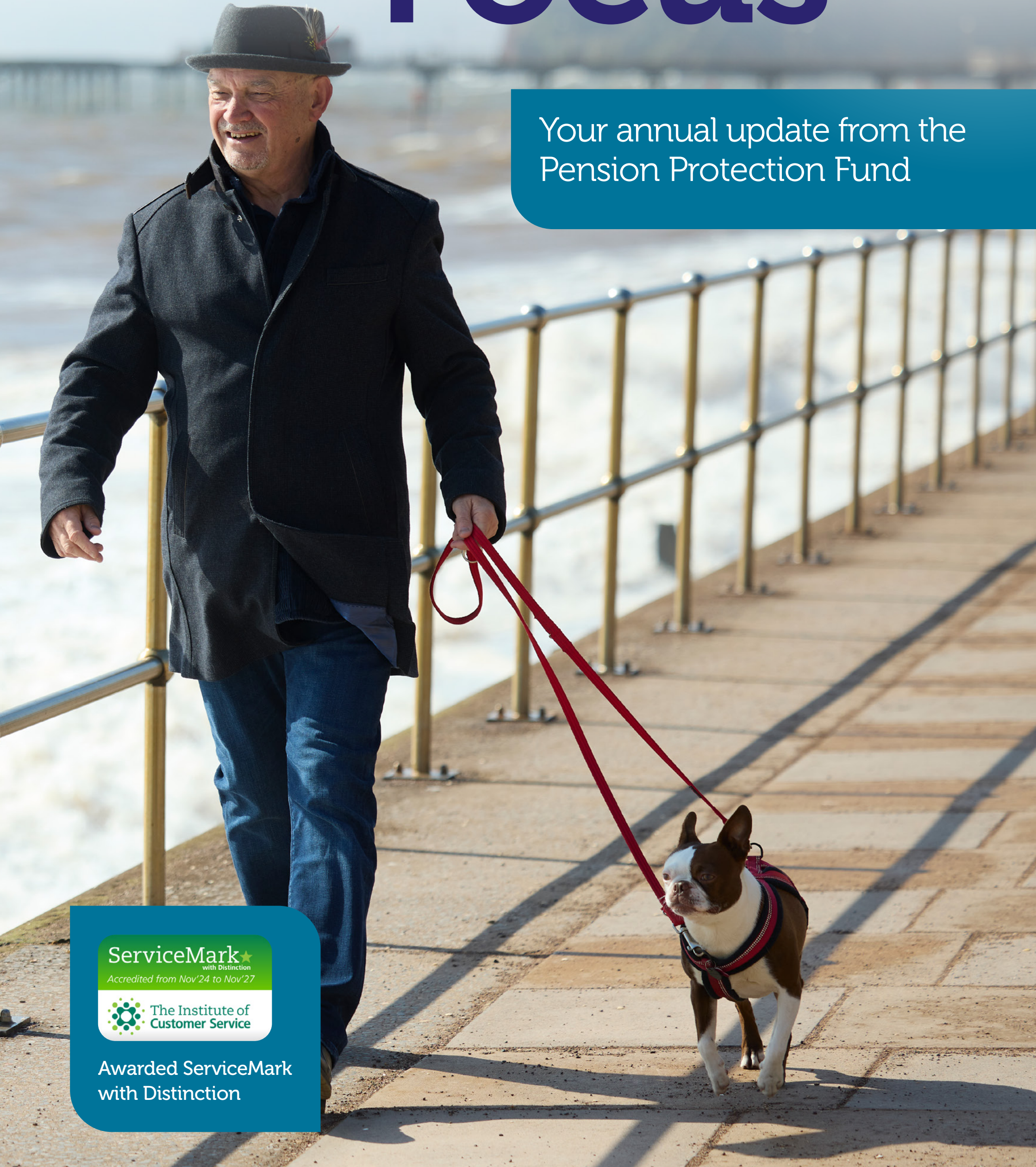
Pension Protection Fund
20 years

Member Focus 2025

Your annual update from the Pension Protection Fund



ServiceMark with Distinction
Accredited from Nov'24 to Nov'27
The Institute of Customer Service

Awarded ServiceMark with Distinction

20 years of protecting people's futures

We've come a long way since we opened our doors in 2005. We've grown into a successful and trusted institution, and we remain in a robust financial position.

2024/25 at a glance

£31.2bn
assets

289,469
PPF members

£1.2bn
paid to members

Providing outstanding customer service remains our priority, and we're proud that we have maintained the high levels of customer service you expect of us.

This year we were proud to achieve the Institute of Customer Service's ServiceMark with Distinction.

