Introduction

What is the CARE Section?
The CARE (Career Average Revalued Earnings) Section of the University of Liverpool Pension Fund (ULPF) was established on 1 August 2011 for all eligible employees who commence employment with the University or with another employer that participates in ULPF.

The CARE Section is designed to provide you with a pension and a cash lump sum (which is currently paid tax-free) when you retire, based on the Earnings you receive each year. It also helps to provide for your family in the event of your death.

You will receive tax relief on the contributions you pay to ULPF and you may also save on the amount of National Insurance contributions you pay. The benefits from ULPF will be paid in addition to any State Pension that you may receive.

Please Note: This booklet summarises the main benefits provided by ULPF, which is governed by the Trust Deed and Rules. If there is a difference between the information provided in this booklet and the Trust Deed and Rules, the latter will prevail. If you want to see a copy of the Trust Deed and Rules, or have any questions concerning the content of this booklet, please contact:

Pensions Team
Human Resources Department
University of Liverpool
The Hart Building
Mount Pleasant
Liverpool
L3 5TQ

pensions@liverpool.ac.uk
www.liverpool.ac.uk/hr/pensions

Simplicity
The CARE Section lets you see how your benefits build up:

• Your pension grows steadily, building up at 1/80th of your Earnings for each year

Plus

• Your cash lump sum builds up at 3/80ths of your Earnings for each year (this is currently paid tax-free)

Protection
Your pension and cash lump sum for each year will be revalued annually up to your retirement or the date you leave ULPF if earlier.

Security
ULPF is a Defined Benefit arrangement, which means that your benefits are based on your Earnings and the length of time you are a member.

April 2019
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Key terms

Here is a summary of the key terms you will see throughout this booklet:

**Active Member**
An employee who has been admitted to Active Membership of ULPF and who has not opted out, left Service, or retired.

**Actuary**
The professionally qualified person appointed by the ULPF Trustee Board to advise them on all aspects of the funding of ULPF.

**CARE**
Career Average Revalued Earnings.

**Consumer Price Index**
The rate of price inflation, as published by the Government.

**Dependant**
Any individual (whether or not a relative) who, in the opinion of the ULPF Trustee Board, is or was at the time of your death wholly or partly financially dependent upon you.

**Earnings**
Your Salary, plus any pensionable enhancements to your Salary, plus any payments received for any additional hours worked up to the full-time equivalent hours for your grade.

**HMRC**
Her Majesty’s Revenue & Customs.

**NRD**
Your Normal Retirement Date, which is your 65th birthday. Your NRD may be different to your State Pension Age.

**Pensionable Service**
The period you have been an Active Member of ULPF.

**Pensionable Salary**
Your Salary during the year immediately before your death or leaving Pensionable Service.

**Qualifying Service**
Your Pensionable Service and any period of employment to which a transfer you have brought to ULPF relates.

**Qualifying Spouse**
Your husband, wife or civil partner.

**Qualifying Child (or Children)**
A dependent child (including an adopted child or children and stepchild or stepchildren) under the age of 18 years or, if still in full-time education or training, under the age of 23 years.

**Salary**
Your basic annual rate of salary.

**Service**
Your employment with the University or other employer that participates in ULPF.

**Scheme Year**
Runs from 1 August to 31 July.

**ULPF**
The University of Liverpool Pension Fund.

**ULPF Rules**
The Trust Deed and Rules that govern ULPF.

**ULPF Trustee Board**
The people responsible for running ULPF in accordance with the ULPF Rules. The ULPF Trustee Board acts completely independently of the University in the running of ULPF.

**University**
The University of Liverpool.
Active membership

Who can join the CARE Section of ULPF?
You can join if you are:
- Employed by the University or by another employer which participates in ULPF
- Under the age of 75
- Determined by the University not to be eligible to be a member of the Universities Superannuation Scheme (USS)
- Not already receiving a pension from ULPF

How do I join?
When you start working for the University or other employer which participates in ULPF, you will automatically become a member of ULPF. You will be able to opt out of ULPF if you wish, however, in accordance with the government’s automatic enrolment legislation; you may be automatically enrolled back into ULPF within three years.

How much do I pay into ULPF?
The amount you pay as an Active Member is 6.5% of your Earnings. The true cost to you is less than this amount because you receive tax relief on your contributions at the highest rate you pay.

What is Pensions Plus?
Pensions Plus is the University’s salary sacrifice arrangement for pension contributions which allows you to reduce the amount you pay in National Insurance contributions.

