

# AIRWAYS PENSION SCHEME

## PART VI

### HANDBOOK

This handbook briefly explains how the final salary section of the Airways Pension Scheme (APS) works and the choices available for current members, although it does not cover every detail about the Scheme. The full details can be found in the Trust Deed & Rules, as amended from time to time. This handbook does not confer any rights to membership or benefits. Those rights are conferred solely by the Trust Deed & Rules. If there is any conflict between this handbook and the Trust Deed & Rules, it is the Trust Deed & Rules which will override. If you have any questions or need more information please visit our website at [www.mybapension.com](http://www.mybapension.com), where you can find the latest copy of the Trust Deed & Rules.

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## Jargon explained

Some words used in this handbook have specific meanings and we have produced this glossary to help you. Where each of these words is used in the handbook, it will be highlighted. A Simple English Guide is also available on our website.

**Active Member:** A member who is still in **Company** service and has not left the **Scheme**.

**Adult Survivor's Pension:** The basic **Scheme** pension package includes a pension for your legal spouse (husband or wife) or Civil Partner (under the Civil Partnership Act 2004) at date of death, where higher rate contributions have been paid. If you are single when you die, the pension may be payable, at the discretion of the Trustees, to a **Pensionable Dependant**.

**APS:** Airways Pension Scheme introduced in 1948.

**British Airways Pensions:** is the organisation that looks after the **Scheme** split between administration: British Airways Pension Services Limited (BAPSL), and investments: British Airways Pension Investment Management Limited (BAPIML).

**Company:** British Airways plc or any other company which participates in the **Scheme**.

**Contracted Out:** Opting out of the State Second Pension (S2P), formally known as the State Earnings Related Pension Scheme (SERPS). The **Scheme** is contracted-out for all **Active Members**.

**Deferred Pensioner:** An individual who has left the **Company** and has benefits in the **Scheme** that have not yet come into payment.

**Flying Staff:** Pilots, flight engineers and air cabin crew.

**Member:** A member who is still in **Company** service and has not left the **Scheme**. Also referred to as an **Active Member**.

**NAPS:** the New Airways Pension Scheme, introduced in 1984.

**Normal Retirement Age (NRA):** This is the age at which the pension earned is due in full. You may choose to retire before, at or after NRA.

**NRA:** Normal Retirement Age.

**Pensionable Dependant:** is someone who, in the opinion of the **Trustees** is either, at the date of your death: living with you in a relationship resembling marriage and with whom you are financially inter-dependent – such as a common-law spouse or partner; or someone who is financially dependent upon you to a substantial extent for the everyday necessities of life.

**Pensionable Pay:** The **Company** determines the elements of your pay that are counted for pension purposes and over what period these will apply. In the case of a *SmartPension* member, **Pensionable Pay** is the **Active Member's** pay before the deduction of *SmartPension* contributions. Annual **Pensionable pay** increases were frozen following the 2009 **Scheme** valuation. General pay increases will not lead to an increase in **Pensionable Pay** but any increments, performance increments and promotions will continue to be pensionable. The **Company** has said this will be reviewed in the 2012 valuation and, should further capping be required, a mechanism will be developed to allow **Active Members** to opt to take a voluntary salary deduction in order to retain annual pensionable pay awards up to the level of inflation. For GSS staff who participated in the GSS Option, **Pensionable Pay** is increased in accordance with the original agreement made in 2003.



**Pensionable Service:** This is the period in years, months and days you contribute to the **Scheme** plus any service provided as a result of a transfer of pension from a previous scheme. If you work part-time, your **Pensionable Service** is pro-rated. Any non-pensionable breaks will be deducted, such as unpaid maternity leave that you decide not to make pensionable when you return from leave.

**Recognised transfer:** A transfer representing a **Member's** accrued rights under a **Registered Pension Scheme** to another **Registered Pension Scheme** (or, in certain circumstances, to an **insurance company**) or a **Qualifying Recognised Overseas Pension Scheme**.

**Registered Pension Scheme:** A pension scheme that has been registered by Her Majesty's Revenue & Customs (HMRC), or through acquiring registered status by virtue of being an approved pension scheme on 5 April 2006, it is registered under Chapter 2 of Part 4 of the Finance Act 2004.

**Retiring Pay:** This is generally calculated as the average of the best two years' **Pensionable Pay** in the five years before you leave the **Scheme**, retire or die. **Retiring Pay** always uses the full-time equivalent of **Pensionable Pay** even where part-time hours are worked (it is **Pensionable Service** that is pro-rated to any applicable part-time rate).

**Scheme:** the Airways Pension Scheme introduced in 1948.

**SmartPension** is a **Company** arrangement which changes the way you pay normal pension contributions to the **Scheme**. Instead of contributions being deducted from your pay, the **Company** pays them to the **Scheme** and, in return, reduces your pay by exactly the same amount. By reducing your gross pay both you and the **Company** pay reduced National Insurance Contributions (NICs). For more information on **SmartPension**, visit the **BA** Intranet.

**SmartAVCs** is the **Company's** salary sacrifice arrangement for Additional Voluntary Contributions (AVCs). Instead of AVCs being deducted from your weekly or monthly pay, British Airways pays the contributions directly to your AVC Plan on your behalf and reduces your pay by exactly the same amount. By reducing your pay, both you and the **Company** pay reduced National Insurance Contributions (NICs). Where AVCs are paid via **SmartAVCs**, the **Company** also pays an extra amount, currently equal to 10% of your **SmartAVC** contribution, to your AVC Plan. You can find full details in the **SmartAVC** Factsheet on the **BA** Intranet.

**State Earnings Related Pension Scheme (SERPS):** The earnings-related part of the State Pension paid in addition to the basic State Pension for any individual who has not been contracted-out. Replaced by the **State Second Pension (S2P)**. The **Scheme** is contracted-out of the SERPS/S2P arrangements.

**State Pension Age:** The age at which you start to receive your basic State Pension.

For men: age 65 (rising to age 66 by April 2020)

For women: age 60, if born before 6 April 1950

age 65, if born after 5 April 1955 (rising to age 66 by April 2020)

between age 60-65, if born between 6 April 1950 and 5 April 1955

**Surviving Dependant** – an individual whom an **Active Member** or pensioner wishes to register to be considered by the **Trustees** for an **Adult Survivor's pension** in the event of the **Active Member** or pensioner dying without leaving a legal spouse or Civil Partner. Before qualifying for an **Adult Survivor's pension**, the **Trustees** must agree that any **Surviving Dependant** meets the criteria of a **Pensionable Dependant**.

