

Covid-19 Rolls-Royce Pension Team Service Update

The Pensions Team is continuing to review the advice provided by the Government and the Company and is adapting its service delivery accordingly. Remote working by some of our team members is already in place but we are at present also maintaining a much-reduced office presence in Jubilee House.

To allow us to continue processing cases and to ensure that pensions and transfers are paid as quickly and efficiently as possible, our phone lines will only open between 8am and Midday, Monday to Friday.

You can also help us by:

- using the website as much as possible to get the information you need. Before picking up the phone, please have a look around the site to find the answer to your question - many of the questions we're asked every day can be answered by looking on the site. If you have not yet registered for the site, we urge you to do so as we will be using the site to keep our members as up to date as possible - please go to **www.rolls-roycepensions.com** click register and follow the instructions; you'll need your Pension Number, NI Number and Date of Birth.
- scanning and emailing any paperwork we've asked for, rather than using the post to send it back to us - our email address is **pensions.web@rolls-royce.com** . Please make sure that any attachment is not zipped and also check that its size is under 6 MB to avoid it being blocked or rejected.
- contacting us by email, or by using the **Contact Us** facility on our website. When sending an email, please include your pension number so that we can identify you. And if you have a financial adviser, please make them aware of this information. By using electronic contact methods, we'll be able to make sure that even if we can't operate from one place, we can ensure your query reaches the right team member.

Future changes to service delivery will be communicated to members via the Pension Website and phone line messaging.

Thank you

Rolls-Royce Pensions Team