Under Pensions Plus, instead of having your pension contributions deducted from your Earnings (before deductions for income tax) you agree to have your gross pay reduced by the amount of your pension contributions. The University will then pay your pension contributions on your behalf.

If you are employed by the University, your pension contributions will automatically be paid through Pensions Plus. If you wish to opt out of Pensions Plus, you will need to request a form from the Payroll Team in the Human Resources Department.

How much does the University contribute?
The University is responsible for paying the balance of the cost of providing the benefits of ULPF and currently contributes 16% of Earnings. At least once every three years the Actuary carries out a valuation to determine the level of funding required to provide for your benefits in the future.

What happens to my contributions?
The ULPF Trustee Board invests the money that you and the University pay into ULPF to provide for your benefits in the future. The Statement of Investment Principles explains how the ULPF Trustee Board invests the money paid into ULPF. A copy is available on request from the Pensions Team (see page 15 for details).

Can I make additional contributions to ULPF?
No, but you can make payments into other pension arrangements that are not provided by the University. For further information on the tax rules, please see page 11.

Can I opt out of ULPF?
If you decide that you do not wish to continue as an Active Member of ULPF, you can choose to opt out.

You will be able to opt out of ULPF if you wish, however, in accordance with the government’s automatic enrolment legislation, you may be automatically enrolled back into ULPF within three years.

If you are considering opting out, it is strongly recommended that you take independent financial advice. For further information contact the Pensions Team (see page 15 for details).

Can I transfer another pension into ULPF?
No. You are not able to transfer any other pension benefits you may have into ULPF.
Benefits

Retirement

How do my pension benefits build up?

For each Scheme Year (or part of a Scheme Year) during the period that you are an Active Member of ULPF, you will earn a pension and cash lump sum benefit based on your Earnings for that Scheme Year (or part of a Scheme Year) as follows:

1/80th of your Earnings for each Scheme Year
Plus
3/80ths of your Earnings for each Scheme Year

The pension and cash lump sum benefits earned for each Scheme Year will be revalued up to your retirement or date of leaving ULPF. The rate of revaluation will be in line with the Consumer Price Index up to a maximum of 5% a year, plus one half of any excess above 5% a year. This will be subject to the total revaluation not exceeding 7.5% a year.

Example:
Your CARE pension builds up at a rate of 1/80th of your Earnings for each year. Your CARE pension also increases in line with the Consumer Price Index (CPI), which is applied one year after a Scheme Year ends, so an increase on your year one pension would be applied after the end of year two, your year two pension would increase after the end of year three and so on.

The table shows a simplified example of how you build up CARE pension, for illustration purposes, assuming a salary increase of 5% each year, and CPI of 2.5% each year:

<table>
<thead>
<tr>
<th>Year</th>
<th>Salary</th>
<th>Year one + CPI</th>
<th>Year two + CPI</th>
<th>Year three + CPI</th>
<th>Year four + CPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>one</td>
<td>£250.00</td>
<td>£262.50</td>
<td>£275.63</td>
<td>£269.06</td>
<td>£282.52</td>
</tr>
<tr>
<td>two</td>
<td>£262.50</td>
<td>£275.63</td>
<td>£289.41</td>
<td>£282.52</td>
<td>£287.37</td>
</tr>
<tr>
<td>three</td>
<td>£275.63</td>
<td>£289.41</td>
<td>£293.23</td>
<td>£287.37</td>
<td>£291.60</td>
</tr>
<tr>
<td>four</td>
<td>£289.41</td>
<td>£293.23</td>
<td>£297.06</td>
<td>£291.60</td>
<td>£295.82</td>
</tr>
</tbody>
</table>

So in this example, after four years, the pension built up is £1,116.95 per year.

Your cash lump sum works in exactly the same way, but builds up at 3/80ths instead of 1/80ths:

<table>
<thead>
<tr>
<th>Year one</th>
<th>Salary + 80 x 3</th>
<th>£756.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year two</td>
<td>Salary + 80 x 3</td>
<td>£826.88</td>
</tr>
<tr>
<td>Year three</td>
<td>Salary + 80 x 3</td>
<td>£871.97</td>
</tr>
<tr>
<td>Year four</td>
<td>Salary + 80 x 3</td>
<td>£887.37</td>
</tr>
</tbody>
</table>

So in this example, after four years, the lump sum built up is £3,350.81.