**Transfer value:** The value you have built up in a pension scheme that can be transferred to another scheme. If you are transferring the value to a final salary scheme you may receive a credit to your **Pensionable Service**. If you are transferring to a money purchase scheme, the receiving account will increase by the monetary amount of the transfer.

**Trustees:** A group responsible for managing all aspects of the **Scheme**. The **Trustees** ensure that all payments are received from the **Company** and **Active Members** at the correct rates; that these payments are suitably invested and the correct benefits are paid from the **Scheme**. Pensioners and **Active Members** elect half of the **Trustees** and the **Company** appoints the other half.

# Your future, your choice

Your pension is one of the most valuable assets you have. A good company scheme such as the one described in this handbook is an essential part of your future, providing security and income for you and your dependants. This handbook is a guide to the **Scheme's** benefits. You should read it and keep it in a safe place so you can refer to it when you need to. You will find more details on our website, for most **Active Members**, the ability to view your latest benefit statement and model your expected pension benefits and options at retirement via the online link on the site.

This handbook briefly explains how the **Scheme** works and what choices are available to you although it cannot cover every detail about the **Scheme**. Full details of your benefits can be found on our website and within the Trust Deed and Rules.

APS was closed to new members on 1 April 1984.

The **Scheme** must guarantee benefits at a certain minimum level equivalent to the benefits that you would have earned from the **State Earnings Related Pension Scheme (SERPS)** or the **State Second Pension (S2P)**. The **Scheme's** requirement to provide the minimum benefits (effectively a minimum level of pension) may restrict the option to exchange part of your pension for a lump sum at retirement. **British Airways Pensions** will always check this requirement for you.

To make the most of the **Scheme**, please take time to understand the benefits to ensure that they remain appropriate to your circumstances. A benefit statement will be automatically provided to most **Active Members** each year in the month following their birthday detailing the level of personal and dependant pension cover that exists. Make sure that you read this document and check anything that you do not understand.

The **Scheme** is administered by **British Airways Pensions**, which strives to provide an excellent service and has agreed service levels for replying to enquiries and processing requests in an accurate and courteous manner. Should you ever have a problem with your **Scheme** benefits please contact **British Airways Pensions**: you will find details of how disputes are resolved on page 20. You will find details of how to contact **British Airways Pensions** within the 'Keeping in touch' section of this handbook on page 21 and on our website.

## No longer want to be an Active Member?

If you no longer wish to be an **Active Member** of the **Scheme**, you can opt-out of the **Scheme** on the first of a month by providing the administrators with a calendar month's notice. Before making a decision to opt-out, you should consider the benefits that you will be losing. Remember, you cannot rejoin the **Scheme**. The **Company** has stated that you will not normally be allowed to join NAPS.

## Some key facts about opting out of the Scheme

- ◆ You will no longer be covered for death in service benefits
- ◆ You will no longer be covered for ill health benefits
- ◆ You will not be able to continue paying AVCs
- ◆ You will become 'contracted in' to the State Second Pension (formerly known as SERPS) and so will pay an extra 1.6% of your gross pay (up to a maximum limit) in respect of increased National Insurance Contributions.
- ◆ You will lose the right to draw benefits earlier than age 55 unless you leave employment.



# Pension calculation

The **Scheme** is a final-salary related occupational pension scheme – often referred to as a defined benefit scheme. This means that all pension benefits are calculated by reference to a defined formula linked to your **Pensionable Service** and the **Pensionable Pay** that you earn. The standard pension benefit calculations are detailed below.

For Ground Staff, the standard pension benefit calculation is:

$$\frac{\text{Retiring Pay}^* \times \text{Pensionable Service}^*}{56 \text{ (build up rate)}} = \text{Pension payable from Normal Retirement Age (60)}$$

For Flying Staff, the standard pension benefit calculation is:

$$\frac{\text{Retiring Pay}^* \times \text{Pensionable Service}^*}{52 \text{ (build up rate)}} = \text{Pension payable from Normal Retirement Age (55) }^{**}$$

\* **Retiring Pay**, **Pensionable Service** and **Normal Retirement Age** are all defined within 'Jargon Explained' on pages 3 and 4.

\*\* Pilots employed prior to 15 July 1973 have a **Normal Retirement Age** of 50.

**Before 1 October 2010** Active **Members** had the option of increasing benefits beyond the standard level and these options are explained later.

Where benefits are payable earlier than **NRA**, the pension will be reduced for early payment. Where payment is made later than **NRA**, the pension will be increased for late payment. This is covered under the 'What happens on retirement?' section.



# How do I increase my pension?

## Contributions for past service

If you belonged to another part of the **Scheme** before joining Part 6, and had service that was not pensionable, you may be able to pay contributions to have this service included in your current pension **Scheme**. If you had previous **Pensionable Service** in APS with a break of less than twelve months from your present **Pensionable Service**, you can ask to have the two periods added. If either option applies to you, please contact **British Airways Pensions** for more information.

## Transfer other pensions into the Scheme

It is currently not possible to transfer any benefits you may have in another registered pension schemes into your **Scheme** pension.

## Flexible pension build up

Before 1 October 2010 Active Members had the option to increase their pension build up rate for future service by paying higher contribution rates. Flexible pension build up is no longer available and any Active Members who had elected faster build up rates reverted back to standard pension build up (1/56 for Ground Staff or 1/52 for **Flying Staff**) for service from 1 October 2010. The faster build up rates that were available until 1 October 2010 were:-

### Ground staff:

Pensionable Service x Retiring Pay  
52 (build up rate)

OR

Pensionable Service x Retiring Pay  
49 (build up rate)

### Flying Staff:

Pensionable Service x Retiring Pay  
48 (build up rate)

OR

Pensionable Service x Retiring Pay  
45 (build up rate)



# Examples:

## 1. Ground staff

**Active Member** since 1 May 1972 retires from the **Company** on 31 December 2012, aged 60. The **Active Member's** total pension could be made up of up to 4 elements if he had elected to pay higher pension contributions to increase the rate at which his pension grows on 1 October 2005, transferred pension benefits from another registered pension scheme, and reverted back to standard build up rate on 1 October 2010 when flexible build up was withdrawn. Let's assume his **Retiring Pay** is £20,000:

The Member's total pension might consist of

	Service period	Calculation	
	1 May 1972 – 30 Sept 2005:	$\frac{33 \text{ years } 5 \text{ months} \times \text{£}20,000}{56} = \text{£ } 11,934.52$ yearly pension	
Plus	Transferred-in Service from another registered pension scheme:	$\frac{2 \text{ years } 1 \text{ month} \times \text{£}20,000}{56} = \text{£ } 744.05$ yearly pension	
Plus	1 Oct 2005– 30 Sept 2010 =	$\frac{5 \text{ years } 0 \text{ months} \times \text{£}20,000}{52} = \text{£ } 1,923.08$ yearly pension	
Plus	1 Oct 2010 – 31 Dec 2012 =	$\frac{2 \text{ years } 3 \text{ months} \times \text{£}20,000}{56} = \text{£ } 803.57$ yearly pension	
	<b>Total pension payable from age 60:</b>		<b>£15,405.22</b> yearly pension