Supporting families at one of life's most difficult times is one of the most important things we do, so we've redesigned our bereavement process to better support you and your loved ones. You can now manage this on our member website.

If you have not already registered to use the website, you can find information on how to do this in this newsletter. Almost half of our members already use it, and they tell us it is very easy to find and update information.

Many of you have spoken to us about cost-of-living pressures and have raised concerns specifically about the lack of annual increases (indexation) in compensation for pre-1997 service. We have shared these comments with the Department for Work and Pensions (DWP), and I have spoken to the Minister for Pensions directly about the subject. The government has committed to reflect on pre-97 indexation rules, and we will continue to share your views.

Michelle Ostermann
Chief Executive

Explore our member website

Our secure member website **ppf.co.uk/members** gives you the control to access and manage your PPF benefits. It also has lots of useful information that will help you to make informed decisions.

You can use our member website to:

- NEW: View information about annual increases
- Nominate a beneficiary, if your former scheme rules allow
- Tell us if you get married or divorced, enter into or dissolve a civil partnership, or change your name
- See a forecast of what your beneficiary could receive when you die, if your former scheme rules allow
- View, print and download your P60s and payslips
- Send us a secure message – **the most secure way to contact us**
- See letters we have sent you before they arrive in the post
- Update your personal, address or bank details and upload documents

Updating your details on our member website is the most secure way for you to keep us up to date. Please note we're unable to action any change of personal details requests sent via email.

Sign up now at **ppf.co.uk/members**

Forgotten your username or password?
You no longer need to call us to reset your username or password for our website. Click on 'forgotten username or password' at **ppf.co.uk/members**.

Don't miss out!
Register for the member website

More than 130,000 members already use our secure member website to manage their information.

Registering is straightforward. You'll need the following information:

- **Your National Insurance number**
- **Your PPF reference number (printed on the back of this newsletter)**

Go to **ppf.co.uk/members** and click Register.

Fill in your personal information, including your mobile phone number. Each time you log in to our website, we'll send an access code to your phone number, which will last for 10 minutes.

Finally, you'll need to set up a username, password and three memorable questions. We suggest you use your email address for your username. We'll ask you one of your memorable questions if you call us about your online account.

What our members say

"Registering was easy, and I found what I needed quickly and easily."

"The website is easy to use with useful information that answers all of my questions."

New: Nominate your beneficiary

We know how important it is to feel reassured that your dependants will be looked after in the future. That's why we've redesigned our bereavement process so that you can see how much your beneficiary might receive, and know you have done all you can to ensure they will start receiving payments quickly.

You can now nominate your beneficiary and upload evidence of their relationship to you on our website. You'll be able to see an online forecast of what your loved one could receive to help with financial planning.

Providing your marriage or civil partnership certificate now means your beneficiary won't need to send this to us after your death.

They can complete a short online claim form, which will cut down the time it takes for us to set up their payments.

If you've previously called us to make a beneficiary nomination or sent us a nomination form, we still hold this information. Your beneficiary will need to provide evidence of their relationship to you after your death, however, and it will take longer for them to receive their first payment, so we encourage you to make your nomination on our website.

If you have any questions, you can call us on 0330 123 2222 between 09:00 and 17:30 Monday to Friday (except public holidays). If you live overseas, please call +44 (0)20 8633 4902.

"I logged in, checked the details of my beneficiary and uploaded a picture of my marriage certificate. It was easy."

Karl, PPF member

How to nominate a beneficiary

1. Register on our member website. You'll need your National Insurance number and your PPF reference number which you can find on the back of this newsletter.

2. Log in, go to 'My Choices' and click on 'Nominate beneficiary'. Fill in the beneficiary nomination form. You'll need your nominee's National Insurance number.

3. Upload your marriage or civil partnership certificate. If you are not married or in a civil partnership, you may be able to nominate a partner who you live with, if your former scheme's rules allow.

4. We'll review your evidence and, if we have what we need, your nominee's status will change to 'validated' within a few days. We'll contact you once a year to check the information remains up to date.

Information for family members

We want to ensure you have a fast, easy and compassionate experience with us after your loved one's death. You can notify us of a bereavement via the government's **Tell Us Once** service, which allows people to report a death to most government-related organisations in one go. A registrar will explain the Tell Us Once service when you register a death and give you a unique reference number. You can use the service online or by phone. Alternatively, you can notify us directly at **ppf.co.uk/members**.

If you are your relative's named beneficiary and they had uploaded evidence of your relationship to them on our website, we will ask you to complete a short online claim form. Completing this promptly will cut down the time it takes to set up your payments.

Letting someone deal with us on your behalf

If you'd like someone else to deal with us on your behalf, you can send us a Letter of Authority or a Power of Attorney.

