can take a tax-free lump sum, which is generally 25% of benefits (subject to a maximum of 25% of the Lifetime Allowance, see note on page 17). See Option 2 of your retirement statement for the maximum amount of tax-free cash available if you buy an annuity (through any provider) with your Plan benefits.

The amount of cash you take reduces the amount you have to buy an annuity. It might also have tax implications.

IMPORTANT: Within the Plan you are not permitted to take your tax-free cash sum at retirement and defer taking your remaining benefits to a later date.

For more:

About taking a tax-free cash lump sum together with an annuity, see page 8 of your TOMAS Pre Retirement Pack.

Do you want your annuity to increase each year?

You can choose to have an annuity that remains the same (level annuity) or one that increases over time (an escalating annuity).

Level annuities provide a higher income to start with than annuities that increase, but the payments will then stay the same for life. This means that the purchasing power of the annuity income will reduce over time, due to inflation. With an escalating annuity, the pension you receive will increase each year to provide an element of protection for your income against the effects of inflation. You can choose whether this is in line with inflation, or at a fixed rate.

You need to weigh up your income needs, for example a higher starting pension or a lower pension increasing over time and whether you will live long enough to benefit from the increases offered by an escalating annuity.

For more:

About what to consider when considering increases, see pages 9 to 11 of your TOMAS Pre Retirement Pack.

Do you want your annuity to be paid for a guaranteed period?

Your annuity can be guaranteed for a set number of years so that it will continue to be paid at the full rate (usually to your spouse, civil partner, dependant or estate) for the rest of the guaranteed period if you die before the period is up. You can also choose to protect the full value of your purchase price, through a 'capital protected' annuity. If you do not include a guaranteed period, and your annuity is set up on a single-life basis, the income payments will stop when you die.

For more:

See page 12 to 13 of your TOMAS Pre Retirement Pack.

Continued on next page ►

Do you need an annuity which provides for a dependant when you die?

An annuity can be 'single-life' or 'joint-life'. A single-life annuity is an annuity just for you. A joint-life annuity is a pension that will continue to be paid to your spouse, civil partner or dependant when you die. If you are not married, check with the provider that your dependant is eligible to receive the pension.

Joint-life annuities pay a lower pension than single-life annuities and will typically pay a reduced pension to your spouse, civil partner or dependant on your death. You have the option to choose whether this is, for example, half or two thirds of your pension, or indeed the same amount of pension as you are receiving.

For more:

Including an example of how this choice can affect potential income, see page 14 of your TOMAS Pre Retirement Pack.

How often do you want to receive annuity payments?

If you decide to buy an annuity, and you've worked out which one you want and where you will buy it, you can then decide how you want to be paid. Annuities pay a regular income until you die, and you can choose to be paid monthly, quarterly, half-yearly or even annually. You can also have these payments made in advance or arrears.

Most annuities are typically paid monthly in advance.

For more:

Including how the amount you'd receive can differ slightly depending on this choice, see page 15 of your TOMAS Pre Retirement Pack.

Choosing an annuity provider

You can use your pension account to buy an annuity through the Plan's annuity process, provided by The Open Market Annuity Service (TOMAS). Alternatively, you can shop around yourself and buy your annuity from your own choice of insurance provider if you prefer. This is called the Open Market Option.

If you are retiring at your Normal Retirement Date the Plan's administrator, Willis Towers Watson, will contact you around seven months ahead of this date. If you intend to take your benefits early or late, you should let Willis Towers Watson know at least three months in advance.



Why TOMAS?

The Plan uses TOMAS as they provide a full search of the market based on your chosen annuity options. We believe TOMAS are ideally placed to offer members a comprehensive search of annuity providers, resulting in competitive quotes. They also offer substantial online support during the annuity process.

Who are they?

The TOMAS Guided Annuity Service is a non-advised service which will help you through the selection of annuity options appropriate to your circumstances and find you the highest guaranteed income for life (annuity). They are 'whole-of-market' which means that they have access to every single annuity provider on the 'open market'. They will investigate whether you are eligible for enhanced annuity rates and underwrite you to ensure that you receive the highest level of annuity income from your pension funds.

Their service has helped thousands of retirees to find the right retirement solution. They will work closely with you to establish what is most suitable for your personal circumstances based on the information you provide. They currently deal with members from hundreds of defined contribution schemes through the UK and are trusted by some of the biggest and most familiar names to look after their employees when they want to access their pension funds.

Buying an annuity through the Plan – the TOMAS process



Step 1

Pre Retirement Pack

TOMAS will produce and send you your personalised Pre Retirement Pack based on the information provided by the Plan's administrator about your pension account. Your TOMAS Pre Retirement Pack also includes lots of detail about the types of annuities available and what you should consider, as well as outlining the next steps and actions you now need to take if you wish to select an annuity through the Plan.

IMPORTANT: These figures are not guaranteed but designed to provide an illustration of the benefits that your pension account value at that time may provide and how the figures differ between the options illustrated.



Your action



Look out for your TOMAS Pack. It should arrive shortly after you receive this guide.



Step 2

Review

You can review all of the detail provided in your TOMAS Pre Retirement Pack and see how your potential income fluctuates based on your annuity choices (page 27 on your TOMAS Options form gives an estimate of these income levels). You might also find it useful to complete the Decision Tree on page 16 of your TOMAS pack, as a way to help you work through your choices.