## 2. Flying Staff

**Active Member** since 1 May 1979 retires from the **Company** on 31 December 2012, aged 55. The **Active Member's** total pension could be made up of up to 4 elements if he had elected to pay higher pension contributions to increase the rate at which his pension grows on 1 February 2006, transferred pension benefits from another registered pension scheme, and reverted back to standard build up rate on 1 October 2010 when flexible build up was withdrawn. Let's assume his **Retiring Pay** is £18,000:

The Member's total pension might consist of

	Service period	Calculation	
	1 May 1979 – 31 Jan 2006:	$\frac{26 \text{ years } 9 \text{ months} \times \text{£}18,000}{52} = \text{£ } 9,259.62$ yearly pension	
Plus	Transferred-in Service from another registered pension scheme:	$\frac{0 \text{ years } 8 \text{ months} \times \text{£}18,000}{52} = \text{£ } 230.77$ yearly pension	
Plus	1 Feb 2006– 30 Sep 2010 =	$\frac{4 \text{ years } 8 \text{ months} \times \text{£}18,000}{48} = \text{£ } 1,750.00$ yearly pension	
Plus	1 Oct 2010 – 31 Dec 2012 =	$\frac{2 \text{ years } 3 \text{ months} \times \text{£}18,000}{52} = \text{£ } 778.92$ yearly pension	
	<b>Total pension payable from age 55:</b>		<b>£12,019.31</b> yearly pension



# Contributions

## How much will it cost me?

An **Active Member's** pension contributions are determined by the **Scheme Rules**. The table below shows the percentage of **Pensionable Pay** that you are required to contribute.

Staff category	Contribution rate (% of Pensionable pay)	Build up rate
Flying Staff	8.50%	52
Ground Staff	7.25%	56

## Adult Survivor's Pension

The standard pension package includes a pension for your spouse or partner when you die. If you do not want this cover, you can choose to pay 1.5% less than each of the contribution rates outlined above (i.e. a ground staff **Active Member** who opted out of this cover would pay 5.75%). Should you wish to opt-out of paying for this cover, or if you presently do not pay for the cover and wish to do so, you should contact **British Airways Pensions**. As a general rule, you are permitted to opt-out and then opt-in to paying for this cover once. Opting in to paying for this cover will require you to pass a medical examination. If you decide not to have **Adult Survivor's Pension** cover, you may still be entitled to a minimum amount required to be given by legislation.

## How do I pay my pension contributions?

Pension contributions not deducted through the **Company's** salary sacrifice arrangement, **SmartPension**, are automatically deducted from your regular pay before tax is deducted. You will not pay tax on your contributions (including any Additional Voluntary Contributions) and you will receive tax relief at the highest rate appropriate to your pay.

## The Company's *SmartPension* arrangement

Whilst contributions deducted from regular pay attract income tax relief, **Active Members** still pay National Insurance (NI) contributions on this part of their pay. Under **SmartPension**, the **Company** pays your pension contributions for you by reducing your basic salary by the exact amount of your pension contribution. As a result, not only do **Active Members** benefit from paying reduced tax, but both they and the **Company** pay lower NI contributions. The **Company** checks the status of every **Active Member** to ensure that only those who will benefit from **SmartPension** are included. More information about **SmartPension** can be found on the **Company's** Intranet.

Throughout this handbook, where a reference is made to pension contributions you pay to the **Scheme**, or a benefit based on the value of your contributions, this will include any amounts credited by the **Company** on your behalf via **SmartPension**, unless stated otherwise

## What does the Company Pay?

The **Scheme's Trustees**, taking advice from the Actuary, determine what overall contribution is required to meet the liabilities of the **Scheme**. So once the **Active Members'** contributions are taken into account along with investment returns, the **Company** is required to pay the balance, which is the majority of the cost of providing the standard pension benefit.



## Putting more on top of my pension

You can pay Additional Voluntary Contributions (AVCs) on top of your normal **Scheme** pension contributions to provide extra retirement pension. AVC forms and the 'AVC Plan – Information Leaflet' are held on the 'Forms' page of our website.

- ◆ AVCs are a tax efficient form of retirement saving. You can save in two ways:- **SmartAVCs** and normal AVCs
- ◆ **SmartAVCs** are saved using the **Company's** salary sacrifice arrangement. You do not pay National Insurance (NICs) Contributions on any **SmartAVCs** saved and the **Company** passes its own NI saving (after allowing for costs) to participating members of APS in the form of an additional uplift, which is currently equal to 10% of your **SmartAVCs**. See the BA Intranet for more information on **SmartAVCs**.
- ◆ **SmartAVCs** can only be changed **once a year**, currently 1 October, unless you have a life changing event – see the BA Intranet for more details.
- ◆ **Normal AVCs** are flexible: **you can** pay a fixed amount every pay period, a percentage of pay or make one off payments. Normal AVCs do not benefit from the additional **Company** uplift, currently 10% of **any SmartAVC contribution**.
- ◆ All payments must be within **Scheme** limits – whilst the government will allow you to save up to 100% of your taxable pay each year, subject to a maximum of the Annual Allowance (AA) (see page 18), the **Scheme** Rules allow you to save up to a maximum of 50% of your gross taxable pay into your **Scheme** pension, although you can pay additional contributions to alternative UK registered pension arrangements.
- ◆ **British Airways Pensions** administers three AVC funds; the SGF, MPF and EBF (see below). You can choose to pay into one, two or all three of these funds.
- ◆ Currently, the **Company** pays any charges due on behalf of **Members** with AVC funds administered by **British Airways Pensions**.
- ◆ The money you save plus any investment return is used to provide extra lump sum or pension benefits at retirement.

### How are the AVC funds invested?

**Short-dated Gilts Fund (SGF):** an interest-bearing fund which pays yearly interest based on Government fixed interest securities, known as Gilts, with less than five years to run before they mature.

**Mixed Portfolio Fund (MPF):** a mixed fund of investments (mainly stocks and shares). You buy units in the fund and your units change in value according to the performance of the fund as a whole. Your investment in the MPF can go down as well as up.

**Equity Biased Fund (EBF):** interest in the EBF is calculated on a monthly basis. The interest rate consists of two parts, the Guarantee Component and the Bonus Component.

