

# **E.ON UK GROUP OF THE ELECTRICITY SUPPLY PENSION SCHEME (the “Group”)**

## **INTERNAL DISPUTE RESOLUTION PROCEDURE**

E.ON UK Trustees Limited, as Trustee for the Group, wishes to ensure that members and beneficiaries know how a complaint or dispute about benefits or services will be dealt with.

Set out below is the formal procedure that has been adopted by the Trustee of the Group. This procedure applies to all benefit categories of the Group and to all complaints received on or after 14 May 2009.

The Trustee Board has established a Determinations Committee to deal with all complaints under a one stage process. The Determinations Committee has delegated powers to consider complaints and to respond on behalf of the Trustee Board.

A member or beneficiary who has a disagreement with the Trustee (for example, regarding a decision the Trustee has taken or the services provided by the Group’s administrators) should write to the Secretary at the address shown overleaf giving full details of their complaint. The application should be signed and contain certain particulars of the dispute, including the member’s (or applicant’s) full name and address. The member’s national insurance number should also be included in the application, and where the applicant is not the Scheme member, details of his or her relationship to the Scheme member should be stated.

The Secretary will investigate the complaint and prepare papers for consideration by the Determinations Committee of the Trustee Board. The Determinations Committee meets regularly and an agenda and papers will be circulated at least five working days before the date of the meeting. The Secretary will write to the complainant advising when their case will be reviewed. The Determinations Committee will consider the complaint and send a written reply, usually within three calendar months of receipt, having regard to the Pensions Regulator’s Code of Practice on dispute resolution. If it is not possible to reply within a three month period the member or beneficiary will be notified of the expected date by which a written reply will be sent and given a reason for the delay.

A member or beneficiary is one who falls into one or more of the following categories:

1. Members, including pensioners and deferred pensioners.
2. Widows, widowers and dependants of deceased members including any other person who, on the death of the member, is entitled to the payment of benefits under the Group.
3. Prospective members including (but not limited to) employees who:
  - 3.1 have an option to join the E.ON UK Group (Eastern, EME, Midlands, Powergen, EMEPP, RB Plan, MEPS or EGPS categories) under Rule 2A;
  - 3.2 have an option to join the E.ON UK Group (Eastern, EME, Midlands, Powergen, EMEPP, RB Plan, MEPS or EGPS categories) under Rules 2B, 2C or 2D;

3.3 did not join when first eligible or who have an option to join or re-join at a later date with the consent of the Principal Employer, E.ON UK plc.

4. Any person who falls within one of the above categories within the six months prior to making the complaint (or such longer period as the Committee determines).
5. Any person who claims to fall into one of the above categories where there is a disagreement as to whether he or she does so.

An application may be made or continued on behalf of a member or beneficiary (i) where the person dies, by his personal representative; (ii) where the person is a minor or is otherwise incapable of acting for himself, by a member of his family or some other person suitable to represent him; and (iii) in any other case, by a representative nominated by him

The address of the Secretary is:

The Secretary  
E.ON UK Trustees Limited  
Westwood Way  
Westwood Business Park  
Coventry  
CV4 8LG

### **The Pensions Ombudsman**

You have the right to refer your complaint to The Pensions Ombudsman free of charge. The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes. Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about happened – or, if later, within three years of when you first knew about it (or ought to have known about it). There is discretion for those time limits to be extended. The Pensions Ombudsman can be contacted at:

Address: **10 South Colonnade, Canary Wharf, London, E14 4PU**  
Tel: **0800 917 4487**  
Email: **enquiries@pensions-ombudsman.org.uk**  
Website: **www.pensions-ombudsman.org.uk**

### **MoneyHelper**

If you have general requests for information or guidance concerning your pension arrangements you can contact MoneyHelper.

MoneyHelper provides a free and confidential service to help members and beneficiaries of workplace pension schemes. You can contact MoneyHelper at:

Address: 120 Holborn, London, EC1N 2TD  
Tel: 0800 011 3797  
Website: [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)