

Santander (UK) Group Pension Scheme  
Group Section – 1999 members

# A guide to **your benefits**

for a  
**future**  
worth having





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## The key features of your Scheme at a glance

**As a member of the Scheme you are entitled to the following benefits:**

- a retirement pension for life
- the right to a tax-free cash sum in exchange for part of your pension
- a lump sum and a pension for your surviving spouse or civil partner and children if you die while still working for the Santander Group
- a pension if you have to retire through illness
- a pension for your surviving spouse or civil partner and children if you die in retirement or before taking your pension
- the chance to retire early
- the option to transfer your pension to a new employer or personal pension plan

**If you have any questions about the Scheme or your benefits, please get in touch with the Scheme's Administrators - they'll be happy to help. You can find their contact details on page 55.**

This guide contains a summary of the benefits that may be payable from the Group Section of the Scheme – 1999 members. Pensions to spouses, civil partners and children are only payable if you die leaving a spouse, civil partner or children, as defined in the Rules of the Scheme. The actual benefits payable to you may differ from those set out in this guide. You can find full details of how the Scheme works in the Trust Deed and Rules, the legal document which governs the Scheme. If there is any inconsistency between the Trust Deed and Rules and this guide, the Trust Deed and Rules will be followed.



## Introduction

**This guide is for current active members of the Group Section of the Santander (UK) Group Pension Scheme ('the Scheme'), who became employed by one of the participating Employers of the Scheme on or after 1 April 1999 but before 4 March 2002 (known as 1999 members).**

We've tried to make this guide easy to read and understand, but we've had to use a few technical terms. These appear in **bold** throughout the guide and they are defined under 'Some terms you'll need to know' on page 5.







## Some terms you'll need to know

Although we have tried to use simple language in this guide, we have had to use certain terms and expressions that have specific meanings. These terms are shown in **bold** wherever they appear in this guide and their meanings are explained here.

### 1999 members

Members who became employed by one of the participating **Employers** of the Scheme on or after 1 April 1999 but before 4 March 2002.

### Basic Annual Salary

This is your annual basic salary (plus any other payments the **Company** decides should be included).

For all members, from 2 March 2015, increases to Basic Annual Salary are capped at 1% a year for all purposes of the Scheme, except for the calculation of a lump sum which is payable if you die while in **Pensionable Service**.

For salary sacrifice members, your capped Basic Annual Salary is based on the salary you would be receiving had you not entered into the salary sacrifice arrangement.

Basic Annual Salary (and any other payments the **Company** decides should be included) on 1 March 2015 cannot exceed £145,800. Basic Annual Salary for the purposes of working out the death in service lump sum will be limited to the 'earnings cap' that would have applied (under pre 6 April tax laws) at the date of death.

**Company:** Santander UK Plc.

**Employer:** any Employer of the Santander Group which takes part in the Scheme.

**Estate:** Your property, money and possessions that are assessed for tax purposes on death.

**Final Pensionable Salary (FPS)** is the greater of either:

- the average of your capped **Basic Annual Salary** during the 12-month period prior to your retirement, leaving service or death; or
- the highest average of your capped **Basic Annual Salary** during any of the previous four 12-month periods.

**Guaranteed Minimum Pension** is the minimum amount of pension that's payable by the Scheme in respect of periods of contracted-out **Pensionable Service** between 6 April 1978 and 5 April 1997. (See page 46.)

**Normal Pension Age** is age 65 for both men and women.

**Normal Pension Date** is the first day of the month following your 65th birthday for **Pensionable Service** on and after 6 April 2010.

**Pensionable Service** is the period of continuous service that counts towards your pension. Normally this is the number of years that you've contributed to the Scheme plus any extra years granted because you transferred in benefits from another scheme. Part years of Pensionable Service will count towards your pension.



# Building up **your benefits**

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## How your pension builds up

By paying contributions of 4%, you build up pension at the rate of 1/60th of **Final Pensionable Salary** for each year of **Pensionable Service**.

If during any period before 1 April 2013 you paid contributions of less than 4%, you built up pension at the rate of 1/68th of **Final Pensionable Salary** for each year of **Pensionable Service** earned during that period.



## How much you pay

To build up your benefits, you pay 4% of capped **Basic Annual Salary** (plus any other payments the **Company** decides should be included). In return, you are entitled to all of the benefits described in this guide.

