

Post Office Data Review – Q&A

Am I affected and if so, by how much?

We don't know exactly who may have been affected just yet. Post Office has identified that it sent incorrect pay and allowance information to the PSC over several years. The work going on now includes checking the information originally provided against the updated data. This will enable the Trustee to identify any differences and so who is affected and by how much.

How many members are affected?

Only current or former employees of the Post Office are subject to the review. The Trustee is reviewing the updated salary data sent by Post Office, to satisfy itself that it is final and correct. Until that is done, we won't know how many members are affected or in what way.

If I have been underpaid, will I get backdated payments?

If the review identifies that you have been underpaid, your pension will be corrected to the right level for future payments and you'll receive a one-off payment to cover the backdated shortfall in your pension (and any cash lump sum you took).

If I have been overpaid, will I have to pay money back?

It is too early at this stage to know which members have been over or underpaid (or if they are not affected at all). Whilst the Trustee is responsible for ensuring members get the correct benefits, we are discussing with Post Office the approach that will be taken. As part of those discussions, the Trustee has said it does not wish to see members negatively impacted as a result of these errors. Before any changes to anyone's benefits are made, the Trustee will write to you well in advance to explain the implications.

I'm getting a spouse/dependant's pension – am I affected?

It is possible you might be. If you are receiving a spouse/dependant's pension for someone who worked for the Post Office and has died, their pay may have been affected by these issues. If so, it would have affected their pension and the pension you are now receiving. For now, we don't know which members have been affected; the Trustee will be able to provide an update in September on how the review work is progressing.

Who has checked the new salary information provided by Post Office to make sure it is correct?

The Post Office appointed independent/specialists to assist it in its review of the salary data. This included examining the Rules of the Royal Mail Pension Plan and Post Office's historic pay policies. The Post Office also held discussions with the staff unions to ensure there was agreement on pay and pension policies. Post Office is using independent specialists to ensure the pensionable pay is re-calculated correctly. Its auditors are also reviewing Post Office's internal processes to ensure errors relating to pensionable salary do not happen again. The Trustee, with support from its own specialist advisors, are reviewing the output of this work to give itself comfort that the revised data it receives has been corrected.

What is the funding position of the Plan/when will we get an update?

The last funding update was completed at 31 March 2019 which showed a surplus of £28m. The salary errors existed when this was calculated, and therefore the funding level may have been incorrect. The extent of the errors and the decisions between Post Office and the Trustee around corrections will determine whether there has been an impact to the surplus. The Trustee has said it does not wish to see members negatively impacted as a result of these errors.

Do these errors affect the funding of the pension plan/amount of surplus?

There are expected to be costs associated with correcting members' pension benefits. Without a contribution from Post Office, these costs would be an expense to be met from the scheme. Once Post Office provide the final corrected salary data to us, and the decisions around the corrections have been taken, we will be able to determine the size of these costs. The Trustee has told Post Office that it does not want the surplus to be impacted as a result of this correction exercise.

I am going through divorce/dissolution proceedings, is my transfer value (CETV) affected, what should I do?

Your transfer value may be incorrect if it turns out you have been affected by these issues. You should let your solicitor have a copy of our letter explaining the problem, so they can advise you on the best course of action. For example, you may want to wait until the situation is clearer before the court considers any Pension Sharing Order. If your transfer value is incorrect and you need a new one, we will not charge you for this.

I have questions about my employment pay from Post Office

You should contact Post Office's People Shared Service Centre by emailing: hr.advice.centre@postoffice.co.uk or visit **SuccessFactors**.

Get in touch



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



Pensions.helpline@royalmail.com



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



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