



In Focus

For active, crystallised and deferred members of the Airways Pension Scheme (APS) (“the Scheme”)
March 2018

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Welcome

Welcome to the In Focus newsletter for 2018. In this edition, we look at the Scheme's latest funding position, the current situation on discretionary increases, new data protection laws, transfers and lots more.

As always, we hope you find the information useful for keeping you up to date with your pension scheme and encourage you to let us know if there's anything you'd like us to include in future editions.

How we use your data to manage APS

You may be aware that new data protection laws will come into effect in May 2018. The regulations encourage greater transparency as to how your data is held and used. Your Trustee has always been committed to the protection of members' data. We only use your data to run APS properly and to ensure we can pay your pension. We are currently assessing our practices against the new requirements to update them by the effective date.

What action do I need to take?

We've enclosed our updated data privacy statement, which explains how we manage the personal information we hold about you. Please take time to read this so that you understand the types of personal information we hold about you, how we receive it, what we use it for and who we share it with.



Data privacy statement enclosed



Scheme funding valuation

A detailed financial health check of the Scheme, known as a valuation, is carried out every three years by the Scheme's Actuary. The most recent full valuation was carried out as at 31 March 2012, at which time the funding level was 91.5% and the funding shortfall was £680 million.

It hasn't been possible to complete the 31 March 2015 valuation due to the ongoing discretionary increases litigation and the legal requirement to reach formal agreement with BA on certain aspects of the valuation. The Pensions Regulator is aware of this and has confirmed that it will take no action at the current time, but it expects the Trustee and BA to progress the 2015 valuation once the result of BA's appeal in the discretionary increases litigation is known.

Until the 2015 valuation can be agreed, BA must continue to contribute to the Scheme at the level agreed in the 2012 valuation. The Scheme Actuary has assessed the current contribution levels and confirmed that they're sufficient to improve the Scheme's financial position until the 2015 valuation is concluded. In the year to 31 March 2017, BA paid £91.7 million into APS (including employee salary sacrifice contributions). This, together with strong returns on the

Scheme's investments, increased the Scheme's assets (the investments the Scheme holds) from around £7 billion at 31 March 2016 to just over £8 billion at 31 March 2017. Lower interest rates have increased the Scheme's liabilities (pension benefits due to be paid now and in the future) but overall the funding level of the Scheme has improved.

Reducing risk

The improved funding level has enabled the Trustee to continue its programme of reducing the Scheme's exposure to investment risk since 31 March 2017.

In both April 2017 and November 2017, we reduced the Scheme's asset holdings with the potential for higher growth and moved the proceeds into less volatile assets. By November 2017, 88% of the Scheme's investments were held in low-risk assets such as bonds. By 2013 we had insured £2.6 billion of the Scheme's liabilities against the risk of members living longer and lower prices in 2017 have allowed us to insure another £1.6 billion. You can read more about our investments on page 7.



Jargon Buster

Funding level

This shows what percentage of liabilities (pensions to be paid now and in the future) are expected to be covered by APS' assets. The higher the percentage, the more secure the pensions that members have already built up are.

This de-risking reflects the terms of the APS Journey Plan, which makes sure the Trustee manages risk by keeping a close eye on the funding level and market conditions. You can read more on this in our December 2017 quarterly newsletter, which is available on the 'News' page of our website at www.mybapension.com/aps/news/trustee-quarterly-newsletters

More on the Scheme's funding

In the years between formal valuations, the Scheme Actuary provides an update which shows how the funding position has changed since the last valuation date. As mentioned on page 3, the March 2015 valuation has not been completed but the Scheme Actuary has confirmed that, using consistent assumptions, the funding position has continued to improve since 2014.

Here's a reminder of the funding position up to 31 March 2014.

Funding shortfall



How is the deficit being addressed?

The Scheme has a Recovery Plan in place to address the deficit. This runs to 2023 and includes measures such as BA paying additional contributions to the Scheme on top of its normal contributions, including a contingent payment of £250 million in January 2019 and a 'cash sweep' arrangement which brings further payments to the Scheme if BA's cash balance at 31 March each year exceeds a certain level. In the year to 31 March 2017, BA paid deficit contributions of £55 million, an additional £31.4 million under the 'cash-sweep' arrangement, as well as an average of 34.7% of members' pay to meet the cost of future pension build-up.

Other measures

As part of every formal valuation, the Scheme Actuary must provide an estimate of whether there is enough money within the Scheme to buy out benefits built up to date with an insurance company. This is known as the solvency level.

