

May 2018 pension payments to Australia

We are aware that our May 2018 pension payments to pensioners with bank accounts in Australia have not yet arrived due to an issue between our bank (Bank of New York Mellon (BNYM)) and its intermediary bank in Australia.

BNYM is investigating the cause of this issue. In the meantime BNYM is arranging for payments to be wired directly to pensioners' accounts, to be received by Tuesday 5 June 2018. BNYM has confirmed that it will cover any charges incurred as a result of payments being made in this way.

We understand, and are concerned, that you may have automated payments scheduled to leave your account following the expected receipt of your pension. With payments entering accounts later than expected we hope that any impact of this delay will be minimal. If you have incurred any difficulties as a result of payments scheduled to leave your account between 31 May and 5 June please let us know (all our contact details are below). Please retain documentary evidence to support any financial difficulties you have incurred.

We will write to all affected pensioners with a further update as soon as BNYM's investigations have been completed and the cause of the issue identified.

Our aim is to deliver the highest possible service to our pensioners and the BA Pensions team sincerely apologise for the inconvenience caused by the delayed receipt of your May 2018 pension.

British Airways Pensions
1 June 2018

Contact us:

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