If you are a salary sacrifice member, your **Employer** will pay equivalent contributions to the Scheme on your behalf. And you won't have to pay National Insurance on your contributions.

Although you contribute towards the cost of the benefits that the Scheme provides, the **Employers** pay most of the cost.

**Please note:** the Government limits the total amount of pension benefits you can build up each tax year in all registered pension schemes you belong to. It also limits the total benefits you can take during your lifetime. For more details, please download the factsheet 'Tax and your pension'. Go to 'My Account' and then look under 'Documentation'.







## Boosting your pension

If you want to boost your pension benefits, you can, by making additional voluntary contributions (AVCs) to LifeSight, the **Company's** defined contribution scheme. You also have the option to pay contributions into any other personal pension arrangement of your choice.

You can find out more about LifeSight on [www.wearesantander.co.uk](http://www.wearesantander.co.uk) (click on 'LifeSight' in the 'Rewarding you' section of the website), which contains Plan guides, information on making additional voluntary contributions and other useful factsheets and information.

**Please note:** you are no longer able to pay additional voluntary contributions (AVCs) directly to the Scheme. However, any AVCs you paid before 6 April 2010 remain part of your benefits.





# 2

## At retirement

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## When you can retire

You can take your benefits from the Scheme when you reach 65. This is the **Normal Pension Age** under the Scheme. However, you can, if you want, take your pension early, from age 55 onwards, but you'll need the consent of your **Employer** and the Trustees.

It's also possible, after the age of 55, to take your pension benefits while you carry on working. For more information about this option, please get in touch with the Scheme's Administrators.

If you want to take your benefits later than your **Normal Pension Age** (age 65) you can, as long as you are still working for one of the **Employers** that participates in the Scheme. In these circumstances you may continue to build up pension in the Scheme.



## What you will get

Your benefits give you a pension for life, based on your **Pensionable Service** and your **Final Pensionable Salary**. The pension will increase each year, broadly in line with inflation. You have a once-only option to give up some of your pension for a cash lump sum.

**Please note:**

*For any period of part-time work, you'll be treated as if your **Final Pensionable Salary** is what you'd have earned if you were full time, but your **Pensionable Service** will be reduced based on the hours that you work compared to a full-timer.*

**For more details about your benefits as a part-timer, please get in touch with the Scheme's Administrators.**





## How your pension is calculated

### Retiring at Normal Pension Age

Your pension from the Scheme will normally be paid from age 65.

We work out your pension using your **Final Pensionable Salary** and your **Pensionable Service**.

We take into account any **Pensionable Service** you transferred into the Scheme.

Please see the following pages for more details. For simplicity, we've assumed that you've always contributed at the full rate of 4% (see page 7).

If you made Additional Voluntary Contributions (AVCs) to buy extra pension, this is then added to your total pension. Any pension built up from extra years of **Pensionable Service** you transferred into the Scheme will also be added to your total pension.





## How your pension is calculated

Number of years of **Pensionable Service**



**1/60th**

of your **Final Pensionable Salary**

**Your  
total pension**



## Example

Della's **Normal Pension Age** is 65, when her **Final Pensionable Salary (FPS)** is £25,000.

### Della's other details:

	Up to 5 April 2010	From 6 April 2010
<b>Pensionable Service</b>	10 years	5 years
Accrual rate	1/60th of <b>FPS</b>	1/60th of <b>FPS</b>





## Della's whole pension is calculated by reference to Final Pensionable Salary

Pension built up before 6 April 2010:  
10 years' **Pensionable Service**



1/60th of **Final Pensionable Salary**  
(£25,000)

= pension of **£4,167** a year



Pension built up on or after 6 April 2010:  
5 years' **Pensionable Service**



1/60th of **Final Pensionable Salary**  
(£25,000)

= pension of **£2,083** a year



**TOTAL pension of**

**£6,250**  
a year



## How your pension is calculated

### Retiring early

Your pension is worked out in much the same way as for retiring at **Normal Pension Age**, but the amount will be reduced because you'll be receiving your pension earlier, so for a longer time.

It will be reduced for each year or part year that your retirement is before your **Normal Pension Age**.

To find out more,  
please get in touch  
with the Scheme's  
Administrators.