This doesn't mean that there are plans to wind up the Scheme. It's simply a piece of financial information that helps with understanding the Scheme's financial position. The APS solvency level was 82.6% at the last formal valuation, as at 31 March 2012 but the Scheme Actuary has confirmed it has improved since then.

How are my benefits protected?

The Pensions Regulator acts as a watchdog, working with pension scheme trustees, scheme managers and employers to help protect your pension. The Pensions Regulator has powers to intervene in the running of schemes if necessary and can issue directions to trustees and companies which require the employer (or a person associated with the employer, such as a holding company) to pay money to the scheme or put another form of financial support in place. We're required to let you know that The Pensions Regulator has not issued any such directions to the APS Trustee and that the Scheme has not made any payments to the employer in the year to 31 March 2017.

Membership numbers

On 31 March 2017, the total membership of APS was 25,353 (2016: 26,351), made up of:

	2017	Change from 2016
Active members - making contributions	271	▼ 77
Active members - with crystallised pensions	160	▼ 40
Deferred members	1,083	▼ 189
Pensioners	17,330	▼ 499
Dependant pensioners	6,509	▼ 193

Money going in and out of the Scheme

The Scheme's annual report and financial statements for the financial year to 31 March 2017 were finalised in October 2017 and showed that at 31 March 2017, APS had assets of just over £8 billion.

The annual report and financial statements show the financial position of the Scheme on a particular day and are different to a valuation which looks at whether the Scheme is likely to be able to pay the benefits that are due in the longer term.

	Million
Value as at 31 March 2016	£6,994
+ Income (member and employer contributions and investment income)	£183
- Outgoings (such as payment of pensioner and dependant benefits)	(£412)
+ Change in market value of investments	£1,245
Value as at 31 March 2017	£8,010

The Scheme's Auditors, KPMG LLP, gave their opinion that the Scheme's report and financial statements provide a true view of the financial transactions of APS and the investments it holds.

Contributions paid in and out over the year to 31 March 2017

- BA paid total pension contributions into APS of £91.7 million, including employee salary sacrifice contributions.
- Active members made Scheme contributions of £2.9 million plus £0.9 million salary sacrifice contributions.
- APS paid out £399.1 million in pension benefits including transfers out of £31.6 million.

The Scheme's investments

British Airways Pension Investment Management Limited (BAPIML) manages the day-to-day investment decisions for APS on behalf of the Trustee.

Investment update

Over the year to 31 March 2017, returns on the APS investments that are measured against the benchmark were positive. These investments include stocks, equities (shares) and bonds (gilts).

The Scheme's investment returns are measured against strategic benchmarks. The Trustee has set a target for the Scheme's investment managers to beat the investment returns of the benchmark by 0.3% over a five-year rolling period.

The actual investment return over the year to 31 March 2017 and over ten years to 31 March 2017 exceeded this target benchmark, but returns over three and five years were below the target benchmark. During the last year, the positive performance of the Scheme's assets against the benchmark was largely achieved through BAPIML's choice of asset types (such as shares versus bonds), country and currency.

You can read more about the Scheme's investment performance on page 13 of the annual report and financial statements, available on the 'Scheme documents' page of our website at www.mybapension.com/aps

How APS investments performed

Financial years to 31 March 2017		APS returns (% a year)	Benchmark returns (% a year)
2017	1 year	14.96%	14.72%
2015/2017	3 years	9.85%	10.13%
2013/2017	5 years	7.76%	7.85%
2008/2017	10 years	7.83%	7.70%



Jargon Buster

Benchmark

The performance of each of the main asset classes is measured against a market index. For example, the performance of UK equities is measured against the FTSE All Share Index. The indices are selected to ensure that the investment performance objectives are linked to the APS pension benefits due to be paid now and in the future. The aim is to exceed this level of return and investment performance is judged against this target.

Investment Strategy

The Trustee aims to choose investments that meet the cash flow needs of the current membership by providing an appropriate mix of growth and security. This is done by investing in a mixture of assets. The Scheme's Statement of Investment Principles is available on the 'Scheme documents' page of our website at www.mybapension.com/aps

APS investments as at 31 March 2017

Return seeking investments	UK equities	2.7%
	Overseas equities	7.1%
	Private equity	1.1%
	Alternative investments	4.2%
	Property	4.2%
Liability matching investments	Real assets (infrastructure)	1.9%
	Bonds fixed	14.9%
	Bonds indexed	62.3%
	Cash	1.6%
Total		100%

Want to know more?