Your action

- Try the TOMAS online tool, ASSIST, to help you understand your annuity options. This tool uses your pension account details in the TOMAS report and shows your options in an interactive way. It also allows you to keep track of changing annuity rate prices (which can vary daily), right up to the point when you make your final choice. More details and your access details are on page 17 of your TOMAS Pre Retirement Pack.
- If after reading the pack and using the tool ASSIST you decide to proceed, complete the forms included. In particular you'll need to complete and return to TOMAS:
 - ✓ The Options Form (part 1 and 2) to let TOMAS know your lump sum decision and the type of annuity you'd like them to research. This form also gives TOMAS your instruction to proceed.
 - ✓ The Enhanced Annuity Investigation Form to help identify any lifestyle or medical conditions that may increase the annuity quotes offered.
 - ✓ The Privacy Notice which allows TOMAS to securely share relevant information with providers to obtain your quotations.



Buying an annuity through the Plan – the TOMAS process (*continued*)

Step 3

At retirement report

TOMAS will search the market, speak with leading annuity providers and then provide you with a report outlining the top provider quotes, based on your personal details and selected annuity options.



Your action

Look out for this Report. It should arrive around 3 to 5 working days after receiving your completed TOMAS forms. Alternatively, if your retirement date is in the future, you will receive this pack around 2 weeks before this date.

IMPORTANT: please contact TOMAS immediately if you want to change your annuity options or would prefer to select one of the other providers (TOMAS will automatically send you forms based on the leading quote available).

Step 4

Agreement to proceed

If after reviewing the options in your TOMAS At-Retirement Report, and getting any advice or guidance (see page 20 of this guide), if you want to proceed you would need to complete the forms included with the report. If you wish to change your annuity terms or choose a different option to the one shown on your Agreement form, contact TOMAS as soon as possible.



Your action

If you wish to proceed you'll need to complete and return the following forms to TOMAS:

- The agreement form – giving your confirmation to proceed with the annuity purchase
- You'll also need to include some original forms of identification, like your birth certificate and, if applicable, an original:
 - marriage/civil partnership certificate, and
 - spouse/partner birth certificate
- The signed application form

IMPORTANT: annuity quotes have an expiry date, so if you're interested in the offer make sure you return any required documentation to TOMAS by the date mentioned on your agreement form.



Make sure you also remember to return the relevant forms to the Plan's administrator as soon as possible or they won't be able to release your funds when it is time to buy your annuity. See page 21 for what you need to complete.





Step 5

Go

Once your completed forms, certificates and your final month's contributions (if applicable) have been received, TOMAS will work with the Plan's administrator. Remember that you'll also need to return the Plan administrator's documents (see page 21). Plus, if you're leaving the Company and taking your benefits, the administrator will also need formal confirmation of this from J.P. Morgan. Usually, the Company will send the Plan's administrator this confirmation 2 to 3 weeks after you have left their employment. If you notify the Plan's administrator of your leaving date it may help them to obtain this confirmation from the Company sooner than this.

As part of the Plan administrator's usual process, you will then receive a second letter from them asking you to confirm your choices.

Once you have replied to this letter and all identity checks have been finalised, the Plan's administrator can arrange for the units held in your pension account to be sold. The value of these units will be used to purchase your annuity and pay any cash lump sum.

If you are planning to retire at your Normal Retirement Date, the Plan's administrator will arrange for your pension account units to be sold approximately 10 working days prior to this date.



Your action

- Look out for any updates on your TOMAS ASSIST account.
- Complete and return the relevant Plan administrator forms (see page 21) and respond to their follow up letter.

Please note

Your cash lump sum will be paid once the Plan's administrator has sold the units in your pension account and made a payment to your chosen annuity provider. This is to ensure it can be paid free of tax.

Remember that in order to sell your pension account units, you must complete and return your TOMAS forms so they can instruct the Plan's administrator. You will also need to complete and return the Plan's forms and respond to the second letter from the Plan's administrator asking you to confirm your choice.

Buying an annuity through the Open Market Option

TOMAS search the market with the aim of providing the best terms available. However, **you do not need to buy an annuity through this service**. You may prefer to do your own search or use another annuity service provider. If you want to use the Open Market Option please notify Willis Towers Watson and TOMAS as soon as possible.

You will then be responsible for completing and paying for your own review of the options available and selecting the insurance company to pay your annuity. You will then not hear anything further from Willis Towers Watson until you contact them with the details of the insurance company you have chosen to pay your annuity.



You can discuss your options during your Retirement Guidance session (see page 22). You may also wish to use the government's service, **Pension Wise** at www.pensionwise.gov.uk, and/or speak with an FCA-regulated financial adviser before you proceed further, if you have not already done so. While the Retirement Guidance Service and Pension Wise are free services, you may have to pay for any advice you receive from an impartial financial adviser. Once you have decided the type of annuity you want and the provider you will use, you will need to complete the appropriate forms and return them, as appropriate, to TOMAS, your Open Market Provider and the Plan's administrator.

B Choose to take your benefits outside of the Plan



Look out for:

Option 5 on your retirement statement for an estimate of your full transfer value.

If you wish to use income drawdown, you will need to transfer your pension account out of the Plan to do so. You can choose whichever company you like to provide your drawdown facility.



Provider options to consider

The Company has arranged competitive drawdown terms with 2 providers. You can find out more about these options in your Retirement Guidance session (see page 22 for more about this service which is paid for by the Company).

Using your pension savings to provide a flexible retirement income

Income drawdown works by transferring your retirement savings into your own arrangement, where you invest the money as you see fit. This type of arrangement offers you flexibility over the level of income you take, in the form of withdrawals, and how your remaining funds are invested.

You take 'income' from your drawdown arrangement by withdrawing funds from your investments directly, in order to meet your income requirements. Your fund can remain invested for as long as you want with the potential for further growth.