### What happens to my AVCs if I leave the Scheme?

If you leave service or opt-out of the **Scheme**, you must stop paying into your AVC account. If you leave the **Company** before retirement, you can leave your pension in the **Scheme** for payment when you retire. This is called a deferred pension. Your AVCs will also stay in the fund until your **Scheme** pension becomes payable. You are not allowed to draw your AVCs in advance of drawing your **Scheme** pension, although you can delay taking your AVCs until after you draw your **Scheme** pension.

Your AVC account will continue to attract investment returns and you can still switch your AVCs from one fund to another, but no further contributions can be paid into it.

### At retirement

The final balance of your AVC account will depend on the amount of AVCs paid and the investment returns achieved over the time your AVCs have been invested. You can normally take the final balance of your AVCs as part of your maximum tax-free lump sum when you retire.

Alternatively, you can use your AVC account to buy additional pension (called an 'annuity') either within the **Scheme** or from an approved insurance company of your choice – known as the Open Market Option. If you decide to delay drawing your AVCs at your retirement, you will normally be able to take 25% of the final fund value as tax-free lump sum (subject to **Scheme** and Lifetime Allowance limits – please refer to page 13 for more information on this subject).

### More Information

If you need more information on AVCs, please refer to the 'AVC Plan – Information Leaflet' on the 'Forms' page of our website. Further information on **SmartAVCs** is available in the **SmartAVC** Factsheet on the BA Intranet.

## Changing Jobs

If you move from **Flying Staff** to Ground Staff or vice versa your **NRA**, pension build up rate and pension contribution rate will change.

Before you change occupations you have two choices:

1. Keep aside the pension that has built up for the **Pensionable Service** in the old occupation. Then start a separate pension in the new occupation. You can only start a new pension in **NAPS**.
2. Convert your previous **Pensionable Service** to **Pensionable Service** in your new occupation. Your previous **Pensionable Service** will be adjusted to reflect any differences between the build up rates and **NRA**.

If you change from **Flying Staff** to Ground Staff at, or after, **NRA** and you are an **Active Member** you can:

1. Convert your **Flying Staff Pensionable Service** to Ground Staff **Pensionable Service** in the **Scheme**; or
2. Take a pension for your **Flying Staff Pensionable Service** and either draw this straight away or defer it until you finally retire. You can start building up a pension in **NAPS** for future **Pensionable Service**.

**British Airways Pensions** will provide full details of the options available to you should you change your occupational category from **Flying Staff** to Ground Staff or vice versa. Details of the benefits provided by **NAPS** are also available on our website within the **NAPS** section.

## Changing working hours

If at any time whilst you are an **Active Member** of the **Scheme** you work part-time we will still use the normal pension calculation found on page 6 but we will use your full-time **Pensionable Pay** and we will pro rate your **Pensionable Service** according to your part-time hours. So, for example if you have worked for 20 years at half hours we will use 10 years **Pensionable Service** in the pension calculation and if your part-time **Pensionable Pay** is £5,000 we will use £10,000 in your **Retiring Pay** calculation.

If you are moving from full-time to part-time or changing your part-time hours, we will use the full-time equivalent of **Pensionable Pay** and pro rate **Pensionable Service** according to your part-time hours for each period of **Pensionable Service**.

A worked example of how this works in practice can be found on our website under the 'changes to my life' link at the top of each page.

It is important to note that if you work part-time, the death in service lump sum benefit of three times the elements of your pay that the **Company** deem to be pensionable would be based upon your part-time pay.



## What happens if...

### I am temporarily absent?

If you are temporarily absent with the consent of the **Company** (e.g. sickness) you will remain an **Active Member** of the **Scheme** and continue to be covered for both pension and death-in-service benefits. Your pension contributions will be deducted during any period when you are being paid. If you are not being paid, the **Company** will maintain your contributions (but not **SmartAVCs** or normal **AVCs**) and will usually recover them from you when you start to be paid again.

### I go on maternity or adoption leave?

While you are on unpaid maternity or adoption leave, you are still covered for death-in-service benefits, but the build up of your **Pensionable Service** is temporarily frozen. If you return to work, you will be given the option of paying your normal pension contributions for the period of unpaid leave (in which case you will be credited with **Pensionable Service** for that period). If you do not return to work you will be entitled to benefits as if you had left **Pensionable Service** on the last day of your paid maternity or adoption leave.

## What happens if I leave before retirement?

Whenever you leave the **Company**, you can leave your pension in the **Scheme** for payment when you retire. This is called a deferred pension. We work out this pension in the same way as detailed on pages 6, 7 and 8. A statement of your benefits built up whilst an **Active Member** of the **Scheme** will be provided in writing to your home address shortly after you leave the **Company**.

### Can I retire early?

The government raised the minimum early retirement age to age 55 from 6 April 2010. However, you have some protection from this change (if you leave the **Company** and draw all of your pension benefits straightaway – including any **AVCs** and benefits from previous **Company** sponsored schemes – you can continue to retire from age 50 onwards). However, if you have opted out of the **Scheme** whilst remaining in employment with the **Company**, you cannot draw your pension benefits until the earlier of the date your employment with the **Company** ends or your 55<sup>th</sup> birthday, other than retiring on the grounds of Medical Incapacity (see page 14).

### How does my pension increase after I leave?

**Scheme** (APS Part 6) pensions are protected against the effects of inflation, increasing in line with the government's yearly Pensions Increase (Review) Orders as a right under the Rules of the **Scheme**. These Orders broadly reflect the increase in the Consumer Prices Index (CPI) but the method of measurement is determined by the Secretary of State and may change from time to time. If you leave your pension in the **Scheme** beyond your **NRA**, late retirement increases are added in recognition that it is being paid later than your **NRA**.

The APS Trustees have a power to pay increases in addition to those set out in the Pensions Increase (Review) Orders if, after taking professional advice, they agree this to be appropriate.

It is possible that some small Statutory benefits that might become payable from the **Scheme** in addition to your earned benefits will increase at a different rate, determined by the regulations applicable to those benefits.

### Can I transfer my pension rights to another provider?

As an alternative to leaving your pension within the **Scheme**, you can ask the **Trustees** to transfer the value of your **Scheme** rights to another pension arrangement: a **Registered Pension Scheme** in the UK or a **Qualifying Recognised Overseas Pension Scheme (QROPS)** outside of the UK. The **Trustees** have the right to refuse to pay a transfer value to a scheme if they are not satisfied that the new arrangement meets the current HMRC rules governing transfer payments. A transfer cannot be made after you have started to draw your pension.

