



Dear Members,

This letter is for information only and you don't need to take any action.

With the increased spread of the Coronavirus and accompanying uncertainty, I want to give you some peace of mind because we know you'll be focussing on trying to keep yourself and your loved ones safe.

We, the Trustees of the GE APS Pension Scheme ('the Scheme'), our advisers and Scheme administrator have plans in place to make sure there's minimal disruption to the service you receive. Read on to find out about:

- how we're prioritising our service to you;
- Additional Voluntary Contribution (AVC) investments;
- scams; and
- how to contact us.

With you all the way

Our scheme administrator Mercer (formerly JLT Employee Benefits), has a team of skilled people who are continuing to provide services and any support you might need. As the Scheme administrator, Mercer is responsible for maintaining the Scheme's pension records and calculating and paying benefits.

Coronavirus has driven, and continues to drive, a lot of change for all of us. Mercer is maintaining critical services as a priority. These are:

- Paying pension benefits;
- Retirements;
- Bereavements;
- Transfer payments; and
- Investment-related transactions.

The team continues to look into all enquiries, but please be patient as there may be delays if yours doesn't fall into one of the categories above. I would like to reassure you that your enquiry will continue to be logged and tracked in the usual way.

Like many companies, Mercer has been set up to work securely and remotely. However, due to disruption to the postal service, letters may be delayed so please contact the team by phone or email instead. You can find contact details at the end of this letter.



AVCs

The scheme is a defined benefit (DB) arrangement, which means it is responsible for meeting the cost of your pension benefits.

However, you might have made AVCs into your pension. If so, these are invested in the stock market, and their value changes based on the performance of those investments.

As investors you shouldn't make decisions based solely on short-term changes in the market. Even if you're closer to retirement, please don't make rushed decisions. The environment is volatile at the moment, and we would always encourage you to speak to an Independent Financial Adviser before making any decisions about your investments.

Visit moneyadvice.service.org.uk/en/articles/choosing-a-financial-adviser for more details.

You can find information on the available AVC funds on our website (aps-ge.co.uk).

A note on scams

Unfortunately, there has been a significant increase in the number of scams since the coronavirus outbreak started. Sadly, scammers are playing on people's insecurity, knowing that we may be more likely to fall for a scam than usual because our attention may not be where it usually is.

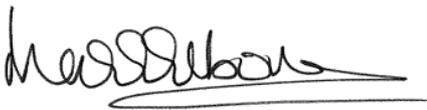
Follow these simple steps to help keep your pension safe:

1. Ignore any cold calls about your pension;
2. Don't provide your personal or banking details, or click on links in emails and texts;
3. Remember, if it sounds too good to be true (high rates of returns, special offers etc), it probably is;
4. If you do make any decisions about your pension, take advice first and don't be rushed or pressured into anything;
5. You can find an adviser near you at moneyadvice.service.org.uk – you can also find out if your adviser is registered by searching fca.org.uk/register; and
6. Find out more about staying scam smart at fca.org.uk/scamsmart.

The Money & Pensions Service is on hand to provide free guidance or information, visit <https://moneyandpensionsservice.org.uk/>.

We appreciate that you may still have questions or concerns at this difficult time and we're available to support you, however you need us to. Please contact us using the details overleaf.

Yours sincerely,



Mark Elborne

Chairman of the GE APS Pension Scheme



Contact us

Mercer is your first point of contact for the Scheme.

For any queries in relation to your benefits

T: 01372 200 363
E: geaps_pensions@mercer.com

For any queries in relation to your monthly pension payments or tax

T: 01372 200 363
E: JLTPensPay@mercer.com

Normal office hours are 8.30am – 5.30pm, Monday to Friday

Please be aware, post may be delayed at this time. If this is the only way you can contact Mercer, the address is:

GE APS Pension Scheme
Mercer
Post Handling Centre
St James' Tower
7 Charlotte Street
Manchester M1 4DZ

Complaints

If you have a complaint or query, please contact Mercer in the first instance. In the unlikely event that your complaint or query cannot be resolved by Mercer, you can apply to have your complaint considered by the Trustee under the Scheme's internal disputes resolution procedure ('IDRP'). You can find this in the Scheme Library section at [aps-ge.co.uk](https://www.ge.co.uk).