Taking your pension savings as cash in stages

If you have not already taken out your tax-free cash entitlement at the outset, 25% (in most cases) of each amount withdrawn is not liable for tax but the rest will be taxed as income. If you are considering this option you should consider your own personal tax circumstances, and the impact of taking a taxable lump sum on the tax you pay — including the possibility that you may have to pay a higher rate of tax than normal depending on the amount withdrawn.



As with any investment, there is the risk that the value of pension savings can go down as well as up. If you are considering this option you should think about how much to take out every year and how long your money needs to last.

Charges can reduce the income you receive. Check whether there are any charges or other reductions to your pension savings when a lump sum is withdrawn. Providers and schemes may also make ongoing charges on any undrawn money, so it is important to consider the impact of these charges. If you plan to take the cash to invest somewhere else, check what the charges are before you cash in your pension savings.

Different schemes and providers offer different types of flexible retirement income. Check what kind of drawdown is being offered. Some might have products where part of your income is guaranteed but charges and conditions will apply. If you are considering a flexible retirement income you should consider shopping around — an FCA-regulated financial adviser will be able to help with this.

If you access your pension account through income drawdown, the Annual Allowance available for any future defined contribution pension savings you may make will be restricted to £10,000 a year. If this restricted allowance applies to you, you'll need to notify the administrators of any pension plan of which you're an active member.

Please note that transferring your benefits out of the Plan could result in the loss of any special protections (such as a protected tax-free lump sum).

Other alternatives outside of the Plan

An overview of some other alternatives outside of the Plan is given below.

Short-term annuity (also known as a temporary annuity)

You can delay your decision to buy a lifetime annuity and instead buy a guaranteed income for a set period (often 5 or 10 years). You receive a guaranteed cash sum at the end of the chosen term, which you can use to buy a further fixed term annuity, a lifetime annuity or income drawdown.

You might choose this type of annuity if you believe that annuity rates will improve in future, although there is no guarantee that this will be the case.

Investment-linked annuities

This offers the potential of a higher income than conventional annuities by linking your income in retirement to the future performance of with-profits or unit-linked investment funds. With this type of annuity, your income is likely to change each year and can go down as well as up.

Phased retirement

Your pension account is transferred to an individual arrangement and remains invested in line with your instructions. If you choose to utilise this option, your pension account is divided into a number of segments. You receive an income by drawing a number of the segments in order to meet your requirements. Part of each segment can be taken tax free (currently up to 25%) with the remainder taxable at your marginal rate of income tax. You decide when you draw benefits. Note that the value of the remaining segments can go up or down.



You can discuss these alternative options in your Retirement Guidance session, paid for by the Company (see page 22 for details). If you wish to investigate one or more of these options further, then you should seek advice from an impartial financial adviser.

Contact the Plan's administrator (see page 24) and request a transfer out quotation to explore further. You should also let the Plan's administrator know if you are considering one of these options, so they can clarify which forms you will need to complete.



For a bit more about alternatives...

...Read the section called "Alternatives to conventional annuities" in your TOMAS Pre Retirement Pack.



Choose whether to take a tax-free cash lump sum

Whichever retirement option you choose, you may also decide to take a tax-free cash lump sum which is generally 25% of benefits (subject to a maximum of 25% of the Lifetime Allowance, see note on page 17).

Within the Plan you are not permitted to take your tax-free cash sum at retirement and defer taking your remaining benefits to a later date. If you are interested in this option you would need to transfer your Plan benefits to another provider that offers this.

If you choose to buy an annuity with an insurance company, taking a tax-free cash sum will reduce the amount you will have available to buy your annuity.

If you choose to transfer your benefits to a drawdown arrangement, you will have the option to take a tax-free cash lump sum from the Plan, immediately before transferring the remainder of your benefits. See Option 4 of your retirement statement for the maximum amount of tax-free cash available if you transfer under these circumstances.



Pension scams

If you are taking a transfer value from the Plan to invest somewhere else, or plan to take income drawdown, be aware that scammers may operate in these markets. You can find out more about how to identify scams here:

www.pensionsadvisoryservice.org.uk/pension-problems/making-a-complaint/common-concerns/pension-scams

We've also included the government's pension scam leaflet in your Retirement Pack.



D Choose to take all of your benefits as one or more cash lump sum(s)



Look out for:

Option 3 on your retirement statement for an estimate of your cash lump sum options within the Plan.

You may decide that taking all of your benefits as one or more cash lump sum(s) suits your personal circumstances.

You will still be able to take 25% of your benefit as tax-free cash, but the remainder will be taxable at your marginal rate of income tax.

Option 3 of your retirement statement shows an estimate of the total cash sum available and the 25% of that value that would be tax-free.

Within the Plan, you will have the option to take all of your benefits as cash in 2 segments, in 2 consecutive tax years, if you wish. 25% of each cash segment would be payable to you free of tax, with the remainder being taxed as income.

If you choose to be paid in 2 cash lump sums you will need to confirm, at retirement, the monetary amount of cash you wish to receive in the first year. This first lump sum will be paid at retirement, the remaining value of your pension account will automatically be paid as a second lump sum in April the following year (after the start of the new tax year).

NOTE: If you want more flexibility over when you take cash lump sums, you'd first need to transfer your benefits to a drawdown arrangement (see page 12 for more details).

If you wish to consider taking all of your benefits as cash from the Plan, please contact the Plan's administrator for more information.

On average, people aged 55 today will live to their mid-to-late 80s. It's important not to underestimate your own life expectancy. If you are considering this option you should think about how to use the money to provide an income throughout retirement.

If you are considering this option you should also consider your own personal tax circumstances, and the impact of taking a taxable lump sum on the tax you pay – including the possibility that you may have to pay a higher rate of tax than normal. And if you plan to take the cash to invest somewhere else, check what the charges are before you cash in your pension savings.

