

Aspire Savings Trust (the Scheme)

Internal Dispute Resolution Procedure for Members and Beneficiaries

Introduction

If you have a complaint about any matter connected with the Scheme, either relating to your benefits or the service that you have received, we suggest in the first instance raising the matter informally by speaking to your employer (if your employer enrolled you in the Scheme) or by ringing the Scheme administrator on 0203 327 5470. It is likely that the person who looks after the Scheme for your employer or the Scheme's administrator will be able to resolve the matter very quickly. If you do not receive a response within four weeks of speaking to your employer or the administrator, or if you are not satisfied with the response, you may make use of the Scheme's formal dispute procedure, which has been established by the Trustee of the Scheme.

The Internal Dispute Resolution Procedure ("IDRP") is a two-stage process. It can be used if you are an active or non-contributing member, are taking (or are waiting to take) your savings, the spouse or dependent / non-dependant of a deceased Scheme member, or you have a pension credit in the Scheme (or have ceased to be within one of the categories within six months preceding the date of your application).

TPAS (The Pensions Advisory Service), which is part of the Single Financial Guidance Body, is available at the same time to assist members and beneficiaries of the Scheme in connection with any difficulty with the Scheme. TPAS can be contacted on 0800 011 3797 or by going to www.pensionsadvisoryservice.org.uk.

Stage 1 - Written Complaint

You should write to the persons who have been appointed by the Trustee of the Scheme to resolve disputes clearly setting out the details of your complaint. You may nominate someone to submit this complaint, and in the event of death it may be made by your personal representative. The letter must be signed by you or on your behalf.

Your letter should be marked private and confidential and sent to the following:

Chief Operating Officer
Punter Southall Aspire
11 Strand
London
WC2N 5HR

Please make sure you include the following details in your letter:

1. Your full name and address
2. Your date of birth
3. Your National Insurance number
4. If you are not a member of the Scheme but you are a beneficiary (such as the widow of a Scheme member), please include items (1) to (3) for both your **and** for the Scheme member, stating your relationship to the Scheme member.
5. The full name, address and profession (if any) of any representative acting on your behalf. Please confirm whether you want correspondence addressed directly to you or to your representative.
6. The facts relating to your disagreement with enough detail to show why you feel aggrieved.

You will receive a prompt acknowledgement and a **written** response will follow within **two months** of receipt of your letter, although this may be to tell you that your complaint will take longer than this to investigate and resolve fully. If so, you will be told how long it is expected to take.

When you receive details of the decision that has been made in relation to your complaint, you will be asked to confirm whether or not you accept the response and are satisfied that the matter has been dealt with.

Stage 2 - Appeal

If you are not satisfied with the final response that you received in Stage 1, you have the right to appeal to the Trustee. You must write within six months of the date of the decision that you received in Stage 1, to:

Chair of the Trustee of the Aspire Savings Trust
(again marked private and confidential) at:

11 Strand
London
WC2N 5HR

You should state in your letter that you want the matter to be reconsidered and explaining why you are dissatisfied with the original decision. Please make sure that you include items one to five from Stage 1 in your letter, and that you enclose a copy of the Stage 1 decision. Again the letter must be signed by you or on your behalf

You will receive a final decision in writing within **two months** of the date on which the Trustee receives your appeal. If this is not possible, you will be sent an interim reply, explaining the reasons for the delay and the expected date for the Trustee's decision. This decision will be final and you cannot ask the Trustee to reconsider the matter again.

If you are not satisfied with the outcome and wish to proceed further with your complaint, you may refer your case to the Pensions Ombudsman. Information regarding the Pensions Ombudsman will have been given to you at Stage 2 and will also be included in the Scheme's explanatory documentation and can be contacted on 0800 917 4487 or by going to www.pensions-ombudsman.org.uk.

Root cause analysis

Once a complaint has been resolved the Trustee will investigate its cause and any steps that can or should be taken to improve processes within the Scheme.

The Trustee of the Aspire Savings Trust

January 2020