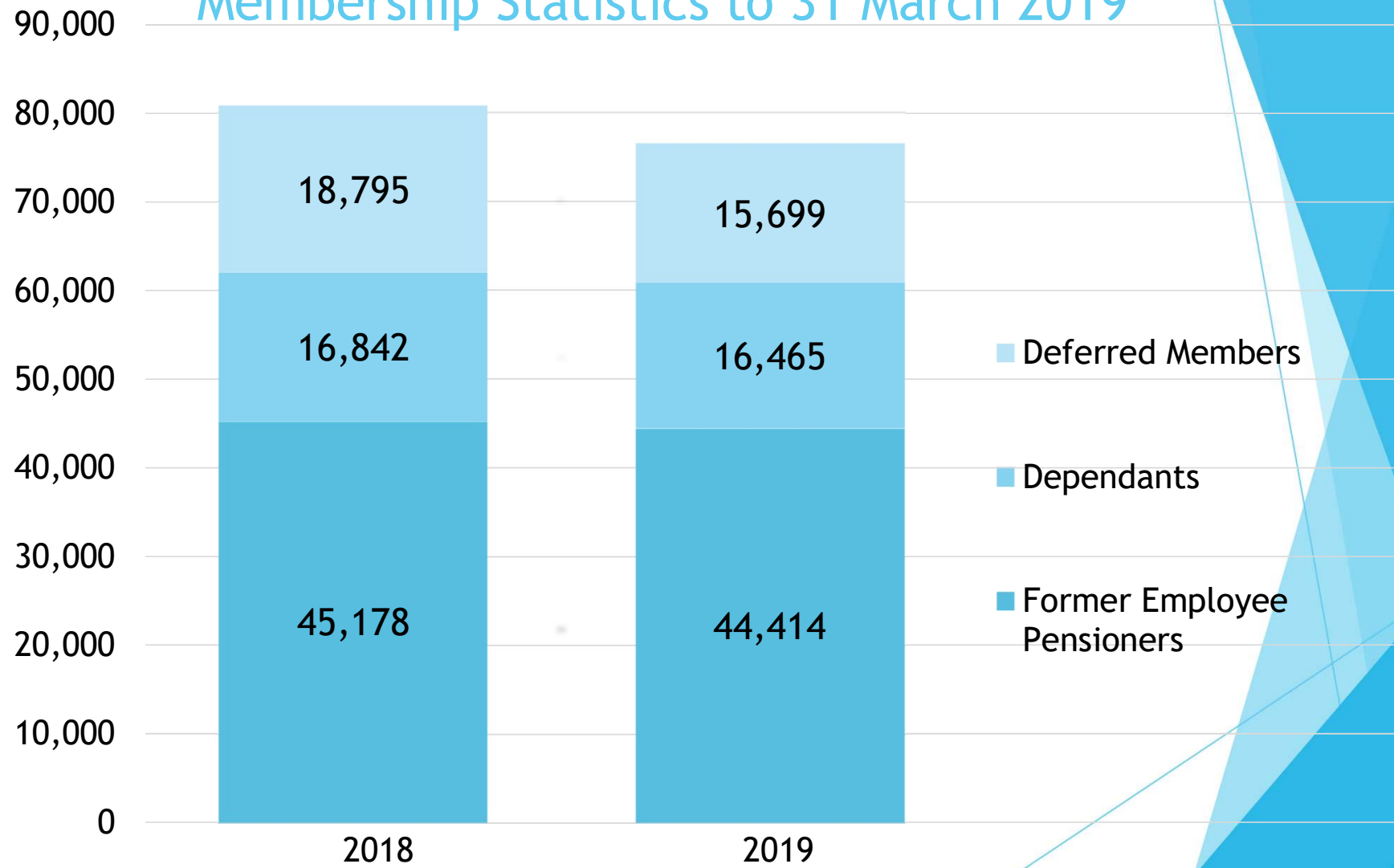




**THE
BRITISH STEEL
PENSION SCHEME**

Member Experience
Mike Donohue

Membership Statistics to 31 March 2019



Administration Service Standards to 31 March 2019

It is expected that at least 95% of cases within the tasks are processed within the appropriate time target.

Service description	Service standard (providing no referral to Actuary)	April - June	July - Sept	Oct - Dec	Jan - March
Estimate of early retirement benefits	Within 4 weeks of request	x	x	✓	✓
Normal Retirement Quote	All documentation provided in advance of Normal Pension Age	x	x	✓	✓
Transfers out - calculate transfer value and pass information to member/receiving arrangement	Within 4 weeks of request	✓	✓	✓	✓
Payroll - update system with beneficiaries revised bank details	Ahead of next payroll	✓	✓	✓	✓
Payroll - recommence payment of suspended pension where contact has been re-established	Ahead of next payroll	✓	✓	✓	✓
Payroll – pay lump sum death benefit	Within 5 days from receipt of bank details	✓	✓	✓	✓

Guaranteed Minimum Pension (GMP) background

- ▶ GMP is the minimum guaranteed level of pension which a pension scheme had to provide to members if they were contracted out of the State Earnings Related Pension Scheme between 6 April 1978 and 5 April 1997
- ▶ How does GMP create inequality in members' benefits?
 - ▶ GMP is accrued at a higher rate for females
 - ▶ GMP is payable at different retirement ages (females - age 60/males - age 65)
 - ▶ GMP increases in payment (none for GMP accrued prior to 5 April 1988 whereas CPI capped at 3% a year for GMP accrued from 6 April 1988)