Letter of Authority – allows someone to obtain information from us on your behalf for up to a year at a time. There's a template form on our member website, or we can post one to you.

Power of Attorney – a legal document that lets you appoint one or more people to make decisions on your behalf. You don't need to get a solicitor to do this. You can make or register a Lasting Power of Attorney at **gov.uk/power-of-attorney**.

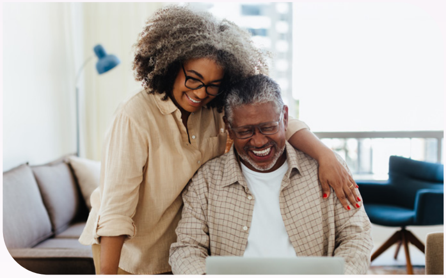
We can also accept verbal authority for someone else to deal with us on a call, provided you're there to answer some verification questions.

Make sure we have your correct address

It's important that we have your current address so we can write to you when we need to.

Target Professional Services is the company we've chosen to help us keep in contact with all our members. You may receive a letter from them each year asking you to confirm your address. A safe and simple way to do this is using Target's free app, MyPensionID, which can be downloaded from the App Store or the Play Store.

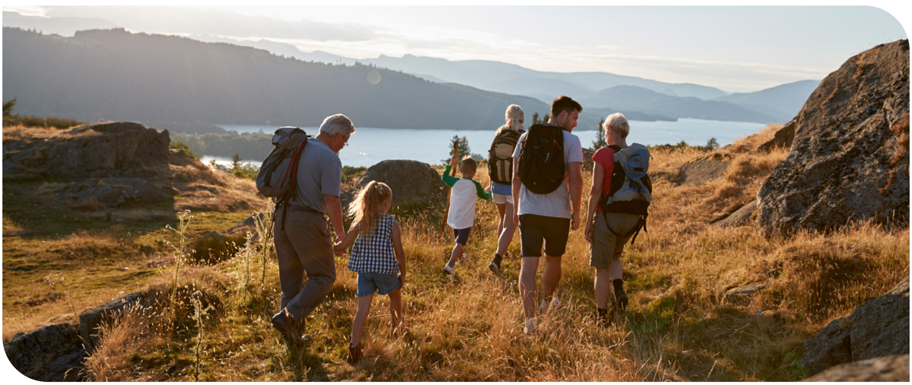
If you verify your address when prompted on the PPF member website, Target may not need to contact you during that year.



Go digital

Tell us your email address

Register on our member website to provide us with your email address. We'll send you Member Focus and important updates by email.



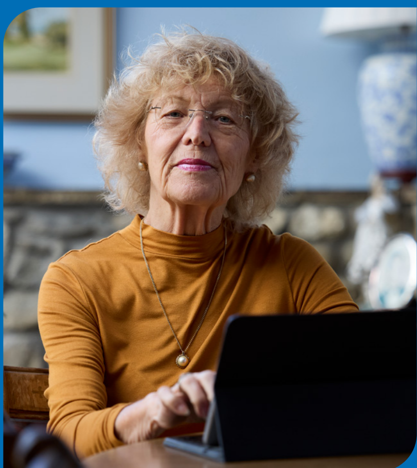
Information on annual increases

NEW: You can now see information about annual increases when you log into our member website. You'll need to register at **ppf.co.uk/members**.

We value all feedback from our members

We often hear concerns regarding the lack of annual increases (known as indexation) to compensation for benefits accrued before 6 April 1997. We have been sharing these concerns with the Department for Work and Pensions, and our Chief Executive, Michelle Ostermann, has discussed this important subject with the Minister for Pensions.

Any changes to compensation levels require changes to legislation. In April this year, the government said that it would consider our compensation framework, in particular pre-97 indexation, and it will provide further detail in due course. We will continue to prioritise supporting the government as it considers this issue.



Join the discussion

We meet with our member forum twice a year to discuss important issues. We want to ensure that the member forum represents all of our members, and we'd like to hear from more women and other under-represented groups. If you're interested in joining, please email **ppfmembers@ppf.co.uk** with your full name, year of birth, postcode and PPF reference number.

Don't miss out on Pension Credit

If you're over State Pension age and living on a low income, you could claim Pension Credit. It's a state benefit that gives you extra money to help with your living costs. Pension Credit can also help with housing costs such as ground rent or service charges. You might get extra help if you're a carer, severely disabled, or responsible for a child or young person.

You can get Pension Credit even if you have other income, savings or own your own home. Pension Credit is separate from your State Pension.

You can check if you're eligible for Pension Credit by visiting **gov.uk/pension-credit-calculator** or calling the Pension Credit helpline on 0800 991 234.