

# Coronavirus – Impact on RMPP

At the time of writing, the Government has put in place strict measures requiring people to stay at home, except for very limited purposes, and other measures to limit social interaction. We understand that all this will be concerning for members, for different reasons. We want to let you know what we are doing to ensure the continued running of the RMPP during this time and to reassure you about the security of your pension.

The day-to-day administration of the RMPP is carried out by the Pensions Service Centre in Sheffield. In recent weeks they have put in place measures to ensure that this can continue; these include allowing members of the team to work from home using company laptops and phones and limiting the number of staff entering the office at any one time. Crucially, the regular monthly pension payroll can be run 'remotely' and so there will be no disruption to pension payment if you are already getting your pension. The team are prioritising work to ensure, for example, that those members approaching retirement get their pensions and lump sum payments on time. Some activity that is not time-critical may take a little longer, but the team are working hard to limit the disruption caused.

The Pensions Helpline will be operating with a slightly reduced service for the time being and will be able to take phone calls between **10am and 4pm Monday to Friday**. If possible, please email [pensions.helpline@royalmail.com](mailto:pensions.helpline@royalmail.com) rather than phoning if your query is not urgent. A recorded message will provide the latest information and any changes to the service. You can also find helpful information at [royalmailpensionplan.co.uk](http://royalmailpensionplan.co.uk).

Thank you for your understanding during this time.

2 April 2020