

2Care Pension and Life Assurance Scheme (the “Scheme”) Internal Disputes Resolution Procedure

Introduction

The Pensions Act 1995 requires all pension schemes to establish a formal procedure for handling all member disputes. Whilst questions and disagreements regarding the pension scheme can usually be settled informally, a formal procedure is in place should you not reach the outcome you desired. The Trustee sincerely hopes that you will never have cause to complain.

If a member or beneficiary has any queries relating to their benefit under the Scheme they should first contact the Scheme’s Administrator, Broadstone at adminglasgow@broadstone.co.uk . If the complaint relates to a matter between the Employer and the Complainant, which does not involve the administration of the Scheme or matters falling within the control of the Trustee, the Administrator will instruct the Complainant to refer it to the Employer for resolution.

The Trustee has agreed that the following Dispute Resolution Procedure will be adopted if the dispute has not been resolved by contacting the Scheme’s Administrators:

Persons to whom this procedure applies

You can make a complaint at any time if you are:

- currently a member of the Scheme or will be able to join the Scheme in the future;
- currently receiving a pension from the Scheme
- a widow, widower or dependant of a member who has died;
- or expecting to receive a pension from the Scheme in the future.

If you wish to make a complaint after the date that you have ceased to be entitled to benefits under the Scheme (because, for example, you have taken a transfer payment), you should do so within 6 months of that date. You can pursue your complaint yourself or appoint a representative to follow this procedure on your behalf.

If you are responsible for a child or other person who cannot represent themselves you can make a complaint on their behalf.

It is important to note that the Pensions Ombudsman is available to assist with any unresolved difficulties at any stage of the process (see below).

How the procedure works

You (or your representative) should try to resolve your problem by writing to: -

The Trustee of the 2Care Pension and Life Assurance Scheme
c/o Zedra Governance Limited
Park House
Park Square West
Leeds
LS1 2PW

Your submission must include:

- Your full name, address, date of birth and National Insurance number (note if
- If you are not a member, the relationship with the Scheme member and their full details as above.
- The full name, address and profession (if any) of any representative acting on behalf of the member

- The facts of the case.
- A signature by or on behalf of the complainant.

You will receive a full written reply within four months, to include:

- A decision and an explanation of the decision;
- A reference to any relative Scheme Rules, Deed or legislation;
- If a full reply is not possible within two months, you will receive an interim reply stating the reasons for any delay and providing you with a date by when a full reply will be provided.

If you remain unhappy

If you are not satisfied with your response from the IDR process then you may refer your complaint to the Pensions Ombudsman Adjudication Service or Dispute Resolution Service free of charge.

The Pensions Ombudsman Adjudication Service deals with complaints and disputes which concern the administration and/or management of occupational pension schemes. The Pensions Ombudsman can be contacted at:

10 South Colonnade
Canary Wharf
London
E14 4PU

Tel: 0800 917 4487

Email: enquiries@pensions-ombudsman.org.uk

Website: www.pensions-ombudsman.org.uk

The Pensions Ombudsman is an independent, Government-sponsored organisation set up by law to investigate complaints about pension administration. It has been established to provide free and confidential advice to members who have a dispute with the trustees or advisers to a pension scheme.

Guidance - The Pensions Ombudsman

If you need help raising your concerns, or want to discuss a potential complaint, you can contact the Pension Ombudsman at any stage during the process. The Ombudsman operates a team of volunteer advisers who can offer impartial support to individuals prior to, or during, the complaints process, depending on the circumstances of the complaint.

General Guidance on Pensions

If you have general requests for information or guidance concerning your pension arrangements contact:

Money and Pensions Service
Borough Hall
Cauldwell Street
Bedford
MK42 9AP

Tel 01159 659570

Website: www.moneyandpensionservice.org.uk/

**For and behalf of The Trustee of the 2Care Pension and Life Assurance Scheme
March 2026**