



Introducing your new administrator

NSPCC Pension Scheme

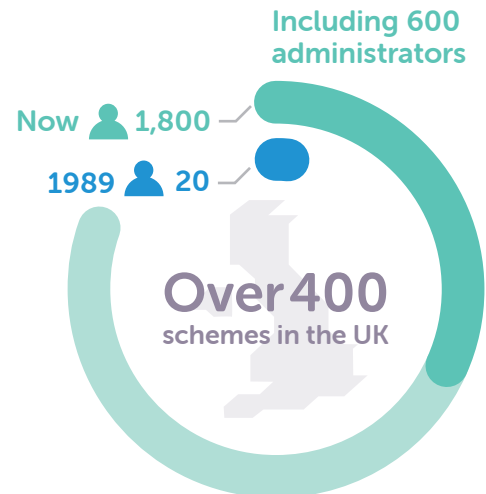


**BARNETT
WADDINGHAM**
beyond the expected

Please let us know if you're unable to read this letter. We can provide this in alternative formats including braille and on coloured paper.

Who we are

From small beginnings in 1989 with just 20 people, Barnett Waddingham is now a leading independent UK professional services consultancy across risk, pensions, investment and insurance. With a headcount of 1,800 people (including over 600 administrators) across our nine offices, we're proud to be the trusted administrator to over 400 pension schemes in the UK.



How we work

We have a wealth of experience in looking after pension schemes like the NSPCC Pension Scheme, and our outstanding personal service is something we take great pride in.

We're here to guide you through your pension journey - so if you need to tell us about a change in your personal circumstances, have a question about your pension payment or need a friendly voice to explain your retirement benefits, you can be sure that one of the [insert name] team will be ready to help.

What you can expect from us

- Accessible, friendly and professionally qualified staff.
- Clear communications.
- Exceptional customer care.
- A 'right first time' culture.
- Access to your scheme information via Pension self-service, our secure internet site.

Your dedicated team

We put ourselves in your shoes and treat everyone who gets in touch with us just as we'd like to be taken care of ourselves. It's important you feel confident and comfortable when you get in touch – and know your query will be fully answered, promptly and sensitively.

People who come to work at Barnett Waddingham tend to stay with us – something we're particularly proud of. This means you can speak to the same people in the [insert name] team, whenever you get in touch.

Your team members

- **Martin Fife**
- **Karen Edmonds**
- **Vibeke Morsley**
- **James Gill**
- **Chris Baily**

Contact details

 **Email:** NSPCC@Barnett-Waddingham.co.uk

 **Phone (if calling from UK):** Helpline: 020 4603 7134

 **Phone (if calling from overseas):** Helpline: +44 20 4603 7134

 **Address:** Barnett Waddingham LLP, 2 London Wall Place, London, EC2Y 5AU

Online access to your pension at your fingertips

As technology continues to change the way we live and work, we've become increasingly reliant on accessing our information anytime, anywhere and on any device. Along with internet access to banking, shopping and booking those longed-for holidays, there's now more demand than ever before to keep a check on our pensions. Through our secure online Clarity from BW service, you'll have access to your Pension self-service Account, where you can manage your pension whenever and wherever suits you.

You'll be able to:

- Access all of your personal information.
- See an overview of your key pension benefits on the homepage.
- Receive personalised communications when you provide your chosen name.
- Ask questions about your details or pension.
- Access online copies of important documents such as your Member booklet and securely receive electronic personal statements from the Trustee.
- Access monthly payslips and P60s (if you're already receiving your pension).
- Request quotes or estimates of your pension benefits from the scheme.
- Securely upload all your forms and documents online.



Look out for a letter in the coming months which will let you know how and when to register. We'll be on hand to help you make the most of Pension self-service and, if you need it, we can guide you through registration too.

We're proud of our reputation - but don't just take our word for it!

We've worked hard at building our company and reputation since we started, over 30 years ago. It means a great deal to us that staying true to providing a personal, quality service has resulted in many long-term working relationships with our clients and with their scheme members.

We're also proud that our administration services have been recognised by multiple industry awards, including the prestigious Pensions Administration Standards Association (PASA) Accreditation, awarded for our commitment to providing high-quality pension administration.



Barnett Waddingham's administration practice area demonstrated themselves to be set apart from the wider market and join a 'gold standard' group of in-house teams and third-party providers.

Pensions Administration Standards Association

What our clients say about us

We work with Investor in Customers and run a member survey to give our clients and members the opportunity to tell us what they really think about our services. Listening and responding to the vital feedback we receive helps us to continually improve our services, but of course, it's also great to hear some nice words too!

91%

of members rated our helpfulness as good or excellent.

88%

rated their overall experience of dealing with the admin team as good or excellent.

92%

of pension scheme client respondents said they know who to contact if they need to get in touch.

92%

of pension scheme client respondents said they trust the firm's staff to behave with fairness, integrity and honesty.

"The speed, clarity and sheer efficiency of your work is always impressive and, in these difficult days, very reassuring."

"I would like to thank the BW team for their patience and support, this represents a major life change for me and my family and your help in answering my many questions in terms I can understand is very much appreciated."

"Really liking the pension portal. It's a great service and has enabled me to look at my pension clearly for the first time."

"Thank you to your staff for being polite, professional, efficient and always very helpful."

The Scout Association

"I have absolute confidence in Barnett Waddingham to provide accurate and timely service."

Earls Court and Olympia



For more information about Barnett Waddingham, please visit our website at www.barnett-waddingham.co.uk