## How your pension is calculated

### Retiring late

Your pension when you retire will be based on the higher of:

- your **Pensionable Service** and **Final Pensionable Salary** at retirement

OR

- your **Pensionable Service** and **Final Pensionable Salary** at your **Normal Pension Age**

**PLUS**

a late retirement increase (to reflect the fact that you are retiring after your **Normal Pension Age**).





## Whenever you choose to retire

### Choosing to take a lump sum

**When you come to take your pension you can normally choose to take up to 25% of the value of your total pension benefits as a cash lump sum. The lump sum will be paid free of tax. If you choose this option it means you'll give up part of your pension, so your monthly retirement pension will be smaller.**

Full details of exactly how much cash you're able to take, and how much pension you'd have to give up to do so, will be given to you as you approach retirement.

Although your own pension will be reduced if you choose to take a cash sum, the pensions for your partner or dependants will not be affected. These are worked out based on your total pension before any cash is taken.

### When you come to retire:

- *If the total value of your pension benefits under the Scheme is less than £10,000, the Trustees may choose to pay your benefits to you as a lump sum.*
- *If the total value of your pension benefits under all registered pension schemes is less than £30,000, the Trustees may be able to pay your benefits to you as a lump sum.*

*These figures are the current amounts set by Government. They may change in future.*



## How your pension increases once in payment

Different increases apply to the different parts of your pension.

### On 1 September each year:

- the part of your pension that relates to **Pensionable Service** before 6 April 2010 (excluding any **Guaranteed Minimum Pension**) will be increased either by 5% or the latest published 12-month increase in the Retail Prices Index, whichever is the lower
- the part of your pension that relates to **Pensionable Service** on or after 6 April 2010 will be increased either by 2.5% or the latest published 12-month increase in the Retail Prices Index, whichever is the lower.

The part of your pension that is **Guaranteed Minimum Pension** will be increased as set out in pension law.





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## Leaving the Scheme before retirement

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## What happens

If you stop working for the Santander group, you'll automatically stop being an active member of the Scheme. You may also opt out of the Scheme while still working for the Santander group, but you must give the Trustees at least one month's notice in writing.

Please note that if you do opt out, you won't be able to rejoin the Scheme at a later date, although you will be able to join LifeSight (see page 9).

### When you leave the Scheme you can decide to:

- become a deferred member; that is, you leave your benefits in the Scheme until you retire and start taking a pension
- transfer the cash equivalent of your benefits to another pension arrangement. When you leave the Scheme, you'll be given a summary of your options and, if you want, you can ask for the cash value of your benefits (see 'Transferring your benefits' on page 27 for more information).

**It's important to remember to tell us if you move house between leaving and retirement, so we know where to get in touch with you with information about your benefits. It's also important to keep your Expression of Wish form up to date (see page 35 for more information).**



## What you will get

Your benefits will provide you with a pension for life, based on your **Pensionable Service** and your **Final Pensionable Salary** at the date you left the Scheme.

The pension will increase each year, broadly in line with inflation, until you come to take it. You'll normally have the option to give up some of your pension for a tax free lump sum. (See 'Choosing to take a lump sum' on page 19 for more information.) The Scheme's Administrators will write to you within six months of your **Normal Pension Age** to remind you of your benefits and what choices you have.

### Please note:

*If some of your service was part-time service, this will be treated as on page 12.*

*If you have a small pension, the Trustees may be able to pay your benefits to you as a lump sum (see page 19 for more information).*

*Once in payment your deferred pension will increase as shown on page 20.*







## How your pension is calculated

We work out your pension using your **Final Pensionable Salary** and your **Pensionable Service**.

We take into account any **Pensionable Service** you transferred into the Scheme.

Please see the following pages for more details. For simplicity, we've assumed that you've always contributed at the full rate of 4% (see page 7).

If you made Additional Voluntary Contributions (AVCs) to buy extra pension, this is then added to your total pension. Any pension built up from extra years of **Pensionable Service** you transferred into the Scheme will also be added to your total pension.

The pension will start to be paid when you reach your **Normal Pension Date**, unless you ask for it to be paid early (you must be at least 55) and the Trustees agree to this (see page 26).