In practice

The pension and cash lump sum benefit that you earn for any given Scheme Year are revalued on the next 1 August but one, and thereafter on each 1 August up to your retirement or date of leaving ULPF. For example; for members joining ULPF in the Scheme Year to 31 July 2018, your benefits would be revalued on each 1 August starting with 1 August 2019.

When is my Normal Retirement Date?

Your Normal Retirement Date, or NRD, is your 65th birthday. This may be different to your State Pension Age.

What will I receive when I take my benefits at my NRD?

If you retire from Service at your NRD, as an Active Member, you will receive:

A pension equal to the pensions (including revaluation) that you have earned for each Scheme Year of your membership added together

Plus

A cash lump sum equal to the cash lump sums (including revaluation) that you have earned for each Scheme Year of your membership added together
Can I take an additional cash lump sum or additional pension?

You can choose to exchange part of your pension to provide an additional cash lump sum, up to the maximum limit as set by HMRC. Equally, if you do not wish to take a cash lump sum, or wish to take only part of it, all or some of the amount of cash lump sum that is automatically provided may be converted to additional pension.

What happens if I continue to work past my NRD?

If you work past your NRD your ULPF benefits will continue to build up until you actually retire from Service or otherwise cease to be an Active Member (if earlier).

Can I retire before my NRD?

If you leave Service as an Active Member before your NRD but after reaching age 55, you can, with the University’s consent, choose to take your benefits immediately.

Your pension and cash lump sum will be calculated in the same way as at your Normal Retirement Date, but based on the total pension and total cash lump sum you have built up until your actual date of retirement. An early retirement reduction factor will then be applied to your benefits reflecting the period from your actual date of retirement to age 65.

How will part-time working affect my benefits?

Your benefits will build up in the same way as for those who work full-time.

How will my pension be paid?

Your pension will be paid in monthly instalments by direct credit to a UK bank or building society account on the 28th day of each month. These arrangements will begin on the 28th day of the month after you retire. If you choose to receive a cash lump sum payment, this will also be paid directly to your bank or building society account.

Will my pension increase while it is being paid?

Pensions in payment will increase each year in accordance with statutory requirements. In line with current legislation, this means that your pension will be increased each year in line with the increase in the Consumer Price Index up to a maximum of 2.5%.

The ULPF Trustee Board at its discretion may, with the consent of the University, increase pensions in payment in addition to the increases required by legislation.

Total Incapacity

If you have completed at least two years’ Pensionable Service and the ULPF Trustee Board is of the opinion that you are suffering from Total Incapacity (defined below), then you will be entitled to draw an immediate pension and cash lump sum.

Your pension will be the total pension that you have built up to your date of retirement, to which will be added the amounts of pension that you would have been credited with for the Scheme Years to your NRD had you stayed in Service. Your Pensionable Salary at your date of retirement would be used to determine these additional amounts. The cash lump sum would be calculated in a similar way.

Incapacity

If you have completed at least 5 years’ Pensionable Service and the ULPF Trustee Board is of the opinion that you are suffering from Incapacity (defined below), then you will be entitled to draw an immediate pension and cash lump sum. You will be entitled to the benefits that you have built up to your date of retirement without any reduction for early payment.

Total Incapacity

Physical or mental deterioration which, in the opinion of your employer, is serious enough to prevent you from following your current duties (or such other duties as your employer may reasonably request) and which is likely to involve permanent inability to earn anything (or anything more than modest amounts) from employment provided for remedial activity.

Incapacity

Physical or mental deterioration which, in the opinion of your employer, is serious enough to prevent you from following your current duties and which seriously impairs your earning capacity, where your employer does not have any suitable alternative employment available.

If you retire on the grounds of Incapacity or Total Incapacity and subsequently your health improves, or you are able to resume earning, the ULPF Trustee Board may withdraw, suspend or reduce your pension.

If you are so ill that the expectation of life is very short, it may be possible for your pension benefits to be exchanged for a cash lump sum. Should this be done, it does not affect any subsequent benefit which may be payable to your Qualifying Spouse or Qualifying Children.
Benefits

Periods of absence

What if I take a period of unpaid leave?

Normally, if you are taking a period of unpaid leave, you will, for the purposes of ULPF be treated as having left Service. However, the University and the ULPF Trustee Board may at their discretion agree that you should be treated as remaining in Service for some or all of the period of unpaid leave. In that situation the University and the ULPF Trustee Board will agree the terms to apply in relation to your contributions and benefits during that period and notify you of them. For further information contact the Pensions Team (see page 15 for details).

What if I go on maternity, adoption, paternity, parental or shared parental leave?