The full annual report and financial statements for the year ending 31 March 2017 are available on the 'Scheme documents' page of our website at www.mybapension.com/aps and show a further breakdown of the Scheme's investments, including a detailed Investment Report on how they performed over the year to 31 March 2017.

Pension transfers

Thinking about transferring your pension? Have you done your homework?

The Government's pension freedom rules, which allow flexible access to defined contribution (DC) pension benefits, don't apply to defined benefit (DB) schemes, such as APS. With cash equivalent transfer values (CETVs) appearing more attractive and the combination of lower expected investment returns, improving life expectancy and rising inflation increasing CETVs, many DB schemes, including APS, have seen an increase in enquiries from members about transferring out. In this article, we explore the key facts about transfers and the Financial Conduct Authority's (FCA) recent review of financial advice in relation to pension transfers.

Pension benefits built up in DB schemes are very valuable, so any decisions you make about your pension need to be considered carefully.

Things to consider before transferring out:

- You can only transfer out once you have ceased to be an active member of the Scheme.
- Transferring out means giving up the security and guarantees that APS offers in return for a cash value to invest in another pension arrangement.
- Take into account the costs of transferring out (transfer fees, commissions and fund management fees) and the cost of buying your pension from an insurance company.
- If the transfer value of your APS pension is £30,000 or more, you must take advice from an FCA-regulated financial adviser before you can transfer to a DC or overseas pension arrangement which allows flexible access to pension benefits. This Government rule exists to protect you by making sure you are aware of the risks as well as any advantages of transferring. We recommend you always take advice, whatever your transfer value, to ensure you make the right decision for your circumstances.

Could transferring out be the right decision for me?

There are some situations where transferring out might be right for your circumstances. For example:

- If your life expectancy is reduced you may be able to buy a higher pension on the open market.
- If you wish to take your benefits in a way that is not available under APS rules – for example, through a pension drawdown arrangement.
- If you're single and have paid for Adult Survivor's pension cover, but have no plans to marry, you could use the contributions paid for the cover to boost your own pension instead.



Jargon Buster

Pension drawdown

Most APS members can take up to 25% of the value of their benefits as a tax-free lump sum from the Scheme when they retire. Pension drawdown arrangements may allow you to take a larger lump sum (some of which may be taxed) without having to draw the remaining pension immediately. However, you may need a fairly substantial fund to take pension drawdown and the income is not guaranteed for life.

Getting the right financial advice

The FCA has looked at the quality of advice people have received on pension transfers. It found that many firms don't advise on pension transfers from DB schemes but instead they introduce clients to firms who specialise in advising on pension transfers. According to the FCA's research, less than 50% of recommendations made by such firms were appropriate for the client, leaving them at risk of transferring to an unsuitable or scam arrangement. This is much lower than the FCA found in the wider advisory market, where over 90% of individuals received retirement income advice that was suitable for their needs.

Before transferring your pension to a DC arrangement, think:

1. Is your financial adviser registered on the FCA website and authorised to give advice on DB pension transfers?
2. Have they explained all the DB benefits you have in APS and provided a comparison with the benefits offered by the new arrangement?
3. Do you know the fees and commission the adviser and new arrangement will take from your transfer value, and the management fees you'll pay each year?
4. Are the investment risks of the new arrangement right for your circumstances?
5. Will the new arrangement give you the income you'll need throughout retirement?

Want to know more?

You can read more about the FCA's investigation on its website at www.fca.org.uk/news/news-stories/our-work-defined-benefit-pension-transfers

The Pensions Advisory Service has also issued 'risk warnings' about pension transfers. You can find a copy of these on the 'Forms' page of our website at www.mybapension.com/resources/news/retirement_risk_warnings.pdf

Also, read our "Watch out for pension scams!" article on page 17.



Where can I find professional financial advice?

To find a qualified financial adviser in your area, you can visit the FCA website at www.fca.org.uk/consumers/finding-adviser or go to www.unbiased.co.uk, www.thepfs.org/yourmoney/find-an-adviser or www.vouchedfor.co.uk

Help on how to choose a financial adviser is available from www.moneyadvice.service.org.uk. The Pensions Advisory Service also offers a free and impartial guidance service and can be reached on 0300 123 1047.

New charges on transfers overseas

A Government transfer charge of 25% now applies if you're resident in the European Economic Area (EEA) but transfer your benefits to a country that is outside of the EEA, or if you transfer your benefits to a country outside of the EEA which you're not resident in for tax purposes.