## How your pension is calculated

Your pension is worked out as follows:

$$\begin{array}{ccc} \text{Number of years of Pensionable Service} & & \\ & \times & \\ & \frac{1}{60\text{th}} & \\ & \text{of your Final Pensionable Salary} & \\ & = & \\ & & \text{Your total pension} \end{array}$$

### Increases before retirement

The pension is then increased each year between your leaving date and your retirement date in line with the Retail Prices Index (RPI), up to a maximum of 5% a year.

If your pension includes **Guaranteed Minimum Pension** different increases will apply to that part of your pension.



## Taking your deferred pension early

You may retire from age 55, with the agreement of the Trustees. If you are still working for the Santander Group, you'll also need the agreement of the **Company**.

If you retire early your pension will be reduced because you'll be receiving your pension earlier and therefore for a longer time.

Your pension will be reduced for each year or part year that you are taking it before your **Normal Pension Age**.

**To find out more or to ask to take your deferred pension early, please get in touch with the Scheme's Administrators.**





# Transferring **your benefits**

Transferring your benefits

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## Transferring your benefits

Instead of receiving pension benefits from the Scheme, you may be able to take a transfer payment to another approved pension arrangement.

You can use Benpal to obtain an informal, on-the-spot estimate of your current transfer value (the cash equivalent) of your benefits under the Scheme.

To get a formal quotation, please get in touch with the Scheme's Administrators. You can ask for a quotation, at no cost, twice in any 12-month period.

Deciding whether or not to transfer your benefits out of the Scheme can be a difficult decision to make – you need to be sure that it is the right action for you. We strongly recommend that you take independent financial advice before deciding to transfer your benefits out of the Scheme. (Neither the Trustees nor the Scheme's Administrators can give such advice.) You can find out more about choosing an independent financial adviser by going to page 53.





## Transferring your benefits

Also, you'll need to take independent financial advice from an adviser authorised by the Financial Conduct Authority (FCA):

- if the transfer value of your pension benefits is greater than £30,000; **and**
- you want to transfer your benefits to a pension arrangement with a view to acquiring a right or entitlement to 'flexible benefits' (meaning defined contribution, money purchase or cash balance benefits).

The Trustees need to see evidence that you've taken such advice, before they can make the transfer payment.

**Please ask  
the Scheme's  
Administrators for  
more information  
if you're thinking  
about a transfer  
payment.**

### Take care!

You may get contacted by organisations encouraging you to think about transferring your benefits before your 55th birthday, offering a promise of cash incentives or loans against your pension assets. For most people, the offers will be bogus and you'll probably lose most, if not all, of your retirement savings. You may also incur tax charges of over half the value of your pension. For more information on these scams, visit [www.pension-scams.com](http://www.pension-scams.com) and look under 'Individuals'.



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## Protection for **your family**

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## If you die while you are in Pensionable Service

If, sadly, you die while still in **Pensionable Service**, there'll be help for your loved ones.

### Lump sum

A tax-free lump sum death benefit of four times your **Basic Annual Salary** at the date of your death will be paid. For the purpose of calculating this lump sum, your **Basic Annual Salary** will include full salary increases after 1 March 2015.

All contributions you've paid into the Scheme (for salary sacrifice members, this includes the contributions you would have paid had you not entered into the salary sacrifice arrangement), plus interest to the date of your death, will also be added to the lump sum.

### Pension for your spouse or civil partner

In most cases, if you're married or in a civil partnership when you die, your partner will receive a pension for life from the Scheme.

If you die before your **Normal Pension Date**, the amount of the pension will be one half of the pension you'd expect to have received at your **Normal Pension Date**. The pension you'd expect to have received at your **Normal Pension Date** is worked out as if you'd worked until your **Normal Pension Age**, but based on your **Final Pensionable Salary** when you died.

The pension is payable monthly from the date of your death and continues for your partner's lifetime. It will broadly increase each year by 5% (or the increase in the Retail Prices Index if lower) for pension earned up to 5 April 2010, and by 2.5% (or the increase in Retail Prices Index if lower) for pension earned from 6 April 2010 onwards. If your pension includes **Guaranteed Minimum Pension**, that part of the pension will receive different pension increases.

The pension may be less if you've been separated from your partner for two or more years when you die and there are no children living with or supported by your partner. In these circumstances, the Trustees may reduce the pension to the legal minimum payable to a partner under the rules for contracted-out benefits. If you want to know more about this, please get in touch the Scheme's Administrators.