If you are absent from work temporarily due to maternity, adoption, paternity, parental or shared parental leave, your membership of ULPF continues on the following terms:

During paid leave (which for this purpose includes unpaid parental leave during which you continue to pay your normal contributions to ULPF and unpaid ordinary maternity leave), ULPF benefits will be provided as if you were working normally and being paid accordingly. However, you need only pay contributions on the pay you actually receive.

During unpaid leave you will not be required to pay contributions to ULPF and as a consequence this period may not count towards your benefits. However, death benefits will continue to be provided. For further information contact the Pensions Team (see page 15 for details).

What if I am too ill to work?

Your ULPF membership will continue until you are considered able to return to work or, if earlier, you leave Service or retire. If you continue to receive pay during your absence, contributions will continue to be based on the Earnings that would have been payable if you had not been absent. During your absence, lump sum death benefits will continue to be provided.

Protection in the event of your death

What if I die while I am an Active Member?

If you die while you are an Active Member the following benefits will be payable:

- A lump sum equal to four times your Salary at the date of your death
- A refund of all your contributions paid during your period of membership
- A pension payable to your Qualifying Spouse if you have two or more years of Pensionable Service at the date of your death

Qualifying Spouse’s pension payable before NRD

The Qualifying Spouse’s pension is calculated as one half of the pension that would have been payable to you at NRD. The method of calculating the pension which would have been payable at NRD is the same as for Total Incapacity retirement (see page 7 for details).

Qualifying Spouse’s pension payable after NRD

The Qualifying Spouse’s pension is calculated as one half of the pension that would have been payable to you if you had retired on the day before your death.

No Qualifying Spouse

If at the time of your death, you do not leave a Qualifying Spouse the ULPF Trustee Board has discretion to pay a pension to a Dependant.

What if I have taken my pension?

If you die after you have started to take your pension, your Qualifying Spouse will receive a pension equal to one half of the pension payable to you at the time of your death. For this purpose it will be assumed (if not a fact) that there was no exchange for a cash lump sum or additional pension at retirement.

If five years’ payments of pension have not been made to you, a lump sum equal to the payments you would have received over the remainder of that period, at the rate applicable at the date of your death, would be payable.
Is a pension provided for my children?
If in the event of your death, you leave Qualifying Children, pensions equal to one quarter of the pension payable to your Qualifying Spouse (or which would have been payable if you had left a Qualifying Spouse at the time of your death) would be payable to a maximum number of two Qualifying Children. The ULPF Trustee Board has discretion to increase this benefit if you leave Qualifying Children but no Qualifying Spouse.

Who decides how my lump sum death benefits will be paid?
The ULPF Trustee Board has the discretion to decide who should receive lump sum benefits payable in the event of your death. To help them to do this, you should complete a Member’s Expression of Wish Form. This tells the ULPF Trustee Board who you would like to benefit in the event of your death. The ULPF Trustee Board will take the Member’s Expression of Wish Form into account when exercising their discretion but shall not be bound by it. If your Member’s Expression of Wish Form needs to be revised, or if you have not completed one before, you can request a form from the Pensions Team (see page 15 for details).

Leaving Active Membership
What happens if I leave Active Membership of ULPF before my NRD?
If you leave Active Membership of ULPF before your NRD, either because you no longer work for the University or because you choose to opt out, you will stop accruing benefits.

Less than two years of Qualifying Service
If you have Qualifying Service of less than three months, you will be given a refund of your contributions less tax.

If you have Qualifying Service of at least three months but less than two years’, you will be given the option to transfer your benefits to another registered pension scheme. Alternatively, you can take a refund of your contributions less the deductions described above.

If you do not choose to transfer within three months of your options being sent to you, a refund less deductions will be paid to you.

If you participate in Pensions Plus and leave with less than two years’ Qualifying Service and you do not wish to transfer your benefits, the University will refund an amount equal to the notional member contributions you would have paid had you not been a member of Pensions Plus, less statutory deductions. However, as this is not a ULPF benefit, it would be paid via the University’s payroll.

More than two years of Qualifying Service
If your Qualifying Service is two years’ or more and you have not taken an immediate pension (please see page 7), you will become a deferred member and a deferred pension and cash lump sum will be calculated up to your date of leaving.

These benefits are calculated in the same way as at your NRD, but are based on the total pension and total cash lump sum you have built up to your date of leaving.

You have the option to leave these deferred benefits in ULPF until you retire, or transfer them to another registered pension arrangement willing to accept it.

