

COATS PENSION PLAN

The service you should expect from the Coats Pensions Office



The Pensions Office has a responsibility to provide information and answers to members within reasonable timescales. These timescales have been agreed with the Trustee, and are normally substantially shorter than those required by law. We are human, however, and can be subject to sudden increases in workloads such as the sale or purchase of a company, or large numbers of redundancies, and this may result in longer response times.

Here are our service levels which we provide under normal conditions.

Why you contacted us, or we contacted you.	What we need to do.	How long it will take.
You are joining the pension scheme.	Issue you a Membership Certificate, and/or contact you regarding a Medical Consent form and Questionnaire	5 days after we receive your application form and any other relevant documents.
You are notifying us of a death.	<ol style="list-style-type: none"> 1. Ask you for certificates and other documentation. 2. Send you any interim payment. 3. Settle any benefits due. 	<ol style="list-style-type: none"> 1. Within 2 days of contact. 2. Within 5 days of receiving certificates and other documents. 3. Within 5 days of receiving Trustee Approval.
You put your pension on hold when you left the company, and have now reached retirement age.	<ol style="list-style-type: none"> 1. We will send you an estimate of your benefits and advise you of your options. 2. We will request AVC funds (if applicable) from your provider. 3. We will settle your benefits. 	<ol style="list-style-type: none"> 1. 2 months before your Normal Retirement Date, with a reminder a month before your Normal Retirement Date. 2. Within 1 day of receiving your option form. 3. Within 5 days of receiving both your option form and AVC funds (if applicable).
You are over 50 and are leaving the company.	<ol style="list-style-type: none"> 1. We will request information from your employer. 2. We will tell you what your options are. 3. We will request AVC funds (if applicable) from your provider. 4. We will settle your benefits. 	<ol style="list-style-type: none"> 1. Within 1 day of being notified you are leaving. 2. Within 5 days of receiving information from your employer. 3. Within 1 day of receiving your option form. 4. Within 5 days of receiving all the documents we need, and your AVC funds (if applicable). <p>Please note that if you are coming up to your Normal Retirement Date we would contact your employer 3 months in advance of this date to check that you will be retiring.</p>
You are retiring due to ill health, and are paying into the Coats Pension Plan.	<ol style="list-style-type: none"> 1. We will request information from your employer. 2. We will tell you what your options are. 3. We will request AVC funds (if applicable) from your provider. 4. We will settle your benefits. 	<ol style="list-style-type: none"> 1. Within 1 day of the Trustee decision to grant retirement due to ill health. 2. Within 2 days of receiving all the forms we need. 3. Within 1 day of receiving your option form. 4. Within 5 days of receiving your option form and the AVC funds (if applicable).
You are not yet 50, and are leaving the company.	We will send you a statement of what you are entitled to.	Within 10 days of receiving all the information we have requested from your employer, e.g. final salary etc.

You are leaving the company and have paid into the pension scheme for less than 2 years.	We will settle the refund of your contributions.	Within 5 days of receiving the information we need from your employer, and your AVC funds (if applicable).
You are paying into the company pension scheme and have asked for 1) a quotation or 2) an AVC projection	<ol style="list-style-type: none"> 1. We will send you a quotation. 2. We will send you an AVC projection. 	<ol style="list-style-type: none"> 1. Within 10 days of receiving your request. 2. Within 5 days of receiving your request.
You have stopped paying into the Pension Scheme (usually because you have left the company) but are not yet eligible to receive a pension. You are contacting us for information on your options.	<ol style="list-style-type: none"> 1. We will acknowledge your request. 2. We will send you information on your options. 3. We will request your AVC funds from your provider (if applicable). 4. We will settle your benefits 	<ol style="list-style-type: none"> 1. 2 days after receipt. 2. Within 10 days of receiving your request. 3. Within 1 day of receiving your option form. 4. Within 5 days of receiving both your option form and your AVC funds (if applicable).
You are transferring your Pension from the Coats Pension Plan to another (Transfer Out)	<ol style="list-style-type: none"> 1. We will acknowledge your request. 2. We will send you a 'transfer value pack'. 3. We will request your AVC funds from your provider (if applicable). 4. We will pay out your transfer value. 	<ol style="list-style-type: none"> 1. 2 days after receipt. 2. Within 10 days of receiving your request or of receiving any additional information we may need from you. 3. Within 1 day of receiving your request to proceed. 4. Within 5 days of receiving all of a) your request to proceed, b) the AVC funds (if applicable), and c) any other required documentation.
You are transferring your Pension from another company's scheme to the Coats Pension Plan (Transfer In)	<ol style="list-style-type: none"> 1. We will issue a request to your existing pension provider. 2. We will issue an offer letter. 3. We will confirm the terms of your transfer into the Company Pension Scheme. 	<ol style="list-style-type: none"> 1. Within 5 days of receiving your completed request form. 2. Within 5 days of receiving the relevant documents. 3. Within 5 days of receiving the cheque and any other relevant documents.
You have a change of circumstances e.g. Bank Account, Address and have written to us to advise us of this.	We will write to acknowledge receipt of your letter, and to confirm the changes you have requested.	Within 5 days of receiving your letter.
You have written to us with a general query about a pension.	<ol style="list-style-type: none"> 1. We will write to acknowledge receipt of your letter. 2. We will provide a full answer to your query. 	<ol style="list-style-type: none"> 1. Within 5 days of receiving your letter. 2. Within 20 days of receiving your letter.

Note: Where any delay occurs due to the involvement of a third party, all parties will be kept informed effectively and sympathetically.

If you have a special need for some information more urgently than we can normally provide, you should contact the Pensions Office and explain the situation and we will do our best to accommodate your needs.

If you are not happy about the way in which things are handled for any reason you should try to resolve this with us directly. However if you remain unhappy there is a formal procedure laid down by law, known as the Internal Dispute Resolution Procedure. You can download this document from the Forms & Factsheets section of our website.