IMPORTANT: If you access your pension account in one or more cash lumps sums, the Annual Allowance available for any future defined contribution pension savings you may make will be restricted to £10,000 a year. If this restricted allowance applies to you, you'll need to notify the administrators of any pension plan of which you're an active member.

Please note taking all of your benefits out of the Plan as one or more cash lump sums would result in the loss of any protected tax-free lump sum.



Taking cash withdrawals may have implications for you if you have debt or if you are entitled to means-tested benefits. People who are concerned about this aspect can contact **Pension Wise**, the Citizens Advice Bureau or the Money Advice Service (see page 25 for contact details).

You can also discuss this option in your Retirement Guidance session (see page 22).

Example

A member retiring with a pension account value of **£100,000**, decides to take their Plan cash savings over two lump sums. The member decides the first lump sum will be **£50,000**. This means the member receives:



In year 1



A lump sum of
£50,000



25% (£12,500)
will be tax free



The remainder
taxable at their
marginal tax rate

In year 2 (April)



A lump sum of the
remainder of their pension
account, for example
£50,000



25% (£12,500)
will be tax free



The remainder
taxable at their
marginal tax rate

What else do you need to consider?

Are you considering taking a combination of benefits?

It is possible to take your benefits through a combination of lump sum, annuity purchase, and a transfer to another arrangement at retirement. However, the decision on the split must be made and implemented at retirement. If you're considering combining your options, please contact the Plan's administrator (see page 24).

When do you want to draw your benefits?

You can take your benefits at any time as long as you are age 55 or over and you have ceased membership of the Plan (you may be able to take your benefits earlier than age 55 if your retirement is on the grounds of serious ill health).

If you are considering early retirement, it is important to remember that:

- The longer you leave your pension account invested the greater the potential it has for growth. Also consider that the longer you continue as an active member of the Plan, the greater the contributions that will be paid into your pension account.
- If you are planning to buy an annuity:
 - The younger you are when you take your benefits, the higher the cost of converting your account into an annual pension (because your pension will potentially be paid for longer).
 - Annuity rates, or the cost of securing your income in retirement, also change over time (and vary significantly between insurance providers).
 - Enhanced annuity rates may be available if you are in poor health.

You can also decide to delay your retirement until after your Normal Retirement Date (NRD). Whilst you remain an employee, the Company will continue to pay contributions into your pension account as it did before you reached your NRD. You will also continue to be covered for death in service benefits, although some restrictions may apply if you are over age 65. Please refer to your benefit statement or contact the Plan's administrator if you are unsure of the NRD that applies to your benefits.

Bear in mind that the retirement process can take between three and six months to complete, so you should factor this into your plan.

Flexible retirement while still an active member

If you are an active member (someone still contributing to the Plan) you may be able to take your total Plan benefits built up to date, while continuing to work for the Company. This is known as taking flexible retirement. If you wish to take this option you will need to opt out of the Plan before taking your benefits. You will have the same retirement options for your benefits as if you were to leave the Company; you will also need to take all of your benefits at the same time.

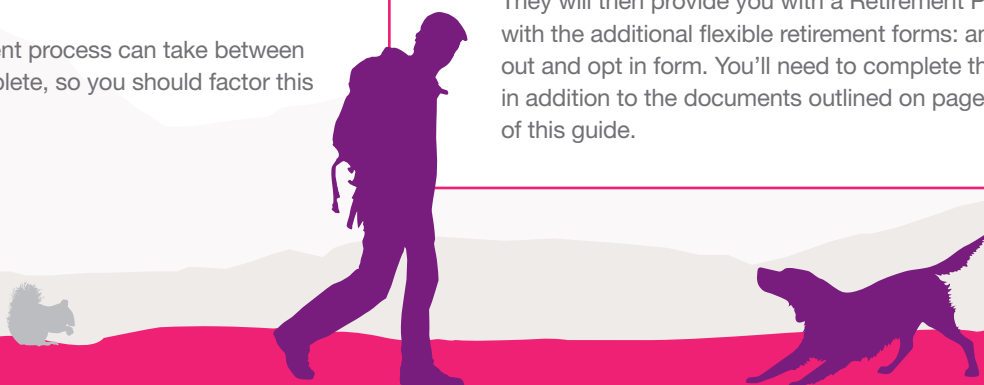
After taking your benefits you could re-join the Plan and become an active member; you would need to re-apply one clear month after your date of opting out of the Plan. Note that opting out and re-joining will affect your death-in-service benefits (see below).



IMPORTANT: Change to membership terms after opting out and re-joining the Plan

- If you were to die in service:
 - You would only be covered for the death in service lump sum benefit, based on your basic salary up to the Plan's Earnings Cap (currently £141,000). This means that if you joined the Plan before 6 April 1989, your beneficiaries would lose the benefit of a lump sum based on uncapped pensionable salary.
 - Any spouse's and children's pensions entitlement you had before opting out would no longer be provided.
- Once you start to draw any defined contribution pension benefits, your Annual Allowance (the amount you can contribute efficiently each year) will reduce to £10,000 a year and it will be your responsibility to monitor your total contributions (to all pension arrangements) against this limit.

If you are considering taking this option please contact the Plan's administrator and let them know your request relates to flexible retirement. They will then provide you with a Retirement Pack with the additional flexible retirement forms: an opt out and opt in form. You'll need to complete these in addition to the documents outlined on page 21 of this guide.



Do you have pension benefits from other company or personal pension schemes?

When you contact the Plan's administrator, you should tell them about any benefits you may have in other pension arrangements, including the JPMC UK Retirement Plan.