If your partner is more than ten years younger than you, the Trustees may reduce the pension payable by up to 2.5% for each year and part year that the age difference is greater than ten years.



## If you die while you are in Pensionable Service

### Pensions for your children

If you die while in **Pensionable Service**, your children will be eligible to receive children's pensions at your death, if they're unmarried and:

- under the age of 18; or
- under the age of 21 and in full time education; or
- at the Trustees' discretion, under the age of 23 (or dependent on you before your death because of physical or mental impairment) and in full-time education, provided they were receiving children's pensions from the Scheme immediately before they attained age 21.

If there's only one eligible child, they'll receive a pension of one half of the pension payable to a spouse or civil partner.

If there's more than one eligible child, the Trustees have discretion as to which eligible children to pay a pension to, and in what shares. The total amount of the pensions payable will be 100% of the pension payable to a spouse or civil partner. A child's pension will cease to be payable when a child ceases to be an eligible child.

### Pension for other dependants

If you have no surviving spouse or civil partner, the Trustees can decide to pay a pension to anyone financially dependent on you at the time of your death. The Trustees will decide the size of the pension and for how long it will be paid for.



## On your death after retirement

If, sadly, you die within the first five years of your retirement, the Scheme will pay the balance of the first five years of pension payments as a lump sum. However, this would not include any pension increases.

### Pension for your spouse or civil partner

In most cases, if you're married or in a civil partnership when you die, your partner will receive a pension for life from the Scheme.

The amount of the pension will be one half of the pension you were receiving when you died (ignoring any reduction for taking a cash sum at retirement).

The pension is payable monthly from the date of your death and continues for your partner's lifetime. It will broadly increase each year by 5% (or the increase in the Retail Prices Index if lower) for pension earned before 6 April 2010, and by 2.5% (or the increase in Retail Prices Index if lower) for pension earned on or after 6 April 2010 onwards. If your pension includes **Guaranteed Minimum Pension**, that part of the pension will receive different pension increases.

If you married or entered into a civil partnership after the date you left **Pensionable Service** and less than six months before you died, the Trustees may reduce the pension to the legal minimum that must be paid to a partner under the rules for contracted-out benefits.

Also the pension may be less if you've been separated from your partner for more than two years when you die and there are no children living with or supported by your partner. In these circumstances, the Trustees may reduce the pension to the legal minimum payable to a partner under the rules for contracted-out benefits. If you want to know more about this, please get in touch with the Scheme's Administrators.

If your partner is more than ten years younger than you, the Trustees may reduce the pension payable by up to 2.5% for each year that the age difference is greater than ten years.

### Pensions for your children

Your children will receive a pension on your death in the same way as if you'd died in service (see page 32), but based on the pension payable to a spouse or civil partner on death after retirement (as explained earlier on this page).





## If you die before taking your deferred pension

### Lump sum

If you die before your deferred pension comes into payment, a lump sum will be paid equal to the amount of your contributions to the Scheme (for salary sacrifice members, including the contributions you would have paid had you not entered into the salary sacrifice arrangement), plus interest to the date of your death.

### Pension for your spouse or civil partner

In most cases, if you're married or in a civil partnership when you die, your partner will receive a pension for life from the Scheme.

The pension is payable monthly from the date of your death and continues for your partner's lifetime. It'll broadly increase each year by 5% (or the increase in the Retail Prices Index if lower) for pension earned before 6 April 2010, and by 2.5% (or the increase in the Retail Prices index if lower) for pension earned on or after 6 April 2010 onwards. If your pension includes **Guaranteed Minimum Pension**, that part of the pension will receive different pension increases.

If you married or entered into a civil partnership after the date you left **Pensionable Service** and less than six months before you died, the Trustees may reduce the pension to the legal minimum pension payable to a partner under the rules for contracted-out benefits.

Also the pension may be less if you've been separated from your partner for more than two years when you die and there are no children living with or supported by your partner. In these circumstances, the Trustees may reduce the pension to the legal minimum payable to a partner under the rules for contracted-out benefits. If you want to know more about this, please get in touch with the Scheme's Administrators.

If your partner is more than ten years younger than you, the Trustees may reduce the pension payable by up to 2.5% for each year and part year that the age difference is greater than ten years.