Details of the **Scheme's** relevant transfer value basis (including the underlying assumptions) is available on request.

Please remember, when you leave employment with the **Company**, it is *your* responsibility to keep your contact details up-to-date, whether you have started to draw your pension or not. Please write directly to **British Airways Pensions** at Whitelocke House as all changes will need to be made in writing and must bear your signature

# Retirement

The **Scheme** is registered with HM Revenue & Customs (HMRC), which means that both the **Scheme** and its **Members** receive valuable tax relief on pension contributions and benefits. Due to these tax advantages, HMRC has set a 'Lifetime Allowance' (LTA) for all members of UK registered pension schemes. The LTA covers the 'value' of the total pension benefits you have earned from all sources (apart from State and widow's pensions). The 'value' of your **Scheme** pension, to be assessed against the LTA when you retire, is worked out as 20 times your annual rate of pension and the face value of any retirement lump sum. The LTA for 2011/12 is £1.8m but will reduce to £1.5m from April 2012. A Lifetime Allowance Charge applies to the value of any pension benefits that exceed the LTA. This is briefly explained on page 18.

## Retiring early

If you retire before your current **NRA**, we use the basic pension calculation outlined on pages 6, 7 and 8, then reduce the pension by an amount determined by the Actuary in recognition that your pension is being drawn in advance of its planned payment date (your **NRA**). The **Scheme** Rules permit **Members** to draw their pension early from age 50 onwards. The **Scheme** is therefore not directly affected by the change in legislation from 6 April 2010, which increased the earliest retirement age to age 55, provided all pension benefits within the **Scheme** (including AVCs) are drawn at the same time. However, if a **Member** opts out of the **Scheme** whilst remaining in employment with the **Company**, the earliest the pension benefits could be drawn is the earlier of the date employment with the **Company** ends or the **Member's** 55th birthday.

## Retiring after Normal Retirement Age (NRA)

If you continue working beyond your current **NRA** you may continue to pay pension contributions: in return you will receive a pension calculated using the basic pension calculation detailed on pages 6, 7 and 8, including any extra service for which you have paid contributions beyond your **NRA**. The calculation will use your current **Retiring Pay**. Alternatively, **Active Members** can choose to stop paying pension contributions at any time from **NRA**. If you stop paying **Scheme** contributions, your pension will be established at the point the contributions cease using your **Pensionable Service** and **Retiring Pay** at that date. This pension will then be increased in accordance with advice from the Actuary in recognition that it is being paid later than your **NRA**. Full details will be automatically provided by **British Airways Pensions** shortly before you reach your **NRA**.

Whenever you leave the **Company**, you can leave your pension in the **Scheme** and draw it at a later date (up to a maximum of age 75). This is called a deferred pension. Your deferred pension will be actuarially increased with late retirement increases until you draw it.

## Can I take a lump sum at retirement?

**Members** can normally take a lump sum of up to 25% of the value of their benefits at the point at which they are drawn – subject to a maximum of 25% of the standard Lifetime Allowance (LTA) – or 25% of their remaining LTA if the **Member** is already drawing other pension benefits. Lump sum payments within this allowance are tax-free. **Members** who have an AVC account within the **Scheme** can take their AVCs as part of their lump sum. Currently, in most cases, the whole AVC balance can be taken as a lump sum (up to the limit detailed above).

At retirement, **British Airways Pensions** will provide you with an illustration of the maximum lump sum available to you and the residual pension that you will be left with. You can choose to take as much or as little of the available lump sum as you want.

Please remember that any lump sum must be taken at the same time that you draw your pension benefits. Taking a lump sum at retirement has no effect on any survivor's pension (spouse, Civil Partner or dependant) or the dependent child allowances, which are payable upon your death.

Dependant's benefits are outlined on pages 16 and 17.



# Ill health retirement

## Awarding an ill health pension

Under the **Scheme Rules**, the **Company** can authorise an ill health pension allowing you to draw your pension straightaway if you are:

- ◆ retired by the Company because you are unable to perform your normal duties because of ill health, or
- ◆ a pilot or engineer officer who loses his or her licence before **NRA**.

## How your ill health pension would be worked out:

- ◆ If you have five or more years of actual **Pensionable Service**, or if infirmity results from an air accident on duty, we calculate your pension as a percentage of your **Pensionable Pay** based on the years, months and days that you've been a member of the **Scheme** plus half the **Pensionable Service** you would have completed between the date you retire on ill health grounds and your **NRA**.
- ◆ Special arrangements apply to Ground Staff who were in **Pensionable Service** on 1 December 1989. As long as there has been no break in your **Pensionable Service**, when we calculate the ill health pension we will include half your potential **Pensionable Service** to age 63.
- ◆ If you are part-time at the point of retiring on grounds of ill health, the half potential service will be at the part-time rate. For example, a 55 year old in Plan 65 would have a potential service of 10 years to **NRA** and thus half service of 5 years. If that same **Active Member** was on a 50% contract, the half potential would also be at the 50% rate i.e. two and a half years. **Retiring Pay** is always calculated using the full-time equivalent of **Pensionable Pay**.

Because your pension includes half your future potential **Pensionable Service** there is a greater possibility of you incurring an Annual Allowance Charge than with other benefits. However, you will be exempt from any Annual Allowance Charge if a registered medical practitioner confirms in writing that you are unlikely to enter into any paid employment between your date of retirement and your **State Pension Age**.

## Serious ill health

If you are suffering from a life threatening illness it may be possible to receive all of your pension as a tax-free lump sum whilst continuing to provide a pension for your dependants should you die. HM Revenue & Customs (HMRC) will only allow such payments if you have a short time to live. The **Scheme Rules** therefore only allow serious ill health payments if your registered GP or consultant will provide written confirmation that you have less than 12 months to live.

The **Trustees** strongly recommend that members take time to read and understand the provisions of the ill health pension rule, before retiring on ill health grounds. A copy of the **Scheme Rules** is available on the our website or upon request from Whitelocke House

## Reviewing an ill health pension

The granting of an ill health pension in the **Scheme** is solely within the **Company's** power. The **Trustees** cannot grant an ill health pension. Once an **Active Member** commences drawing an ill health pension, it is the **Scheme Trustees'** responsibility to periodically review the continued eligibility of the pensioner over the period from retirement until **Normal Retirement Age**. Where appropriate, suggested review dates are passed to the **Trustees** by British Airways Health Services at the point of retirement.

If, during a periodic review, the **Trustees** are advised by their own medical advisers that the pensioner is capable of working but is not doing so, or is capable of working more than is being undertaken, it is possible that the ill health pension will be reduced, or suspended until **Normal Retirement Age** or revoked. Where an ill health pensioner does return to work, the **Trustees** also need to ensure that the total income – ill health pension plus any earnings – do not exceed the earnings received immediately prior to leaving the **Company** on ill health grounds.