If you have pension benefits in any other DC pension scheme, you may be able to take these benefits now. You may also be able to arrange to transfer those DC benefits in to the Plan, with a view to consolidating at retirement. This will be at the discretion of the Trustee, and each case will be reviewed individually. For further information, please contact the Plan's administrator (see page 24). You may wish to contact the administrator of that scheme to arrange for them to send you details of your options from the scheme.

If you do not have current contact details for the scheme administrator, the Pension Tracing Service will be able to help you (see page 26 for details).

If you also have benefits in the JPMC UK Retirement Plan, the Plan's administrator may need to contact the administrator of the JPMC UK Retirement Plan for information in order to provide you with appropriate cash lump sum information within your retirement illustration.

If you wish to receive a retirement quotation from the JPMC UK Retirement Plan you will need to contact the administrator, Mercer; see page 24 for contact details.



The Lifetime Allowance

The Lifetime Allowance is the total value of pension savings you can build up in registered UK pension schemes over your entire working lifetime before additional UK tax charges apply. When you take any benefits from the Plan, their value will be checked against your available Lifetime Allowance. This is set by the government and is currently £1 million for the 2016/17 tax year.

Benefits built up above the Lifetime Allowance will be subject to additional tax. Please refer to the Lifetime Allowance help sheet enclosed.

Because the Lifetime Allowance takes into account all of your UK pension benefits, including those built up in other pension plans, it is very important to keep track of all the benefits you have built up, not just those in the Plan. If you have lost touch with any previous plans, the Pension Tracing Service could help you (see page 26).

State Pension benefits

You may be eligible for State Pension benefits at your State Pension Age. The government has introduced a flat-rate State Pension to be paid to anyone that reaches State Pension Age from April 2016. The amount of pension paid will be based on your National Insurance and contracting-out record.

Your State Pension Age also depends on your date of birth and will be increasing in the coming years. State pension provision is complicated and changes periodically. The details are beyond the scope of this booklet.

Simply ignoring your State benefits may mean that you miss out on the opportunity to make the most of your retirement planning. For more information about your State benefits, including projected quotations, visit: www.gov.uk and click on 'Working, jobs and pensions' then 'State Pension'.

Retiring overseas

Your UK State Pension can normally be paid to you in any country but you will not get any increases on your State Pension unless you are living in another European Country, the United States or a few other countries (not including Australia, New Zealand or South Africa). More information is available on the Department for Work and Pensions website.

Annuity payments can sometimes be paid to you overseas (you should check this with your chosen annuity provider; some providers may only make payments into a UK bank account). If you agree with HMRC that your residency is overseas, you may be able to arrange for your pensions to be paid free from UK taxes so that you pay tax in your new country of residence instead.

NOTE: If you choose to take any part of your Plan benefits as cash, your payments may be subject to UK tax.





MyPension is our online, self-administration service which allows you to monitor your pension account and investment choices.

Accessing MyPension is easy:

If you are a current employee go to me@jpmc on the Company intranet and click on Retirement Savings and then the link to MyPension (if you are in the office).

If you are a current employee working away from the office, go to **me@jpmc.com** and click on the link to MyPension.

If you are a deferred member visit – **<https://epa.towerswatson.com/doc/JMC/login.htm>** and log on using your user ID and password.

If you have forgotten your log on details please call the Plan's administrator (see page 24). Please be aware that when you contact the Plan's administrator, you will be asked a number of security questions to validate your identity. One of these checks will be to confirm your National Insurance number, so please try to have this at hand when you call the helpline.



Don't Forget: TOMAS ASSIST

This online tool uses your pension account details in the TOMAS report and shows your options in an interactive way.

It also allows you to keep track of changing annuity rate prices (which can vary daily), right up to the point when you make your final choice. More details and your access details are on page 17 of your TOMAS Pre Retirement Pack.



Frequently asked questions

What happens once I send in my completed retirement forms included with this guide?

We will need to send you a second letter asking you to confirm your choices and ensuring you've understood the risk of each option before the retirement process can proceed.

Why have I been sent this Retirement Pack, I did not request it?

We've sent you this pack because you are either approaching your Normal Retirement Date (age 60) or your selected Target Retirement Age. If you don't want to take your benefits at this time, you do not need to do anything. The Plan's administrator will only start the retirement process once they've received the completed forms mentioned on page 21 of this guide.

Can I take 25% of my pension account as tax-free cash and take the balance at a later date?

If you wanted to access this option, you would need to transfer out your benefits to a provider that would allow you to do so.

Can I take some of my benefits from the Plan and then take the balance at a later date?

Unless you wish to receive a cash lump at retirement and have chosen to have this paid over 2 separate tax years, one payment now and the next early in the new tax year, you would have to take receipt of all your benefits in one go. See page 15 for more about taking all of your benefits as two cash sums within the Plan.

Do I have to make the same choices for all of my benefits if I have more than one period of service?

You can make different choices for your total funds from each period of service. You may also choose to take all of your benefits from one period of service and not from the other. But, if you decide to take your benefits from a particular period of service, you will need to take receipt of those benefits all in one go.

What if I want to retire overseas?

Some providers may make payments overseas. Others may only make payments into a UK bank account. Please check with your provider to find out if this is possible. Your UK State Pension would normally be payable overseas (see page 17).

If you buy an annuity you may be able to arrange for a gross payment (without UK tax deduction). If you choose to take all of your benefits as cash, it will have to be taxed in line with UK tax rules.

What if I live overseas?

Please be aware that you'll need to provide additional identification items as mentioned on page 21 of this guide.

Next steps



Note: you may also decide at this stage you wish to postpone taking your benefits and change your Target Retirement Age. Please contact the Plan's administrator for what to do if you are considering this option.