If your circumstances change within five years of transferring your benefits (for example, if you move to another country), you might still have to pay the overseas transfer charge.

You can find more information on when the charge applies on the GOV.UK website at www.gov.uk/government/publications/qualifying-recognised-overseas-pension-schemes-charge-on-transfers/the-overseas-transfer-charge-guidance

How can I pay for financial advice?

It's important to get financial advice before making decisions about your pension, so that you make the right decisions for you and your family. You can now use your APS additional voluntary contributions (AVCs) to pay for retirement financial advice. This is known as the Pension Advice Allowance.

- More information, including how to apply for the allowance, can be found on the 'Financial Advice' page of our website at www.mybapension.com/aps/scheme/financial-advice
- You can use the allowance once in any tax year up to a total of three times overall. With each use, you can draw up to a maximum of £500.
- The allowance must be paid directly by APS to your financial adviser, who must be registered with the FCA - we can't pay the allowance directly to you.

For information on how to find a financial adviser in your area, see page 11.

Who manages APS?

APS is managed by a Corporate Trustee, Airways Pension Scheme Trustee Limited. The individual Trustees are Trustee Directors of the Corporate Trustee.

Meet your Trustee Directors

There are twelve APS Trustee Directors. Six Trustee Directors are elected by the active and pensioner members of APS (as Member Nominated Directors) and six are appointed by BA (as Employer Nominated Directors). The Company roles for Employer Nominated Directors and constituencies from which Member Nominated Directors have been elected are shown opposite.

Changes to the Trustee Board

This year we welcomed Jude Winstanley, Rebecca Napier and Sian Davies (replacing Charlie Maunder, Ian Howick and Philip Osmond).

Paul Douglas, Pensioner Trustee Director, reached the end of his term of office on 30 September 2016 and was re-elected for a further term of office uncontested.

The current Trustee Directors are:

Employer Nominated Directors



Virginia Holmes
Chair – Independent
Trustee



Sian Davies
Financial Controller,
Engineering (BA)



Andrew Fleming
Head of Legal and BA
Company Secretary (BA)



Bill Francis
Head of Group
IT (IAG)



Rebecca Napier
Head of Finance
Transformation (BA)
& Acting IAG GBS CFO



Jude Winstanley
Head of Brand and
Customer Experience
Effectiveness (BA)

Member Nominated Directors



Frances Axford
Pensioners



Paul Douglas
Pensioners



Ian Heath
Pensioners



Phil Hogg
Pensioners



Stephen Mallett
Pensioners



Tom Mitchell
Active members and
pensioners

Tax updates

- The standard **Lifetime Allowance (LTA)** will increase to £1,030,000 from 6 April 2018.
- The standard **Annual Allowance (AA)** is currently £40,000 a year, but lower if you're affected by the Tapered AA.
- The **Money Purchase Annual Allowance (MPAA)** is £4,000 a year (if you've used the Government's flexible access provisions to access defined contribution benefits from an external pension arrangement since April 2015).

The LTA is set by HMRC and is the maximum amount of pension and lump sum benefits an individual can take without incurring an LTA tax charge. Benefits are tested against the LTA when they are first drawn. The LTA tax charge is 25% of any benefits over the LTA taken as pension, or 55% of any benefits over the LTA taken as a lump sum.

The AA is a limit set by HMRC on the total amount of pension savings you can make each tax year (excluding the State Pension) and still receive tax relief.



Deferred members

Your APS benefits do not count towards your AA but you'll need to check any pension savings you're making elsewhere and you should read about the change to the Tapered AA opposite to see if this applies to you.





Active members

The value to compare against the AA is the growth in your APS pension each tax year (above CPI increases) plus any AVCs you've saved during the tax year.

We'll send you a statement in the summer following the end of the tax year if your APS benefits exceed the standard £40,000 AA. If you have a lower AA (see Tapered AA and MPAA below), and you didn't get a statement automatically, you can call the BA Pensions team to request one.

You can find our contact details on the back page.

Crystallised pensions do not need to be assessed for AA purposes if you do not build up future benefits within APS. However, saving APS AVCs is deemed as ongoing benefit build-up and the total growth in your APS benefits, including AVCs saved and the crystallisation uplifts added to your pension, must then be assessed against the AA for the relevant tax year.

Tapered AA

For the 2016/17 tax year onwards, HMRC reduced the AA for some higher earners. If your taxable income is over £110,000 a year and your 'adjusted income' is over £150,000 a year then your standard AA is tapered. This means that for every £2 your adjusted income is over £150,000, your AA goes down by £1.

