

Joanna Matthews
Chair, Royal Mail Pensions Trustees Ltd

May 2021

Update on Post Office data review

Dear Member

I wrote to you last September to say that the Post Office has been carrying out a review of the salary data it had provided to the Trustee for pension calculations over the past few years. The Post Office has written to the Trustee and its employee members of the Royal Mail Pension Plan (RMPP) to notify them that it has found some errors.

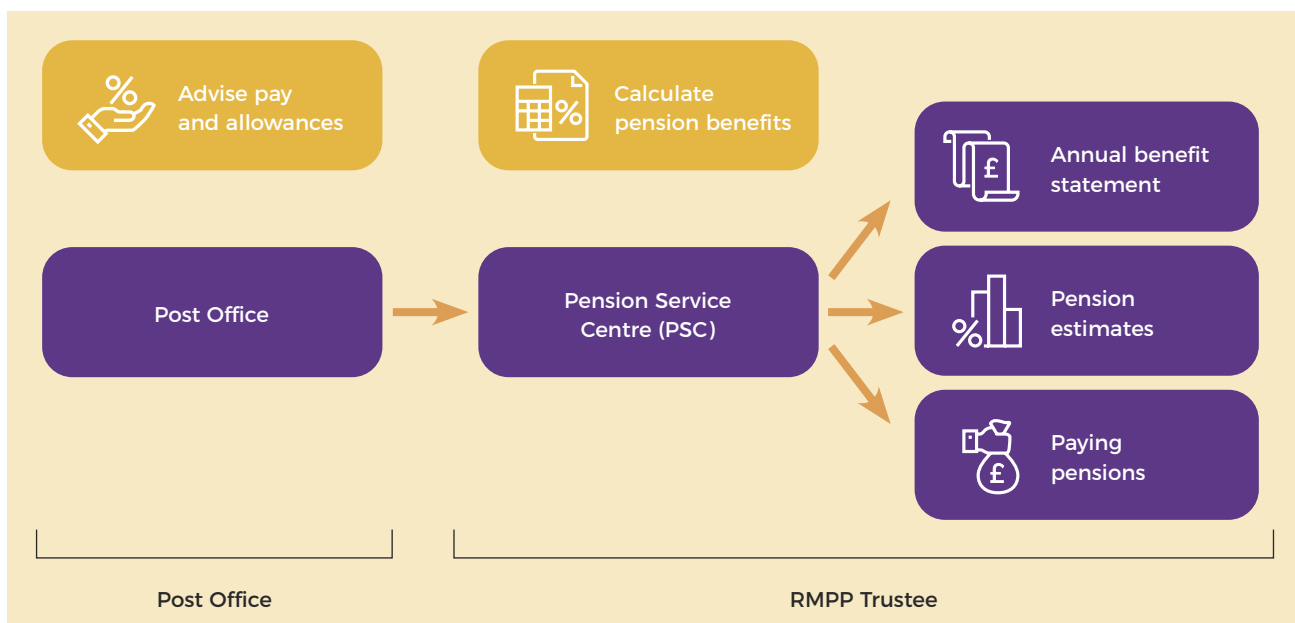
The Post Office has confirmed that, over the past few years, in some cases, it has incorrectly calculated how some pay and/or allowances should count towards the pension members have built up in the RMPP.

Because of this, the Post Office has sent some incorrect pay information to the Pensions Service Centre (PSC).

PSC are the Trustee's administration team that calculate your pension benefits, send annual statements and other pensions information. Please see the diagram below.

This letter explains what the incorrect Post Office data might mean for you and what we are doing next.

Administering the Plan



What does this mean for me?

The Trustee has recently been provided with updated salary data from the Post Office and we are reviewing it to ensure that this is now final and correct data. The next step is for the Trustee, with PSC, to compare it against the data currently held to identify which individual members are affected and how. While the Trustee is treating this matter urgently, this will still take some time, given the number of members and the period covered by the review.