### Pensions for your children

Your children will receive a pension on your death in the same way as if you'd died in service (see page 32), but based on the pension payable to a spouse or civil partner if you die before taking a deferred pension (see earlier on this page).



## Telling us your wishes

**The Trustees decide who will receive the lump sum and in what proportions. This ensures that the lump sum will not count as part of your estate for inheritance tax purposes and means it can be paid quickly, without waiting for your estate to be settled.**

You should let the Trustees know who you'd like to receive the lump sum by completing an Expression of Wish form (also known as a nomination form). The Trustees will take your wishes into account but are not bound to follow them.

It's also important to update your Expression of Wish details whenever your circumstances change – such as marrying, having children, divorcing, or if someone you've nominated dies.

You can make a nomination or update it through Benpal. Go to 'My Account', click on 'Personal Details' and then 'Add beneficiaries'. Or you can request a form from the Scheme's Administrators. You can find the contact details for the Scheme's Administrators on page 55.





# 6

## What happens if...

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## What happens if... you take maternity leave

While on maternity leave you don't have to pay into the Scheme. Your benefits will be worked out as if you'd continued to receive your normal pay. **Pensionable Service** during your leave is affected as set out below.

- Paid maternity leave – you'll be credited with **Pensionable Service** for this period whether or not you return to work.
- Unpaid additional maternity leave – you'll only be credited with **Pensionable Service** for this period if you return to work, even if on a part-time basis. For each month you work on your return, you'll be credited with one month's extra **Pensionable Service** up to a maximum period equal to your unpaid additional maternity leave.

**Your death in service benefits will cover you throughout your whole maternity leave. If you don't return to work after maternity leave, you'll be treated as having left the Scheme and your leaving date will be the last day of your paid maternity leave.**



## What happens if... you take paternity leave

While on paternity leave you don't have to pay into the Scheme. Your paternity leave will count as **Pensionable Service** and your benefits will be worked out as if you'd continued to receive your normal pay.

Your death in service benefits will cover you throughout your paternity leave. If you don't return to work after paternity leave, you'll be treated as having left the Scheme and your leaving date will be the last day of your paternity leave.







## What happens if... you take parental or discretionary leave

While on parental or discretionary leave you don't have to pay into the Scheme.

Any period of parental or discretionary leave you take won't count towards your **Pensionable Service**, although your death in service benefits will cover you during such a period. A deduction for the period will be made to your **Pensionable Service** when you retire or leave the Scheme, whichever is earlier.

If you don't return to work after parental or discretionary leave, you'll be treated as having left the Scheme and your leaving date will be the day before your parental or discretionary leave began.



## What happens if... you take adoption leave

While on adoption leave you don't have to pay into the Scheme. Only the period of your paid adoption leave will count as **Pensionable Service** and your benefits will be worked out as if you'd continued to receive your normal pay.

Unpaid extra adoption leave will not count towards your **Pensionable Service**, but your death in service benefits will cover you during the whole of your adoption leave. A deduction for any period of unpaid extra adoption leave will be made to your **Pensionable Service** when you retire or leave the Scheme, whichever is earlier.

If you don't return to work after adoption leave, you'll be treated as having left the Scheme and your leaving date will be the last day of your paid adoption leave.





## What happens if... you are absent due to illness or injury

If you're absent from work due to an illness or injury, you'll still need to contribute to the Scheme during the period of absence. You may be allowed to suspend your contributions if you are not receiving any pay or receiving only statutory sick pay, or if the **Company** agrees for other reasons.

If during your absence your contributions are reduced, your **Pensionable Service** may be reduced by a proportionate amount. Any period of absence during which your contributions are suspended will not count as **Pensionable Service**.

If the **Company** agrees, you will be covered for death in service benefits during this period up to a maximum period of two and a half years (this can be extended if the **Company** agrees). Your benefits may, at the **Company's** discretion, be worked out as if you'd continued to receive your normal pay.

Within 12 months of returning to work, the **Company** may allow you to pay the contributions which you would have paid during your absence if you had worked normally during that period. If you do this, you'll be credited with all or an appropriate proportion of **Pensionable Service** you would have earned if you'd not been absent.

If you don't return to work within the maximum period of two and a half years (or any extended period agreed by the **Company**), you'll be treated as having left the Scheme and your leaving date will be the last day of the maximum period.





## What happens if... you get divorced or your civil partnership ends

In these circumstances, your pension rights and those of your partner may be taken into account as part of a financial settlement.