Does the Tapered AA affect me?

If your adjusted income is £150,002, your allowance reduces to £39,999. This taper continues down to a minimum of £10,000 – everyone gets at least this much Annual Allowance.

You have to work out if you're affected by tapering and how much your Tapered AA is. The pension scheme can't do this for you but we've provided some helpful information on the 'Tapered AA' page of our website at www.mybapension.com/aps/scheme/tapered-aa

Money Purchase Annual Allowance (MPAA)

The Government reduced the MPAA from £10,000 to £4,000 from the 2017/18 tax year onwards. This may apply to you if you access any defined contribution (DC) pension savings under the Government's flexible access provisions (e.g. from a drawdown arrangement). If you're affected by the MPAA, the AA for your APS pension will also reduce to £36,000. If you make DC pension savings after this that exceed the MPAA in any tax year, you'll have to pay a tax charge.



Active members

Making it easier to pay the Annual Allowance charge

If you've exceeded the AA or your Tapered AA, you can ask the Trustee to pay the tax charge relating to your APS pension for you in return for a reduction in your AVCs or APS pension. This is known as 'Scheme Pays'. If you wish to use this facility, an 'Annual Allowance tax charges - Scheme Pays' pack is available to download from the 'Forms' page of our website at www.mybapension.com/aps Alternatively, you can contact the BA Pensions team for more information on how to do this.



Watch out for pension scams!

Although The Pensions Regulator (TPR) and The Pensions Advisory Service (TPAS) have been running a high-profile campaign to stop people falling foul of pension scams, Action Fraud received 326 new reports of pension fraud across the UK in 2016/17, with the individuals losing a total of £9.7 million.

You can read more about the campaign on the TPR website at www.thepensionsregulator.gov.uk/individuals/dangers-of-pension-scams.aspx

If you've been contacted out of the blue about your pension and you've any doubts at all (neither the Trustee nor BA Pensions endorse any individual firms of financial advisers), contact TPAS for free help and advice. You can reach them on 0300 123 1047 or visit their website at www.pensionsadvisoryservice.org.uk

If you've already signed something you're now unsure about, call Action Fraud on 0300 123 2040 and contact us immediately. We may be able to stop a transfer that hasn't taken place yet.

Scheme updates

Our service to you over the past year

Over the year to 31 March 2017, BA Pensions dealt with 48,661 pieces of work. This included enquiries from members, their representatives and advisers, as well as sending members details of their options under the Scheme. The BA Pensions' hotline team has also handled 48,335 telephone calls.

Much of the teams' work is delivered within the framework of a service level agreement (SLA), with the aim that 95% of enquiries are answered within 10 working days. In the six months to 31 March 2017, we're pleased to say that the team beat this SLA, replying to more than 97% of enquiries within 10 working days.

Industry award winners

We're proud to have won two pensions industry awards in the last year – the Professional Pensions Pension Scheme of the Year Awards for 'Best Administration' and 'Best Trustee Development'. During the year ahead we'll continue to concentrate on improving the way we communicate with you and the quality of our service.



Deferred members

Scheme pension increases

Most deferred pensions within APS increase each year, as described in the Scheme Rules. In the first year, pension increases depend on the date you left the Scheme. The increases are set out in the Government's yearly Pensions Increase (Review) Orders. These Orders broadly reflect the increase in the Consumer Price Index (CPI). You can check the increased amount on your next deferred pension statement, to be issued around the end of May.

The 2018 pension increase is expected to be around **3%**

Mybapension online



Total visits to our APS and NAPS websites during the period 1 September 2016 to 31 August 2017 were 1,806,695.



Page views within the APS and NAPS secure mybapension online areas were 760,316.



43% of visitors to the APS website accessed the secure mybapension online area to view their personal APS statements.

Mybapension online now holds a history of at least three of each type of pension statement for most members, enabling you to view and compare your statements over time to see how your benefits are growing from year to year.

Have you registered?

Currently around 11,500 APS members receive their communications online (that's nearly 50% of all APS members!).

If you haven't yet registered you could be missing out. It's easy to get started, just visit the 'Registration' page of our website at www.mybapension.com/users/sign_up



We've also added new online video guides on how to log into the secure section of our website to view your pension statements, and how to reset your password if you've forgotten it. Visit the 'Videos' page of our website at www.mybapension.com/aps

Online forms

Our range of easy-to-use online forms have proved very popular with members, with over 15,000 forms submitted via our website in the past year.

