

Member guide

For members of the ScottishPower Pension Scheme

July 2017



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Forms

- 1. Amendment to Personal Details**
Complete this form if you need to let us know about a change in your circumstances, e.g. you get married or divorced.
- 2. Nomination for Lump Sum Life Assurance Benefit**
Complete this form to let the Trustee know who you would like any lump sum death benefits paid to. Your wishes are not binding on the Trustee but provide an invaluable guide. If your circumstances change (for instance if you marry, divorce, or start a family) you may wish to update this form.
- 3. Nomination for Dependant's Pension Benefit**
Complete this form to let the Trustee know who you would like any Dependant's Pension paid to. Again, your wishes are not binding on the Trustee.
- 4. Notice of Direction**
Complete this form if you joined the Scheme before 1 January 1990 and are a member of the ScottishPower Benefits Section to ensure that your death benefits are not paid to your estate and so subject to inheritance tax.
- 5. Transfer Request Form**
Complete this form if you wish to consider transferring any pension rights from a previous employer or a private pension to the Scheme.

Please send completed forms to the Scheme Administrator at the address shown on the forms.

This is an interactive PDF, so you can get to any section that you want by clicking on the relevant title. You can also use the arrow icons to move from page to page, the content list icon to get back to this page at any time, and the printer icon to print any pages or forms that you need.

Introduction

We understand that information about pension schemes can be complicated. This Scheme Guide has been prepared so that you can see, at a glance, the benefits provided by the Scheme.

Your membership of the Scheme is an important and valuable part of the package of benefits you receive from the Company. The main benefit you receive from the Scheme is your pension when you retire. The Scheme also provides some financial security for your family and dependants should you die before them. Here's what the Scheme gives you:

- A pension when you retire based on your pensionable service in the Scheme and your pensionable salary (ESPS Benefits Section) or final pensionable salary (ScottishPower and FSLP Benefits Sections) at retirement;
- A pension payable for life that increases by reference to inflation;
- The opportunity to exchange some of your pension for extra cash or some of your cash for extra pension for yourself or your dependants;
- Valuable benefits for your dependants and children if you die;
- A pension if ill-health forces you to give up work;
- Flexible tax-effective options for topping up your main Scheme retirement benefits;
- The option at retirement to exchange pension increases for a higher initial pension (ESPS and ScottishPower Benefits Sections only);

- The opportunity to transfer the value of your benefits to another pension arrangement.

Good value for money

The Company pays the bulk of the cost of providing your benefits from the Scheme. It would cost you significantly more if you were to provide the same level of benefits yourself.

As a final salary Scheme, membership is particularly valuable, as your benefits will generally be based on:

- The length of time you have been a member of the Scheme; and
- Your pensionable salary (ESPS Benefits Section) or final pensionable salary (ScottishPower and FSLP Benefits Sections) at retirement.

Your benefits are not directly linked to the performance of the Scheme's investments, which means it is easier to predict the level of income you will have after you retire. This is important when you are planning your life beyond work.

Different Benefits Sections

The Scheme has three Benefits Sections:

1. **The ScottishPower Benefits Section**
2. **The ESPS Benefits Section**
3. **The FSLP Benefits Section**

Some of the benefits under the Scheme are different depending on the Benefits Section of which you are a member. These differences are flagged through this Guide. If you do not know which Benefits Section you are a member of, please contact the Scheme Administrator.

You can view your own record and do pension quotations using the Retirement Illustrator by logging on to the secure pension portal, www.sppensions.com

You should consider taking independent financial advice before making any decision which could affect your pension. The Company and the Trustee cannot give you independent financial advice. You can find an independent financial adviser by visiting www.unbiased.co.uk

Important note

This Guide is intended to provide a summary of your benefits under the Scheme. Full details of the Scheme are contained in the Trust Deed and Rules governing the Scheme, available for inspection on the Scheme website: www.sppensions.com

If there is any conflict between the information provided in this Guide and the formal legal Trust Deed and Rules governing the Scheme, the terms of the Trust Deed and Rules will always apply.

Quick answers to common questions

Your questions	Quick answers
Can new members join the Scheme?	The Scheme is closed to new members.
What do I have to pay?	<p>If you are a member of the ScottishPower or FSLP Benefits Sections, you currently have to pay 5% of your pensionable salary towards your Scheme benefits.</p> <p>If you are a member of the ESPS Benefits Section, you currently have to pay 6% of your salary. See page 8 for more details.</p>
What does the Company pay?	The Company pays whatever else is required to meet the cost of providing your benefits. The Company pays a significant amount towards funding your pension.
What is my normal pension age?	<p>If you are a member of the ScottishPower Benefits Section, your normal pension age is 63 (60 if you joined the Scheme before 1 April 1988 or have been continuously employed in the electricity supply industry in Great Britain since that date).</p> <p>If you are a member of the ESPS Benefits Section, your normal pension age is 63 (60 if you are a male and were in continuous service on 31 March 1988 and remained so on 17 May 1990, and 60 if you are a female and were in continuous service on 31 March 1988).</p> <p>If you are a member of the FSLP Benefits Section your normal pension age is 65.</p>

Your questions	Quick answers
How is my pension calculated?	<p>If you are a member of the ScottishPower or FSLP Benefits Sections, 1/60th of your final pensionable salary for each year of your pensionable service.</p> <p>If you are a member of the ESPS Benefits Sections, 1/80th of your pensionable salary for each year of your pensionable service.</p>
How much cash can I take at retirement?	<p>If you are a member of the ScottishPower or FSLP Benefits Sections, you will have the option to exchange some of your pension for a cash lump sum.</p> <p>If you are a member of the ESPS Benefits Section, you are entitled to a cash lump sum equal to 3 x your yearly pension.</p> <p>You may also exchange part of your pension for a higher lump sum. Lump sums within HMRC limits are currently tax-free. See page 13 for more details.</p>
How early can I take my pension?	Normally the earliest you can take your pension is age 55 though there are circumstances where you can take it at age 50 or even earlier. See page 14 for more information.