GMP actions

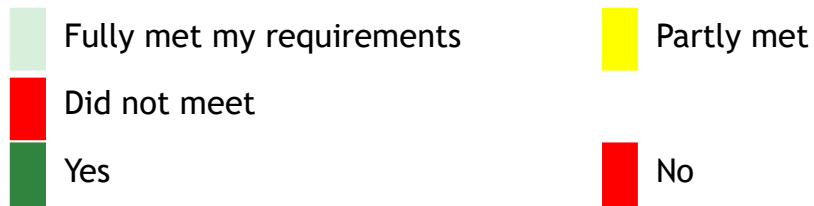
- ▶ Reconciliation – HMRC’s records of GMPs differs to schemes in a number of areas and the Scheme needs to reconcile its records with HMRC
- ▶ Rectification – after the Scheme has reconciled its GMP records with HMRC, member records need to be revised where it is concluded that the HMRC record should be used rather than the Scheme record
- ▶ Equalisation – following the High Court judgement in October 2018 (“the Lloyds judgement”), it has now been confirmed that GMPs must be equalised between men and women
- ▶ Conversion – the Lloyds judgement confirmed that GMP conversion into Scheme pension is an option

Some members may receive a small uplift to their pension following these actions

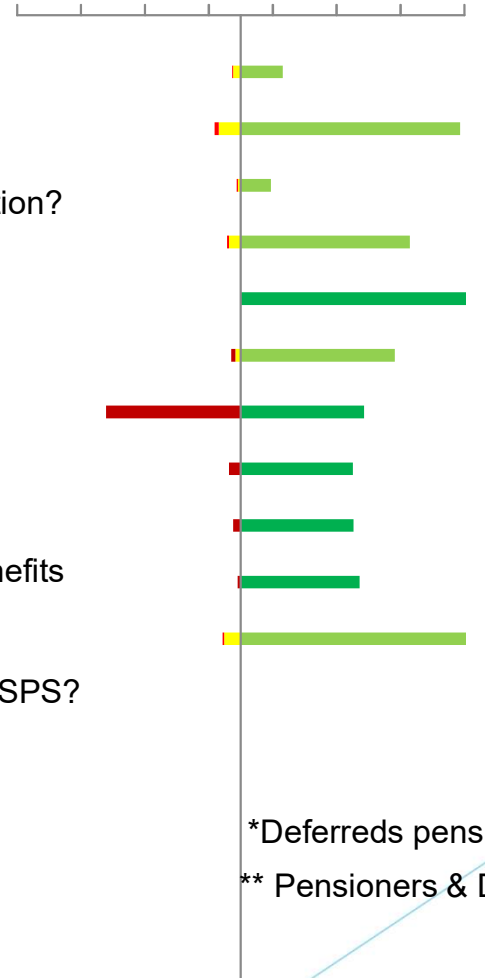
2019 Member Survey - results

- How would you rate your experience of the Scheme website?
- How would you rate your News Brief?
- How would you rate your experience of other Scheme documentation?
- How would you rate your Annual Benefit Statement?*
- My pension is paid on time and without errors**
- How would you rate your Pension Increase Letter? **
- Have you contacted the Pensions Office since 1 April 2018?
- My query was dealt with quickly and accurately
- I received a clear explanation when I asked about my Scheme benefits
- Pensions Office staff were polite and courteous
- Overall, how would you rate the level of service you receive from BSPS?

-700 -500 -300 -100 100 300 500 700



*Deferreds pensioners only
 ** Pensioners & Dependants only



Members Survey - Action Plan

- ▶ Respondents who provided contact details in relation to specific comments were contacted directly by Scheme Officers regarding their feedback
- ▶ A news alert will be added to the Scheme website alerting Pensioners to the percentages increases for the coming year.
- ▶ The Autumn newsletter will include key financial information in summary form
- ▶ Within annual deferred statements any element of a member's annual deferred pension that relates to pre-1997 service will be referenced separately
- ▶ Customer service refresher training to be provided for Pensions Office team members who handle telephone calls
- ▶ Next survey to be carried out in summer 2022

Member Survey - Some Testimonials

- ▶ *“Thank you for your help at a sad time following my husband’s death”*
- ▶ *“The service I received when I phoned to inform you that my husband had died was excellent. The people I spoke to were very sympathetic and very helpful”*
- ▶ *“All contact has been brilliant - Thank you. May it remain this way”*
- ▶ *“I have a complex series of pensions and the BPS pension is one of the simplest. It is also one of the easiest to deal with. Well done”*
- ▶ *“Excellent service”*
- ▶ *“Thank you for all your hard work. It is appreciated”*
- ▶ *“Couldn’t have been looked after better. Thanks to all involved”*
- ▶ *“BS department have been very supportive. Thank you!”*
- ▶ *Information provided on website and via newsletters is always useful to me”*
- ▶ *“I have not the slightest complaint to make about your excellent service”*
- ▶ *“Thank you. A five star service well done!”*
- ▶ *When my husband died your staff were very kind, helpful and courteous. This was most appreciated at a very difficult time”*