Will my deferred benefits increase if I leave them in ULPF?
Your deferred benefits will be increased for the period between your date of leaving and your date of retirement in accordance with statutory requirements. In line with current legislation, this means that your deferred benefits will be increased each year in line with the Consumer Price Index up to a maximum of 2.5% per annum.

When can I take my deferred benefits?
If you leave your benefits deferred in ULPF, you are entitled to take your benefits when you reach your NRD.

You may be able to take your benefits between age 55 and your NRD at the ULPF Trustee Board’s discretion and subject to the consent of the University. However, your benefits will be reduced for early payment in accordance with actuarial advice.

Members with deferred benefits may also qualify for early payment of benefits in the event of ill health.
Benefits

I have deferred benefits. What if I die before my NRD and before my deferred benefits have come into payment?

If you die before your NRD and before your deferred benefits have come into payment, the following will be payable:

- A refund of all your contributions paid during your period of membership
- A pension payable to your Qualifying Spouse equal to one half of your deferred pension

Can I transfer my deferred benefits out of ULPF?

If you have deferred benefits in ULPF, you may be able to transfer them to another registered pension arrangement.

What happens if I wish to transfer my deferred benefits?

A transfer value is calculated based on the cash equivalent value of the benefits you have built up in ULPF. The transfer value is guaranteed for three months from the date it is calculated. After that, if required, the transfer value will be recalculated and could increase, or decrease, depending on market conditions.
ULPF is a registered pension scheme which means that:

- You receive tax relief on the contributions you pay
- Investments build up mostly free from tax
- Lump sums payable on retirement and death are usually tax-free

In exchange, the ULPF Trustee Board has to agree that:

- Pensions in payment are treated as earned income and taxed under Pay As You Earn (PAYE)
- Contributions will be collected and benefits will be paid out in accordance with the tax rules laid down by HMRC

All the information contained in this section is in accordance with current tax legislation and may be subject to change.

**Limits to your pension savings**

HMRC have a series of limits and allowances on pension savings. These limit the amount you can save into pension schemes and still receive tax savings. If you exceed any allowances, you may be subject to a tax charge.

There are two main allowances, the Lifetime Allowance and the Annual Allowance, plus two newer forms of Annual Allowance that will affect people in certain circumstances.

**Lifetime Allowance**

This is the maximum value of pension benefits that a member can build up over their lifetime. This amount includes all pension savings, but excludes the State Pension.

From April 2019, the Lifetime Allowance is £1.055 million, and is set to increase each year in line with inflation.

**The Annual Allowance**

This is the limit of what can be contributed into all pension schemes in any one tax year. The standard Annual Allowance is £40,000 per year. Very high earners, or those who have taken any pension benefits flexibly, may be subject to a different annual allowance:

- **Money Purchase Annual Allowance**
  A reduced Annual Allowance of £4,000. This only applies if a member has taken retirement savings from another pension arrangement using the new flexibilities.

- **Tapered Annual Allowance**
  A reduced Annual Allowance between £40,000 and £10,000. This only affects people with incomes of £150,000 or over.

**What happens if I exceed any of the allowances?**

It is unlikely that any members of ULPF will be affected by the Lifetime Allowance, standard Annual Allowance or the Tapered Annual Allowance, however you should be aware of them just in case.

If you have pension savings that you have taken flexibly (such as taking all your savings as a one-off lump sum) you may be affected by the Money Purchase Annual Allowance.

You will be responsible for making any required declarations to HMRC regarding your pension allowances. If you think you might be affected by any of these allowances, you should speak to an independent financial adviser.

**Where can I find more information?**

You can find more information about limits to your pension savings at [www.gov.uk/tax-on-your-private-pension](http://www.gov.uk/tax-on-your-private-pension)
State Pension

The current State Pension that came into effect from 6 April 2016 affects anyone who reaches their State Pension Age (SPA) on or after that date. If you reached your SPA before 6 April 2016 you won’t be affected by the change.

If your SPA is on or after 6 April 2016, your State Pension will no longer be based on the old, two-tier system, but will instead be based on the current, single-tier system:

- To receive the full amount of State Pension, which is £168.60 per week as at 6 April 2019, you must have 35 years’ worth of National Insurance contributions
- If you have less than 35 years’ but more than 10 years’ of National Insurance contributions you will receive a pro-rata amount of State Pension, depending on what National Insurance has been paid
- If you have less than 10 years’ of National Insurance contributions you will not qualify for a State Pension

You can find out more about the current State Pension at www.gov.uk/new-state-pension

You can also find out what your expected State Pension Age is at www.gov.uk/state-pension-age
Other information

Is ULPF a registered pension scheme?
ULPF is a registered pension scheme with HMRC under the Finance Act 2004 and is designed to comply with other legislative requirements affecting occupational pension schemes. All benefits described in this booklet are subject to any conditions required to ensure that ULPF retains its status as a registered pension scheme.