If you are re-engaged by British Airways your ill health pension must cease immediately and you will automatically re-commence membership of the **Scheme**. The **Pensionable Service** you built up before your retirement, less an

adjustment to allow for any tax-free lump sum you received, will be added to your future Pensionable Service from the date of re-engagement.

Once you have reached your **Normal Retirement Age**, no further incapacity reviews will be carried out. Your ill health pension will continue at the full amount, or, if the amount being paid has been suspended or reduced, a standard non ill health pension will be paid if this is a greater amount.

## At retirement, how is my pension paid?

**Scheme** Pensions are paid monthly, in arrears, into your bank or building society account in the UK. The first payment is made at the end of the month after the month in which you retire. For example, if you retire on 11 August your first pension payment will be on 30 September (covering the payment due for both part of August and the whole of September).

If you live abroad, your pension can be paid to an overseas account. Payment is dispatched in sterling and converted by the **Scheme's** bankers into the local currency free of charges before onward transmission to your overseas account. Alternatively, you can of course, continue to have your pension paid to a UK account.

**British Airways Pensions** is required to deduct UK tax from your pension under the Pay As You Earn (PAYE) system unless you are resident abroad and we have been notified by the tax authorities that you are exempt from UK tax.

You will receive a pension pay slip when your first pension payment is made. Further pay slips will only be sent to you when the amount of your pension (after the deduction of income tax, if applicable) changes by more than 99 pence.

It is important that all address and bank changes are notified to **British Airways Pensions** as soon as they occur. As a general rule instructions that are received by the 10<sup>th</sup> of a month can be applied to that month's payment. Later notifications will be applied against the following month's pension



# What happens when I die?

## Death whilst in Pensionable Service

If you die whilst still in **Pensionable Service**, the following benefits apply:

- ◆ A lump sum death benefit equal to three times your annual pensionable elements of pay at the date of death. In addition, the value of your AVC account will be paid as a lump sum.
- ◆ An **Adult Survivor's Pension** (if you have paid the higher contributions for this benefit). If you have not paid higher contributions for this benefit a legal spouse or Civil Partner may still be entitled to a minimum amount of pension as required by legislation.
- ◆ Alternatively, if there is no **Adult Survivor's Pension** payable because you are single at the date of your death an additional lump sum will be payable equal to your own contributions to the **Scheme**, plus interest at 3.5% a year up to the date of death.
- ◆ Dependent Child Allowances (where applicable).

## Notice of Wish Form

Any lump sum death benefits are payable to beneficiaries selected by the **Trustees** and as a consequence this lump sum is not liable to Inheritance Tax. **Members** should complete a form to let the **Trustees** know how they wish their lump sum to be distributed – the form can be obtained from the forms section of our website. Whilst not legally binding on the **Trustees**, the Notice of Wish gives the **Trustees** guidance as to how you would like the lump sum to be distributed.

You should keep your Notice of Wish regularly updated and especially if your personal circumstances change. Go to [www.mybapension.com](http://www.mybapension.com) and click on 'Forms' and print off a Notice of Wish form, complete it, sign it and send it to **British Airways Pensions**

## Death after you leave Pensionable Service

If you die after leaving **Pensionable Service**, then the following benefits apply:

- ◆ An **Adult Survivor's Pension** (if you have paid the higher contributions for this benefit). Your legal spouse or registered Civil Partner may still be entitled to a minimum amount of pension as required by legislation if you have not paid higher contributions for this benefit.
- ◆ Dependent Child Allowances (where applicable)

There is no 'three times salary' lump sum payable. However, if there is no **Adult Survivor's Pension** payable, there may be a lump sum payable in respect of the difference between the pension and lump sum benefits you have received, if any, and your **Scheme** contributions plus interest.

## How much will my dependants receive?

- |                          |  |
|--------------------------|--|
| ◆ Adult Survivor         | 2/3 <sup>rd</sup> s of your pension*   |
| ◆ One child              | 1/6 <sup>th</sup> of your pension  |
| ◆ Two children           | 1/6 <sup>th</sup> of your pension each   |
| ◆ More than two children | Generally a total of 1/3 <sup>rd</sup> of your pension divided between each eligible child |

\* This is the amount of an **Active Member's** pension earned whilst paying the higher contributions towards an **Adult Survivor's Pension**.

When calculating the pension benefits payable to your dependants when you die, **British Airways Pensions** will take your basic pension calculation prior to reduction applied against your pension if you decided to draw your pension earlier than **Normal Retirement Age** and prior to any reduction in pension where you elected to give up part of your pension at retirement for a lump sum. If you die whilst still in **Pensionable Service** and you were paying the higher rate of contributions for **Adult Survivor's Pension** cover at the date of your death, **British Airways Pensions** will include half of your potential service from date of death to **Normal Retirement Age** in the basic pension calculation used to work out the **Adult Survivor's Pension** and dependent child's pensions. If you worked part-time at the time of your death your potential **Pensionable Service** will be pro-rated according to the number of hours you worked.

If your **Adult Survivor** is more than ten years younger than you, the **Adult Survivor's Pension** is reduced by 1.25% for each complete year by which the age difference exceeds ten years (e.g. 13 complete years' difference = reduction of 3.75%).

Please remember, if you elect not to pay towards an **Adult Survivor's Pension** as detailed on page 9, and die leaving an **Adult Survivor** or **Pensionable Dependant**, they will not receive benefit from this important pension cover. However, a legal spouse or Civil Partner may still be entitled to a minimum amount of pension required by legislation.

## Who qualifies?

### Adult Survivor's Pension

If you are legally married or in a Registered Civil Partnership at the date of your death a pension will automatically be paid to your legal spouse/Civil Partner. Where you do not have a legal spouse or Civil Partner at date of death, the **Trustees** can consider paying the pension to another adult survivor, who, the **Trustees** agree, meets the criteria of a **Pensionable Dependant**. This is someone who, in the opinion of the **Trustees**, is either at the date of your death: living with you in a relationship resembling marriage and with whom you are financially inter-dependent; or someone who is financially dependent on you to a substantial extent for the everyday necessities of life.

If you are not legally married or in a Registered Civil Partnership but think you may have a **Pensionable Dependant**, please complete a **Surviving Dependant Registration form**, which can be located under the 'Forms' section of our website. Whilst not legally binding on the **Trustees**, the form does provide clear information to the **Trustees**. Please ensure you keep the information on this form up-to-date.