If you are now approaching retirement you should consider your next steps:

1 Book your free Retirement Guidance session.

This guide outlines some of the options available to you regarding your benefits under the Plan. To help you consider your options, you can speak with a retirement specialist through the Retirement Guidance Service.

Retirement Guidance Service

What is it?

This is an over-the-phone **guidance** service provided by Willis Towers Watson and paid for by the Company that helps you consider your Plan options.

In this session you would be able to discuss and review your options for taking pension benefits from the Plan, with a retirement specialist who understands the Plan and the benefits it offers.

If you use this service, the Plan's administrator will share your Plan details with your retirement specialist, to help tailor your conversation. **Note:** you will not be able to arrange your guidance session through the Plan's administrator.

Read page 22 of this guide to find out more.

What do I need to do to access this service?

Please email jpmguidance@willistowerswatson.com to begin this process. You should receive a call from Willis Towers Watson 2 to 3 working days later.

Cost: will be paid for by the Company*

***IMPORTANT:** this service will usually be paid for only once by the Company in your retirement preparation. Please ensure you access this service at the appropriate time, such as when you intend to take your benefits.

Additional guidance advice to consider

You may also seek general guidance from **Pension Wise** at www.pensionwise.gov.uk and/or from an FCA-regulated financial adviser before you proceed further.

Pension Wise	Impartial financial advice
What is it? This is a government guidance service where you can discuss: <ul style="list-style-type: none">• what you can do with your pension pot• the different retirement options and how they work• the tax implications of the different options This is a general conversation and your guidance will not be specific to the Plan.	What is it? An advice service arranged by you to speak with an FCA-regulated adviser. The service you will receive will depend on the terms agreed with your adviser. It will be up to you to provide the relevant information to your adviser as they will need to learn about specific Plan benefits. For example, as a start they can visit www.mypensiontools.co.uk to access the Plan's guides.
What do I need to do to access this service? You can call 030 0330 1001 between 8am and 10pm, Monday to Sunday, if you want to book an appointment either face to face or by phone.	What do I need to do to access this service? You can find out more about impartial financial advice at www.moneyadviceservice.org.uk/en/categories/financial-help-and-advice and www.unbiased.co.uk
Cost: this is a free government service.	Cost: this will depend on the provider and the cost will be met by you.

2

Decide what you want to do with your pension account.

You can take one or a combination of the following options. Here are the **Plan administrator** steps to complete to make your choice. (There are additional steps if you choose an annuity through TOMAS (see pages 9 to 11) or an open market provider.)

NOTE: If you take a combination of options, the decision on the split must be made and implemented at retirement.

Buy an annuity through the Plan (TOMAS)

(Option 1 on your retirement statement without cash/Option 2 with cash)

Buy an annuity through the Open Market Option (OMO)

Take your benefits outside of the Plan

(Option 5 on your statement for a full transfer/Option 4 with cash)

Take all of your benefits as one or more cash lump sum(s)

(Option 3 on your retirement statement)

Step 1 Complete your retirement statement

The sections in this statement are:

- Section A – Personal details and benefit information
- Section B – Information about the Lifetime Allowance and any protections you may have
- Section C – Your pension choices (part 1: TOMAS or Open Market Option; part 2: make your benefit decisions; part 3: Lump sum with annuity)
- Section D – Plan details and important notes
- Section E – Your declaration (part 1: confirmation of actions; part 2: recycling of lump sums; part 3: declarations)

Sections you will need to complete depend on your choice

An annuity without cash:

- Section B
- Section C: part 1, 2
- Section E: part 1, 3

An annuity with cash:

- Section B
- Section C: part 1, 2, 3
- Section E: part 1, 2, 3

An annuity without cash:

- Section B
- Section C: part 1
- Section E: part 1, 3

An annuity with cash:

- Section B
- Section C: part 1, 3
- Section E: part 1, 2, 3

- Section C: part 2
- Section E: part 1, 3

If transferring to drawdown and taking cash from the Plan (Option 4), you'll **also** need:

- Section B
- Section C: part 2, 3
- Section E: part 2

- Section A (if smaller cash lump sum rules apply)
- Section B
- Section C: part 2
- Section E: part 1, 2, 3

Step 2 Complete your Identity verification requirements form

Step 3 Complete any additional Plan administrator forms

- A **Payment instruction form**, and (if relevant) an **overseas mandate form**, if you're taking any cash.

- A **Payment instruction form**, and (if relevant) an **overseas mandate form**, if you're taking any cash.

- A **Transfer agreement***
- If you're transferring overseas, request an **overseas transfer pack** from the Plan's administrator.
- A **Payment instruction form**, and (if relevant) an **overseas mandate form**, if you're taking any cash before drawdown (Option 4).

- A **Payment instruction form**, and (if relevant) an **overseas mandate form**, if you're taking any cash.

Step 4 Provide identification (separate to any documents provided to TOMAS)

- A photocopy of your passport (clearly detailing your personal details and code)

Plus, if you're based overseas, please also provide ORIGINALS of the following:

- Your birth certificate and, if applicable, your marriage or civil partnership certificate
- Two separate and different forms of identification, for example, utility bills

Please ensure that original certificates are sent by recorded mail. They will also be returned to you by recorded mail.

Step 5 Receive and reply to the Plan administrator's follow up letter

After returning the above, you'll receive a second letter from the Plan's administrator asking you to confirm your choices. Once you have replied to this letter and all identity checks have been finalised, your Plan benefits can be paid in line with your choices.

You should allow approximately three to six months to complete the retirement process.

* If you have not chosen a drawdown option that is being facilitated by the Trustee and J.P. Morgan, we will also need a copy of the receiving plan's HMRC registration certificate. For more details, see your transfer out process notes included in your Retirement Pack.