Details of ULPF have been given to the Registrar of Occupational and Personal Pension Schemes.

You must not attempt to use your future benefits to obtain cash payments or as security for loans. Your benefits would cease to be payable and would come under the control of the ULPF Trustee Board for payment at their discretion.

Can ULPF be discontinued or altered?
The University reserves the right to alter or discontinue ULPF. Should ULPF be discontinued, the assets will be applied in accordance with legal requirements to provide the benefits and rights of members earned up to that date.

What other information can I have about ULPF?
While you are an Active Member, each year you will normally be sent a statement containing details of the current value of your benefits.

You will also receive an annual Summary Funding Statement explaining the funding position of ULPF. You can also obtain a copy of the following by:

- Downloading a copy from the website:
  - ULPF Annual Report and Accounts
  - The ULPF Rules

- Requesting a copy from the Pensions Team:
  - The Statement of Investment Principles
  - The latest Actuarial Valuation Report

What happens if I have a dispute about ULPF?
Any problems with ULPF can usually be resolved by asking the Pensions Team for more information. If you find that there is something with which you disagree, there is a formal dispute procedure that can be used by anyone who has rights in ULPF. For further information contact the Pensions Team (see page 15 for details).

What happens to my pension benefits if I get divorced?
You should request information on the value of your pension benefits at the time divorce proceedings begin. For further information please contact the Pensions Team (see page 15 for details).
General Data Protection Regulation

The Trustee collects personal information about you and uses this to calculate and pay your benefits under ULPF and to administer it as a whole. The Trustee’s data protection policy is to ensure that all relevant data protection laws are complied with and it has adopted procedures to ensure that personal data is used in a fair and transparent manner and kept secure.

The Trustee may share your information with the University and third parties in relation to the administration of ULPF, including professional advisers and other service providers. However, it will not be shared with third parties for marketing purposes.

Please refer to the privacy notice for further information, which is available on the ULPF pensions website. See page 15 for details.
Contacts

If you need to speak to the Pensions Team about your membership or benefits in ULPF, you can contact them using the details below:

Pensions Team
Human Resources Department
University of Liverpool
The Hart Building
Mount Pleasant
Liverpool
L3 5TQ
pensions@liverpool.ac.uk
www.liverpool.ac.uk/hr/pensions

The following are organisations that can offer help and advice in various situations:

The Pensions Advisory Service
The Pensions Advisory Service is an independent organisation whose services are free. Pension advisers will liaise with a scheme on behalf of members or beneficiaries in connection with difficulties which they have failed to resolve with the Trustees of their scheme.

The Pensions Advisory Service
11 Belgrave Road
London
SW1V 1RB
0800 011 3797
www.pensionsadvisoryservice.org.uk

Pension Tracing Service
You can trace a pension that you no longer have the contact information for by using the Government’s service at www.findpensioncontacts.service.gov.uk

The Pensions Ombudsman
The Pensions Ombudsman may investigate and determine any complaint or dispute of fact or law in connection with occupational pension schemes. It is normally expected that the member will have tried to resolve any problem through the scheme’s formal dispute procedure before it is referred to the Ombudsman.

10 South Colonnade
Canary Wharf
E14 4PU
0800 917 4487
www.pensions-ombudsman.org.uk

Pension Protection Fund
The Pension Protection Fund has been set up by the Government to assist occupational pension schemes where the employer has become insolvent and in certain circumstances can provide compensation to members.

The Pension Protection Fund
Renaissance
12 Dingwall Road
Croydon
Surrey
CR0 2NA
0345 600 2541
www.pensionprotectionfund.org.uk

Independent Financial Advice
You are recommended to take independent financial advice before making any decisions about your benefit options. You can find an independent financial adviser in your area by visiting www.vouchedfor.co.uk or www.unbiased.co.uk

The Money and Pensions Service
From 6 April 2019, the Government will be combining the services provided by the Pensions Advisory Service, the Money Advice Service and Pensions Wise into one service called the Money and Pensions Service.

At the time of writing however, this amalgamation of services was not complete and therefore the contact and website information could not be provided.