### Dependent Child Allowances

These can be paid to children up to the age of 16, or up to the age of 23 if in full-time education/vocational training or seriously incapacitated and unable to earn a living. Eligible children are your own children, legally adopted children, step-children and any child to whom, in the opinion of the **Trustees**, you stand in 'loco parentis' immediately prior to death.

## Additional Optional Dependant's pension

If required, at any time before your pension starts you can decide to arrange for a pension to become payable to a named dependant on your death in retirement. This is achieved by you giving up part of your own pension permanently. Before you can take up this option you will need to pass a medical examination.

Full details of this option can be obtained from **British Airways Pensions**.



# Keeping an eye on your pension benefits

**Most Active Members** receive an annual statement in the month following their birthday showing the benefits they have built up. Whether you receive one of these statements or not, you can request a Benefit Statement at any time by contacting **British Airways Pensions**. Members with an AVC account also receive a separate statement each year showing the value of their investments.

Detailed explanations of your benefits can be found on our website. The website includes an interactive section where most **Active Members** can access the pension modeller. This helps you to understand how much pension you will get from your **Scheme** and how you could benefit from paying additional contributions.

If you are considering retiring soon, you can obtain a quotation of your pension benefits, including details of the lump sum you could take from the **Scheme** by contacting **British Airways Pensions**.

## Lifetime Allowance

The UK tax rules do not restrict the amount of pension you can have. However, once the value of your pension benefits goes over a set limit the amount of your benefits over that limit will have an extra tax charge. The limit is called the Lifetime Allowance (LTA). The combined 'value' of your pension and lump sum entitlements from all UK Registered pension arrangements you belong to is compared against the LTA applicable in the year of your retirement. The LTA for 2011/12 is £1.80m but will reduce to £1.5m from April 2012.

For most people the value of their total pension benefits will fit within their LTA. If your **Scheme** pension (or the combined value of your **Scheme** pension and any pensions that are already being paid to you from other UK Registered schemes) exceeds your available LTA, then the excess benefits will incur a Lifetime Allowance Charge. The value of your **Scheme** pension is generally worked out as 20 times your annual rate of pension plus the cash value of any AVCs held.

For any pension benefits earned above the LTA, the tax charge would be either:

- ◆ 25% of the value of your excess yearly pension when it starts. (You will also pay income tax on the pension)
- OR
- ◆ 55% of any excess lump sum taken (this is similar in value to a 25% tax charge on top of 40% income tax)

It is your responsibility to check the total value of your pension benefits from all UK Registered pension schemes (excluding any State, widow/er's, Civil Partner's or dependant's pensions you receive) against the LTA. We will automatically confirm the amount of your LTA that has been used up by your **Scheme** pension when you retire.

The government is reducing the LTA from April 2012 from £1.8m to £1.5m. **Members** will be able to register for a new type of protection, known as 'fixed protection' by 5 April 2012 if they expect the value of their pension savings, including AVCs, to exceed £1.5m and they will be drawing their benefits after 5 April 2012. The protection will fix a **Member's** LTA at £1.8m. To obtain this protection members must cease all future pension build up, including payment of AVCs.

## Annual Allowance (AA)

There is no limit on the contributions that can be paid to a UK Registered pension scheme but there is a limit on the amount of pension savings that can benefit from tax relief. The AA is set by HM Revenue & Customs and is currently £50,000 a year. Members whose APS or NAPS pension value increases by more than £50,000 between 1 April and 31 March (the Scheme's Pension Input Period for AA purposes) could pay an additional tax charge at their marginal tax rate.

Most **Members** will not exceed the Annual Allowance. Your pension would need to increase by £3,125 a year, you will have to have paid £50,000 in Additional Voluntary Contributions; or have a combination of the two where the value exceeds £50,000. You can calculate the value of your pension increase by multiplying your increase in pension during the Pension Input Period by 16. Any pension savings you have outside of APS that increase by more than the Consumer Price Index (CPI), must also be included in any AA assessment. Full details can be found on the HMRC website.

It is the individual **Member's** responsibility to monitor their AA and declare any pension build up that exceeds the AA. We will automatically provide you with a statement of your pension build up within NAPS if you exceed the AA in any year.

### **Paying an Annual Allowance Charge**

To help **Members** afford to pay an Annual Allowance tax charge **Members** who meet certain criteria may instruct the **Trustees** to pay the tax charge on their behalf in return for a reduction in benefits. For more details, please contact BA Pensions.

## Legal

### The Scheme

The **Scheme** is a contracted-out final salary related occupational pension scheme sometimes referred to as a defined benefit scheme. The **Scheme** satisfies the criteria required of a qualifying scheme for the purposes of auto-enrolment, which the Company will need to comply with by 1 January 2013.

### Trustees – who are they and what are their responsibilities?

The **Scheme** has 12 **Trustees**: six appointed by the **Company**, one by **Active Members** and five by pensioners. The **Trustees** are responsible for the administration of the **Scheme**, which is carried out by **British Airways Pensions** in accordance with the **Scheme's** Trust Deed & Rules and current legislation. The investment of the **Scheme's** assets is undertaken by British Airways Pension Investment Management Limited (BAPIML). The **Trustees** also look after the assets of the **Scheme** for the sole benefit of **Members** and their dependants. The assets are held completely separately from the assets of the **Company**. Details of who the current **Trustees** are and how they operate are held on our website.

### Scheme's governing documents

The Trust Deed & Rules form the governing documents of the **Scheme**. They describe the constitution and give full details of the benefits. The **Scheme** is a **Registered Pension Scheme** under Chapter 2 of Part 4 of the Finance Act 2004 with a pension scheme reference number (PSTN) of 00302323RH.

This handbook does not confer any rights to membership or benefits. Those rights are conferred solely by the Trust Deed & Rules. If there is any conflict between this handbook and the Trust Deed & Rules, it is the Trust Deed & Rules which will override.

The **Scheme's** formal documents are also available on our website. These include the:

- ◆ Trust Deed and Rules;
- ◆ Trustees' Annual Report and Accounts; and
- ◆ Trustees' Statement of Investment Principles.

### Data Protection

The **Trustees** are registered as a data controller on the public register that is maintained by the Information Commissioner's Office (ICO). Each register entry includes a general description of the processing of personal data. The reason for holding your personal data is to calculate and pay your pension benefits and administer the **Scheme** as a whole. The **Trustees** and **British Airways Pensions** are required to keep your data secure and therefore your data will not be passed to any outside concern unless it is for one of the purposes for which the **Scheme** is registered or it is required by law.