The Retirement Guidance Service

To help you consider your Plan options and make informed decisions, your next step is to book an appointment with the Retirement Guidance Service, paid for by the Company and provided by Willis Towers Watson.

About the service

What it is

This is an over-the-phone guidance session with a Willis Towers Watson retirement specialist who understands the Plan and the benefits available to you. The length of your call will depend on your situation, but can last up to 45 minutes. To help focus your discussion, you'll be asked to complete and return a questionnaire in advance of your session.

During your session you will be able to discuss:

- Your options for:
 - taking tax-free cash from the Plan
 - annuity purchases (including comparing options)
 - taking lump sums (Uncrystallised Fund Pension Lump Sums) from the Plan over up to 2 tax years
 - transferring your Plan benefits to an alternative provider to make use of longer term income drawdown (plus potential alternative products if these are likely to be relevant to you), and
 - taking a combination of the choices mentioned above.
- Your options if you expect to be impacted by the Annual Allowance and/or Lifetime Allowance in the year of retirement
- Tax implications, and
- Your investment options within the Plan.

This service will be paid for by the Company for one session during your retirement planning. Therefore, please make sure you make use of this service at the appropriate time, such as when you intend to take your benefits.

What it isn't

This session is not advice, so your retirement specialist cannot advise you on the most appropriate option(s) for you. Nor can they complete any paperwork for you to implement your chosen option on your behalf.

Your session will focus on your options for taking benefits from the Plan in the context of your wider financial position. It will not cover a discussion on other financial products or pension arrangements that you have.

If, subsequently, you would like to extend the service offered by Willis Towers Watson to cover any excluded items, any fees for such services will be at your own cost. Willis Towers Watson will agree any such fees with you before starting any further work. Similarly, you are of course free to appoint your own regulated Financial Adviser to address any of these issues at your own cost. You should also note that one of the available drawdown options includes a regulated advisory service.



How will the service work?

Tell Willis Towers Watson you're interested...	To start the process please email jpmguidance@willistowerswatson.com with your preferred contact details.
Your initial call...	You should expect a call from Willis Towers Watson within 2 to 3 working days of sending your email. On this call they will discuss with you the service, the process and what you'll need to do next. They can also answer any initial questions you might have about this service.
Information gathering...	<p>Once you've had your initial call, Willis Towers Watson will send you an email with the following:</p> <ul style="list-style-type: none"> • Booking confirmation which outlines the details of your session, including the agreed phone number for your call. • A questionnaire which asks you to provide details of any other pension arrangements you have made and your general financial circumstances. This questionnaire will help the retirement specialist discuss with you your options in your personal financial context. • Guidance leaflet which outlines the conditions of the guidance session. <p>Please return your completed questionnaire to the Willis Towers Watson address indicated in your email at least 2 weeks before your planned session, so that your retirement specialist can review your details thoroughly.</p>
Information sharing...	<p>Once you have returned your questionnaire, the Plan's administrator will send your retirement specialist the following information:</p> <ul style="list-style-type: none"> • Your TOMAS Pre Retirement Pack • Your retirement statement
At your session...	<ul style="list-style-type: none"> • This will be an over-the-phone guidance session which can last up to 45 minutes, depending on your situation. Please note that for compliance reasons, your guidance call will be recorded. • Your retirement specialist will contact you on a pre-agreed number of your choice. • Your conversation with the retirement specialist will be treated as strictly confidential. <p>Do you need full advice? You have the option to arrange full impartial advice, at the time of your appointment. Please discuss this with them at your session if you are interested to know more and understand the cost.</p>
Following your session...	<ul style="list-style-type: none"> • If needed, get further advice either with Willis Towers Watson or independently. • Complete your relevant Plan administrator forms and, if required, TOMAS or other provider forms.

Remember to allow sufficient time to complete this process before your planned retirement date.

To find out more about this service please contact jpmguidance@willistowerswatson.com



Useful information and contacts

Contact the Plan's administrators

If you have any questions about the J.P. Morgan UK Pension Plan please contact the Plan's administrator on **01737 227589** or email: **jpmukpension@willistowerswatson.com**

They will be able to arrange to provide you with the current value of your pension account and annuity quotations as well as providing you with information about timings and tasks you need to consider. Please note: when you contact the Plan's administrator, you will be asked a number of security questions to validate your identity. One of these checks will be to confirm your National Insurance number, so please try to have this at hand when you call the helpline.

If you need more specific advice tailored to your circumstances (and particularly if you intend to draw down your income) you should consider consulting an impartial financial adviser. For more details visit:

www.moneyadvice.service.org.uk/en/categories/financial-help-and-advice



Contact TOMAS

If you have any questions about the information provided in your TOMAS Pre Retirement Pack you can contact TOMAS using the details shown on page 3 of your Pre Retirement Pack.

Remember to quote your unique report reference (also shown on page 3 of your pack) when you contact them.

The Retirement Guidance Service

You can arrange a guidance session to help you understand your Plan retirement options. This service is paid for by the Company and provided by the Plan's advisers, Willis Towers Watson. See pages 22 to 23 to find out more about what this service offers.

If you'd like to find out more or book a guidance session email **jpmguidance@willistowerswatson.com**

You should hear from Willis Towers Watson within 2 to 3 working days of sending your email.

Other contacts and useful websites

Planning for your retirement is a complex process, so here are some contacts you may need:

JPMC UK Retirement Plan Pensions Helpline

If you also have benefits in the JPMC UK Retirement Plan and would like further details, please contact the Pensions Helpline on **01243 522180** or email: **jpmukpension.admin@mercercor.com**

Please note: when you contact the Pensions Helpline, you will be asked a number of security questions to validate your identity. One of these checks will be to confirm your National Insurance number, so please try to have this at hand when you call.