The court can direct this to be done in several different ways. Please get in touch with the Scheme's Administrators for a factsheet explaining these.





## What happens if... you become ill while in Pensionable Service

If you become seriously ill while you're in **Pensionable Service**, you may be able to retire on grounds of ill health and receive an ill-health retirement pension from the Scheme.

Retirement on grounds of ill health and payment of an ill-health retirement pension must be agreed by the Trustees and have the approval of Santander UK plc. The Trustees will need medical evidence when considering an application for ill-health retirement. They'll also ask for further medical evidence of continuing ill health after granting you an ill-health pension. If the Trustees later consider that your health has recovered sufficiently for you to be able to work, they may reduce or suspend your ill-health pension.

In exceptional cases of ill health, it may be possible to pay you a lump sum in place of an ill-health retirement pension.

For more  
information, please  
get in touch with  
the Scheme's  
Administrators.





# What the State provides

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## The State Pension has changed

**The State Pension changed on 6 April 2016. The basic State Pension and the State Second Pension (S2P) were replaced with a single flat-rate State Pension for all those reaching State Pension age on or after that date.**

The amount of State Pension that you receive depends on your National Insurance contributions record. To qualify for the full amount you need to have 35 years or more of National Insurance contributions or credits. You need to have 10 years to qualify for any amount at all. If you've between 10 and 35 years, you'll receive a proportionate amount.





## Contracting out before 6 April 2016

Before 6 April 2016, all company pension schemes had the option to ‘contract out’ of the State Second Pension (S2P) and the Scheme took up this option. This means you didn’t build up any benefits under S2P up to 6 April 2016.

Instead, responsibility for providing you with an extra pension transferred from the State to the Scheme and the Scheme guaranteed benefits that were at least equivalent to, and normally better than, the pension provided by S2P.

Because you would receive less pension from the State, you paid a lower rate of National Insurance. This saving helped you meet the cost of your Scheme contributions.

However from 6 April 2016, contracting-out was no longer allowed. The basic State Pension and the S2P were replaced at that time by a flat-rate single tier State Pension (see the previous page).

If you were in **Pensionable Service** before 6 April 1997, the Scheme provides a minimum benefit called the **Guaranteed Minimum Pension** (also referred to as ‘GMP’). Special rules apply to determine how **Guaranteed Minimum Pensions** are increased where you leave **Pensionable Service** before the age at which **Guaranteed Minimum Pensions** are paid (65 for men and 60 for women) and after the **Guaranteed Minimum Pension** comes into payment.

To find out more about your State Pension, or to ask for a forecast, call the Future Pension Centre on 0345 3000 168 or visit [www.gov.uk/check-state-pension](http://www.gov.uk/check-state-pension)



# Running the Scheme

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## The role of the Trustees

The assets and investments of the Scheme are held in a Trust, which ensures that they are completely separate from the assets of the **Company**.

The Trust is looked after by a Trustee company called Santander (UK) Group Pension Scheme Trustees Limited, which has a Board of Trustees. The Board of Trustees is referred to as 'the Trustees' in this guide.

The Trustees are responsible for the proper management of the Scheme and must act in the best interests of all the members.

There are currently thirteen Trustees; seven are nominated by the members and six are appointed by the **Company**.







## Handling your personal information

The Trustees are legally responsible for protecting your personal information, and have to comply with the relevant data protection legislation and regulations. The Trustees will process data that relates to you during the course of your Scheme membership, to calculate and provide your benefits.

For the Scheme to run smoothly, your personal information may need to be passed to other organisations, such as the Scheme's Administrators or the Scheme Actuary so that they can carry out specific processes for the Trustees. It may also be passed to the **Company** or the **Employers** for HR management, financial planning and liability management. This may involve your personal information being processed outside the UK.

In all cases, the Trustees will ensure that your personal information is only used in line with their instructions and strict policies on confidentiality, and that all necessary security measures are in place.



## The role of the Scheme Actuary

All the pension benefits for members and their dependants are funded by the contributions of members and the **Employers**. These contributions are invested by the Scheme's investment managers.

The Scheme Actuary carries out a valuation of the Scheme at least every three years, when the Scheme's assets are compared to the amount needed to pay all the promised benefits. The results of this process are then used to set the future **Employer** contribution levels, with the aim of ensuring that there'll be enough assets to pay all the benefits due.