## Corporate Governance

British Airways Pensions Investment Management Ltd (BAPIML) has been instructed by the **Trustees** to exercise voting and other rights attaching to the **Scheme's** investments at meetings of UK and overseas listed companies wherever practicable. Where relevant rights are exercised, this will be based on the framework formulated by the National Association of Pension Funds.

The **Trustees** have also agreed to the incorporation of the principles set out in the Institutional Shareholders' Committee Statement of Principles on the responsibilities of Institutional Shareholders and Agents into their Corporate Governance arrangements.

The primary objective of these Corporate Governance arrangements is to protect the economic interests of the **Scheme**. Details of the exercise of voting rights are reported to the **Trustees** at least quarterly and a summary of this information along with data summarising the **Scheme's** larger investments are available on our website each year, together with a list of the **Scheme's** 100 largest holdings.

## Socially Responsible Investment

The **Trustees'** overriding objective is not to cause BAPIML to take any action (whether by purchasing, holding or selling any investment) which could be reasonably expected to diminish the financial returns on the **Scheme's** investments as a whole.

Subject to this objective, the **Trustees** require BAPIML to incorporate as part of its investment process a systematic approach to the maintenance of ongoing dialogue with the management of those companies in which it retains, or proposes to make, significant equity investments and, where appropriate, other forms of investment. The specific purpose of such dialogue - called 'responsibility discussion overlay', or RDO - is to establish a framework within which BAPIML may, on behalf of the **Trustees**, raise issues concerning the social, environmental or ethical aspects of the operations of the company being invested in. BAPIML has been requested to report to the **Trustees** once in each calendar year on its activities under RDO and the **Trustees** use this report as a focus for issuing further guidance to BAPIML (in consultation with the **Company** where appropriate) if required.

## Resolving disputes

If you have a problem regarding your membership of the **Scheme**, please contact the **British Airways Pensions** team at Whitelocke House in the first instance. If they are not able to resolve the issue, there is a formal dispute procedure in place – The Internal Disputes Resolution Procedure (IDRP). A copy of the procedure, which sets out how to make a formal complaint, can be requested from **British Airways Pensions**.

This information is also available on our website [click on 'Our service standards']. The Pensions Advisory Service (TPAS) can help assist **Members** and beneficiaries of the **Scheme** with any query. Please see the 'Contacts' section for TPAS contact details.



## Keeping in touch

Whilst you are an **Active Member** of the **Scheme**, your contact details contained on the **Company's** records will automatically be transferred to your **Scheme** record. Each year, the majority of **Active Members** will automatically be sent a benefit statement which will give an update of how your pension is building up and what you may expect at retirement. Once you leave **Pensionable Service**, you will need to provide written confirmation to **British Airways Pensions** of any change in contact or personal details.

Each scheme year, the **Trustees** are required to prepare an annual report in relation to the **Scheme**. Additionally, the **Trustees** will periodically send you a communication entitled *In Focus* which provides a summary of the **Scheme's** annual funding statement, report and accounts, points of interest and any changes to the **Scheme** or legislation that might affect you.

Copies of the annual report and *In Focus* magazines are available on the 'News' page of our website.

If you have any questions about the **Scheme**, please contact the administrators:

British Airways Pension Services Limited  
Whitelocke House  
2-4 Lampton Road  
Hounslow  
Middlesex  
TW3 1HU

E-mail: [enquiries@bapensions.co.uk](mailto:enquiries@bapensions.co.uk)

Telephone: 020 8538 2100

Fax: 020 8538 2190

Website: [www.mybapension.com](http://www.mybapension.com)

Please remember, when you leave employment with the **Company**, it is your responsibility to keep your contact details up-to-date, whether you have started to draw your pension or not. Please write direct to **British Airways Pensions** at Whitelocke House as all changes will need to be made in writing and must bear your signature



# Useful Addresses

## Independent financial advice

If you need help in making financial decisions, you should contact an independent financial adviser (IFA) to seek their advice. You will find some names and numbers in the phone book. Alternatively, visit the IFA website at [www.unbiased.co.uk](http://www.unbiased.co.uk)

Please bear in mind that neither:

- ◆ the **Company** or
- ◆ the **Trustees** or
- ◆ **British Airways Pensions** or
- ◆ any of their respective employees

is authorised to give you advice about your pension options.

## TPAS (The Pensions Advisory Service)

TPAS is available at any time to assist **Members** and beneficiaries of the **Scheme** in connection with any pension query they may have, or difficulty which they have failed to resolve with the **Trustees** or **British Airways Pensions**.

TPAS provides a free and confidential service through a nationwide network of volunteer advisers. You can contact your local TPAS volunteer through your nearest Citizens' Advice Bureau or through the TPAS central office at:

11 Belgrave Road  
London  
SW1V 1RB

Phone: 0845 601 2923  
Fax: 020 7592 7000  
Email: [enquiries@pensionsadvisoryservice.org.uk](mailto:enquiries@pensionsadvisoryservice.org.uk)  
Website: [www.tpas.org.uk](http://www.tpas.org.uk)

## The Pensions Ombudsman

The Pensions Ombudsman is able to investigate or determine any complaints of mal-administration or dispute of fact or law in relation to any occupational pension scheme including the **Scheme**. He can be contacted at the same address as TPAS. The Pensions Ombudsman will not investigate your complaint until you have been through the **Scheme's** Internal Disputes Resolution Procedure (see page 20).

Phone: 020 7630 2200  
Fax: 020 7821 0065  
Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)  
Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)



## The Pensions Regulator

The Pensions Regulator is the regulator for occupational pension schemes in the United Kingdom. It makes sure that the people who run occupational pension schemes follow a wide range of rules. It will act if and when irregularities are brought to its attention. It has the power to impose penalties. The Pension Regulator may be contacted at:

The Pensions Regulator  
Napier House  
Trafalgar Place  
Brighton  
BN1 4DW

Phone: 0870 6063636  
Fax: 0870 2411144  
Email: [customersupport@thepensionsregulator.gov.uk](mailto:customersupport@thepensionsregulator.gov.uk)  
Website: [www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk)

## Pension Tracing Service

If you think you may have an old pension, but are not sure of the details, the Pension Tracing Service can usually help by tracing it for you. The Pension Tracing Service is part of the Department for Work and Pensions and has access to a database of over 200,000 occupational and personal pension schemes and can be used, free of charge, to search for a scheme. You can contact the Pension Tracing Service at:



The Pension Service  
Pension Tracing Service  
Tyneview Park  
Whitley Road  
Newcastle upon Tyne  
NE98 1BA

Phone: 0845 6002 537  
Textphone: 0845 3000 169  
Website: [www.direct.gov.uk](http://www.direct.gov.uk) (click on 'Pensions & Retirement Planning')