Pension Wise

You can get free impartial information and guidance to help you understand your retirement options from **Pension Wise** which is a new service provided by the government. This is available as follows:

- On-line guidance is available from the government at www.pensionwise.gov.uk
- Face-to-face guidance is available from a local Citizens Advice Bureau
- Telephone guidance is available from The Pensions Advisory Service (TPAS).

To book an appointment for either face-to-face or telephone guidance please phone **0300 330 1001**.

Before making any decisions, we recommend that you take advantage of the free guidance available as above and, if necessary, that you also speak to an impartial financial adviser.

Department for Work and Pensions

For advice on preparing for your retirement, see the pensions and retirement planning section at www.gov.uk

The Money Advice Service

The Money Advice Service has been set up by the government to help people make financial decisions.

It provides personalised advice online, over the phone and face-to-face across the UK through a national network. Also the Money Advice Service produces a booklet 'Your pension – it's time to choose' which you may find helpful.

telephone: 0800 138 7777

website: www.moneyadviceservice.org.uk

The Pensions Advisory Service (TPAS)

If you have any questions about pensions, you can contact TPAS. This is an independent organisation which can help with your pension and annuity enquiries.

telephone: 0300 123 1047

email: enquiries@pensionsadvisoryservice.org.uk

website: www.pensionsadvisoryservice.org.uk



The Pension Tracing Service

The Pension Tracing Service can help you find pension schemes you have been a member of in the past that you have lost touch with. You can ask them for a tracing request form and the tracing service is free. The minimum they will require from you is the name of your previous employer or pension scheme.

address: Pension Tracing Service
The Pension Service 9
Mail Handling Site A
Wolverhampton
WV98 1LU

telephone: 0345 600 2537

textphone: 0345 300 0169

You can also use their online form at www.gov.uk/find-lost-pension



Financial Conduct Authority (FCA)

The FCA regulates firms and individuals that promote, arrange or provide personal pension schemes in the UK.

You can find out more about the services the FCA provides to consumers at www.fca.org.uk/consumers/financial-services-products/pensions or by calling **0800 111 6768**.



The Pensions Regulator

The Pensions Regulator has a wide range of powers including protecting the benefits of scheme members.

address: The Pensions Regulator
Napier House
Trafalgar Place
Brighton
BN1 4DW

telephone: 0345 600 0707 (9am to 5pm, Monday to Friday)

email: customersupport@thepensionsregulator.gov.uk

website: www.thepensionsregulator.gov.uk



Other pension benefits

If you have pension benefits in any other defined contribution pension arrangement, you may be able to take these benefits now as well. You will have to contact the administrator of that scheme to obtain details of your options under that scheme.



We recognise that you will need different sources of information at different times. So, you might be interested to know about the ways in which you can access information to help you plan for your retirement:

Library

Tools

My Handbook

My Handbook covers many of the same themes as My Quick Guide, but gives you further details around:

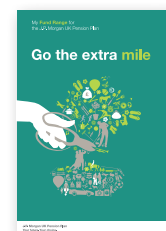
- how the Plan works;
- the types of contributions you can make to your pension account;
- what happens when you retire, including all the options available to you;
- what happens if you die while in service, or after you retire; and the State Pension benefits.



My Fund Range

My Fund Range looks in detail at the performance and objectives of each of the funds available in the Plan, plus it includes:

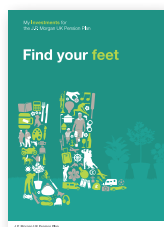
- detail about the Default Option and your choices within it;
- information around risk;
- guidance on how to make your investment choices on MyPension; and
- contact details of the fund managers responsible for each of the funds available in the Plan.



My Investments

My Investments gives you an overview of the important things to consider when investing, plus it includes:

- the different types of investments available;
- an introduction to the types of risk;
- the investment options available to you within the Plan.



Plan Ahead

Plan Ahead is our twice yearly Plan newsletter, keeping you informed of all the latest news from the Trustee, including up-to-date Plan facts and figures, recent developments within the Plan, and the broader pensions news that's relevant to Plan members.



You can find all of these guides in the Plan library on [MyPension](#) and on [MyPensionTools](#).

Library

Tools

MyPensionTools

Visit www.mypensiontools.co.uk to access the Contributions Calculator, a simple tool to help you to work out the net cost of increasing your contributions. With savings in tax and National Insurance, it might cost you much less than you think.



Films

Our **3 short films**, available on MyPensionTools, will help you understand why it's important to consider your retirement savings as early as you can, no matter what your age. They are designed around 3 simple steps: **Know how much you'll need**, **Contribute as much as you can**, and **Make your money work harder**.



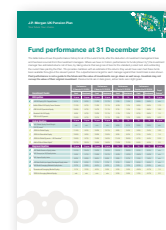
MyPension App

Monitor your account on the move via your smartphone using the **MyPension App**. Look at your fund balance, track investment performance and check your estimated retirement income. See the 'Downloading the App' instructions on MyPension.



Fund performance

Available on MyPension approximately 6 weeks after each quarter end, the **My Fund Range guide** is updated and summarises the performance of all of the funds available in the Plan over the course of the quarter. In addition you can also access a more detailed 2-page fund factsheet on each of the individual funds, updated annually.



While every effort is made to ensure that the information in this booklet is accurate, in the event of any discrepancy with the Plan's formal Trust Deed and Rules, the Trust Deed and Rules will prevail.

Nothing in this booklet confers any entitlement to benefits in excess of those set out in the Trust Deed and Rules.