The Trustee has told the Post Office that it does not wish any members to be negatively impacted as a result of these salary errors. However, discussions with the Post Office are ongoing, noting that the overriding responsibility for the Trustee is to make sure members get the correct benefits.

If you are still working for Post Office or have left, but not yet taken any of your pension...

If you are affected by this issue, PSC may have sent you annual pension statements or other letters with pension values in the past which will be incorrect. You may remember that when I wrote to you last September, it was hoped to send you a statement of your benefits in the first half of 2021. We will still issue you an updated statement with your correct benefits as soon as records have been checked and updated. However, unfortunately because of the Post Office errors and the time it will take to correct them, it will now take several months longer than we had expected last Autumn.

If you are 55 or over and thinking about taking some of your pension, or you want to ask for an estimate of your pension benefits, you may wish to wait until the review has been completed. [If you do wish to take your benefits before the review is completed, then please be aware of the possibility that the benefits illustrated or paid are subject to change following the outcome of the review.](#) We recommend that you bear this in mind if you need to take any important financial decisions while the outcome of the review is awaited. We will keep you informed and issue a statement when the work is completed.

If you are within about 6 months of your retirement date, PSC normally writes to you with an estimate of your pension. This letter also sets out the options that are available to you at retirement. You should still receive one of these letters at the appropriate time, but again as noted above please be aware of the possibility that the benefits illustrated or paid may change.

If we are paying some, or all your pension benefits already...¹

If the pay used to calculate your pension benefits has been affected by this issue, PSC may have paid you either too much or not enough pension and cash lump sum. Following the outcome of the review, we will write to you, confirming whether you have been underpaid, overpaid or are not affected (because your original pay data was correct).

[If you have been underpaid, you will have your pension corrected to the right amount for future payments.](#) And you'll get a one-off payment to make up the shortfall (including any cash lump sum) since your pension started. We will keep you informed and confirm when we are able to do this.

I understand that you may be worried or concerned at the possibility you may have been overpaid some benefits. However, until the final data from the Post Office has been fully checked by PSC, we won't know exactly which members have been affected or by how much. It is at that time we will be able to write to you to confirm what action (if any) that will need to be taken. We will of course write to you well in advance of any changes being made.

¹ This includes someone who is receiving a spouse, dependent or child's pension in respect of someone who worked for the Post Office and has died.

What happens next?

We are currently working with the Post Office to ensure that all the salary data has been fully corrected. This will enable PSC on behalf of the Trustee to check each individual member's records to assess any impact on their benefits.

The Trustee will then write to you to let you know whether you are impacted. If you are impacted, we will also let you know what correction action is being taken or which needs to be taken. **You do not need to take any action at this time.**

This exercise to rectify these problems and to correct any errors will likely mean that the buy-out of your benefits with Rothery, which we have written to you about over recent years, is likely to be delayed. In the meantime, the Trustee's utmost priority is ensuring members receive their correct entitlements. We are committed to seeking a fair outcome for any individuals whose benefits have been affected by these errors.

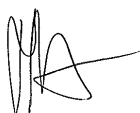
Finally, we have prepared some questions and answers which you may find helpful and they can be found on the RMPP website, along with a copy of this letter. You can scan the QR code below to take you straight there or you can find them by visiting royalmailpensionplan.co.uk/post-office-library



For employees with questions about their pay, please check SuccessFactors to view historic payslips. If you have a question about your pay, or how to access SuccessFactors, please contact the Post Office's People Shared Service Centre by email on: hr.advice.centre@postoffice.co.uk

I will write to you again this September with an update on how things are progressing.

Yours sincerely,



Joanna Matthews

Chair, Royal Mail Pensions Trustees Limited



Get in touch



For further help and information, contact the Pensions Service Centre:



Pensions.help@royalmail.com



0345 603 0043
Mon to Fri, 8.30am to 5.00pm



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