## If you have a complaint

Complaints or disputes can usually be resolved informally by the Scheme's Administrators or the Santander Central Pensions Unit.

There is also a formal procedure for resolving disputes. This involves, as a first stage, the consideration of complaints by the Scheme Pensions Manager and if necessary, as a second stage, consideration of complaints by the Trustees. Details of this procedure are available from the Scheme's Administrators.

TPAS (the Pensions Advisory Service) is available to give free, independent information on pensions matters. Contact details are on page 53.

**If your dispute cannot be resolved under the formal dispute resolution procedure, you may refer your complaint to the Pensions Ombudsman. Contact details are on page 53.**





# Independent help and **information**

Independent help and information on pension matters 53



## Independent help and information on pension matters

### The Pensions Advisory Service (TPAS)

TPAS is available to assist you with any pensions queries or any difficulties that you've failed to resolve with the Trustees. They are an independent non-profit organisation that gives free information, advice and guidance on the whole spectrum of pensions covering State, company, personal and Stakeholder schemes.

You can contact TPAS by writing to:

Address: 11 Belgrave Road  
London SW1V 1RB

Telephone: 0800 011 3797

Website: [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)

### The Pensions Ombudsman

The Pensions Ombudsman can investigate and determine any complaint or dispute of fact or law in relation to an occupational pension scheme. The Pensions Ombudsman won't normally investigate a complaint until it has been through the Scheme's formal dispute resolution procedure.

The Pensions Ombudsman can be contacted by writing to:

Address: 10 South Colonnade, Canary Wharf  
London E14 1RB

Telephone: 0800 917 4487

Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

### The Pension Tracing Service

The Pension Tracing Service, run by the Department for Work and Pensions (DWP), holds details of all occupational pension funds. If you need help to trace pension benefits from a previous employer, you can contact:

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

Telephone: 0345 6002 537

Website: [www.gov.uk/find-lost-pension](http://www.gov.uk/find-lost-pension)

### The Department for Work and Pensions (DWP)

The DWP is responsible for State benefits. They can help you find out about your State benefits and how you can claim benefits.

Their website [www.dwp.gov.uk](http://www.dwp.gov.uk) contains information on pensions and savings. You can also check your State Pension by going to [www.gov.uk/check-state-pension](http://www.gov.uk/check-state-pension)

### Financial Guidance

*If you need help with making decisions about your pension benefits or are considering transferring them out, or help with your finances in general, we strongly recommend that you seek advice from an independent financial adviser. In certain circumstances when transferring your benefits, you have to seek such advice (see page 29 for details).*

Visit [www.unbiased.co.uk](http://www.unbiased.co.uk) for help with finding an adviser in your area.





# Keeping in touch with **the Scheme**

Getting more information about the Scheme

55



## Getting more information about the Scheme

Every year, until you come to take your benefits at retirement, we'll upload an annual benefit statement to your Benpal account.

Regular newsletters are available to keep you up to date with what's happening in the Scheme and which summarise the Scheme's financial position.

You can ask the Scheme's Administrators for copies of formal Scheme documents that give more detail about the Scheme, including the annual Report and Accounts, the Actuary's Valuation Report and the Trust Deed and Rules.

### The Scheme's Administrators

If you've any queries about the Scheme or your benefits, please get in touch with the Scheme's Administrators:

Email: SPU@JLTGroup.com

Phone: 01689 887500

Address: JLT Benefit Solutions Limited  
Post Handling Centre  
St James's Tower  
7 Charlotte Street  
Manchester M1 4DZ

### Please remember

*To keep us up to date with any change of address or email address, or change in your circumstances, such as marriage, divorce, or the dissolution of a civil partnership. You can update your details through Benpal. Go to 'My Account' and click on 'Personal Details'.*



for a  
**future**  
worth having



**If you have any questions about your benefits or the Scheme  
in general, please contact JLT, the Scheme's Administrators:**

**01689 887500 | [spu@jltgroup.com](mailto:spu@jltgroup.com)**

Write: JLT Benefit Solutions Limited, Post Handling Centre,  
St James's Tower, 7 Charlotte Street, Manchester M1 4DZ

Please remember to tell us your full name, and  
National Insurance Number when contacting us.

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