Don't forget, online you can:

- Fill out a Notice of Wish form to register your dependants for any lump sum death benefits.
- Complete a Surviving Dependant registration form to register a dependant for an Adult Survivor's pension if you are not married or in a civil partnership.
- Manage your AVC investments.
- Change your postal address, if you're a deferred member.

Update your wishes for lump sum death benefits online

Over 3,500 APS and NAPS members updated their wishes using the online Notice of Wish form over the last year.

Updating your Notice of Wish is now easier than ever

1. Log into the mybapension section of our website at www.mybapension.com/aps
2. Fill out the online form listed under 'Your e-forms'.
3. Click 'submit' to send it to the BA Pensions team electronically.

We'd encourage you to keep your Notice of Wish regularly updated. If you haven't sent one to us for at least a year, please update it online now. If you prefer paper, you can print a form from our website or phone BA Pensions and we'll send one to you.

You can find our contact details on the back page.

Any new wishes you provide will automatically replace those you may have sent to us in the past. Remember, you'll also need to update any other pension arrangements that you hold.





Active members

What is a Notice of Wish form for?

If you die whilst you are still working for British Airways, your beneficiaries could receive a lump sum broadly equal to three times your pay, plus any AVCs. If you work part-time, the lump sum is three times your part-time pay, plus any AVCs.



Deferred members

What is a Notice of Wish form for?

If you die and we don't pay an adult survivor's pension (either because you haven't left a legal spouse or partner, or you didn't pay contributions towards this cover), your beneficiaries could be entitled to receive a lump sum made up of your pension contributions with interest up to the date of death, plus any AVCs.

What to do when someone dies

We realise this will be a very difficult time but it's very important that someone tells us straightaway when one of our active members, deferred members or pensioners dies – by calling the BA Pensions team on 020 8538 2100 (Mon to Fri, 9am to 5pm). As soon as we're notified, we can make sure that any survivor's benefits are put into payment without delay.



Pension increase update

We've been keeping you up to date with progress on the award of discretionary pension increases to deferred pensions and pensions in payment.

As a reminder, in 2011, the Trustee decided to introduce the power to award discretionary increases to deferred pensions and pensions in payment. It exercised that power by granting a 0.2% increase from December 2013. The 19 May 2017 High Court judgment ruled that the Trustee at the time, and its advisers, had acted appropriately and that both decisions were valid. The decisions were made in response to the Government changing the inflation measure for Pensions Increase (Review) Orders, from the Retail Price Index to the (usually lower) Consumer Price Index.

BA appealed part of the judgment and the Court of Appeal will hear this appeal in May 2018. The outcome is expected to be known in the summer.

BA was also granted an injunction. This stops us paying the 0.2% increase until we know the result of the appeal. If the Court of Appeal dismisses BA's appeal, and BA does not then take its case to the Supreme Court and apply for another injunction, the injunction will be lifted and the increase can be paid. We'll also then be able to review our position on discretionary increases for 2014 and subsequent years, which we've put on hold while the case is being heard.



Good to know

The BA Welfare and Benevolent Fund

This was set up by BA to help current and former employees who are experiencing financial hardship. Grants are awarded to help with the purchase of necessary goods or services that can't be afforded from normal income. Almost any one-off cost will be considered, although ongoing support cannot be provided. Examples of items for which grants have been awarded in the past are mobility aids or special equipment, appliances for the home and property maintenance and adaptations.

You can contact the BA Welfare and Benevolent Fund in confidence, in the following ways:

Email

bawelfare&benevolentfund@ba.com

Write to

BA Welfare & Benevolent Fund
c/o BA Clubs
Regus
450 Bath Road
Longford
UB7 0EB

The Former Staff Liaison Council (FSLC)

The FSLC is a long-standing group that BA formally consults with and who represent the views of pensioners and former employees. It meets four times a year.

If you wish to join FSLC to assist former colleagues, please contact them at any time by email to Liaison.1.council@ba.com

Contact us

BA Pensions is here to help all APS members; whether you're an active or crystallised member still working for BA, have left BA but not yet drawn your pension or if you're drawing your pension.

You can contact us in the following ways:

Write to:

BA Pensions
Whitelocke House
2-4 Lampton Road
Hounslow
Middlesex
TW3 1HU

Call:

020 8538 2100
Mon to Fri, 9am to 5pm

Email:

enquiries@bapensions.com

Visit our website:

www.mybapension.com/aps