Your questions

Quick answers

How will my pension keep pace with inflation?

If you are a member of the ScottishPower or ESPS Benefits Section, once in payment, your pension in excess of GMP will be increased in line with inflation. Where inflation exceeds 5%, the Company has discretion to cap the increase at no less than 5%.

If you are a member of the FSLP Benefits Sections, that part of your pension in excess of GMP earned to 31 March 2006 will increase in line with inflation up to a maximum of 5% a year and that part earned after 31 March 2006 will increase in line with inflation up to a maximum of 2.5% a year.

Any pensions paid to your spouse, civil partner, children or other dependants are increased in the same way.

What is pension increase exchange?

This option allows ESPS and ScottishPower Benefits Section members to exchange pension increases on part of their pension (known as Exchangeable Pension) for a higher initial pension. The part of your pension that is known as your Exchangeable Pension is the pension in excess of any Guaranteed Minimum Pension (GMP) relating to your pensionable service in the Scheme before 6 April 1997.

Can I pay extra?

Yes, there are various approaches you can take to save more for your retirement in a tax efficient way. See page 9 for more details.

Can I transfer benefits in?

Yes, with the agreement of the Trustee you may transfer-in the value of your benefits from a previous employer's scheme or from an individual pension arrangement. See page 21 for more details.

What if I become too ill to work?

If there is sufficient medical evidence that you are suffering from serious ill-health or incapacity, you may qualify for an ill-health early retirement pension. See page 14 for more details.

Your questions

Quick answers

What if I die while still working for the Company and a member of the Scheme?

The Scheme will pay a lump sum life assurance benefit normally equal to 4 x your pensionable or final pensionable salary.

In addition, a pension will be payable to any surviving spouse, civil partner or dependant and to any children who qualify for a pension.

What happens if I die after my pension starts?

If you die within 5 years of retiring, a lump sum equal to the balance of 5 years' pension payments will be payable. In addition, a pension will be payable to any surviving spouse, civil partner or dependant and to any children who qualify for a pension.

What do I get if I leave the Company?

You will have the option of either a deferred pension payable from your normal pension age or a transfer of your benefits to another pension arrangement.

May I transfer my benefits from the Scheme?

If you opt out of the Scheme or leave service you have the option to transfer the value of your benefits (known as a cash equivalent transfer value) to another pension arrangement.

If you have a question specifically about your Scheme benefits or wish to notify a change of circumstances please contact the Scheme Administrator:

Scheme Administrator, Capita,
ScottishPower Pensions Team,
Hartshead House, 2 Cutlers Gate,
Sheffield, S4 7TL

Helpline: **0345 601 0577**

scottishpowerpensions@capita.co.uk

If you have a question about the Scheme generally please contact:

ScottishPower Pensions Team,
ScottishPower HQ, 320 St Vincent St,
Glasgow, G2 5AD

Internal Helpline: **744 6078**

Local Rate Helpline: **0845 270 0841**

pensions@scottishpower.com

Understanding the jargon

Added Years	Additional years and days of pensionable service you can buy with extra contributions that are added to your pensionable service when your Scheme benefits are paid.
Additional voluntary contributions	Extra pension contributions you can pay, to build up additional retirement benefits. These can be paid to the Company Stakeholder Pension Plan or to an alternative arrangement. The Stakeholder Plan provides pension benefits on a defined contribution basis.
Annual allowance	The maximum amount by which the value of your pension benefits in the Scheme can increase each year. If your benefits grow by more than the annual allowance, you will need to pay a tax charge.
Company	ScottishPower or the company or other organisation which employs you and through which you participate in the Scheme.
Deferred pension	A pension left in the Scheme (when you leave service or opt out of the Scheme) until you retire or choose to transfer your benefits to another scheme.
Eligible child	<p>If you are a member of the ScottishPower or the ESPS Benefits Section, any:</p> <ul style="list-style-type: none"> • child of yours, your spouse or civil partner; or • at the discretion of the Trustees, other child in relation to whom you stood in the place of a parent. <p>To be eligible, the child must be:</p> <ul style="list-style-type: none"> • under age 18; or • under age 21 or such higher age as the Trustees decide and in full-time education or vocational training; • or suffering a disability and financially dependent on you. <p>If you are a member of the FSLP Benefits Sections, any:</p> <ul style="list-style-type: none"> • child of yours; or • at the discretion of the Trustees, step-child or other child (excluding a foster child) that was financially dependent on you to a material extent. <p>To be eligible, the child must be:</p> <ul style="list-style-type: none"> • under age 18; or • under age 23 and in full-time education or vocational training; or • older, if the Trustees are satisfied that the child is physically or mentally incapacitated such that they are prevented from following any normal employment or their earning capacity is seriously impaired.

Final pensionable salary

For members of the ScottishPower Benefits Section, final pensionable salary is the highest of:

1. Your pensionable salary in the last 12 months before you retire, die or leave;
2. The highest annual average of your pensionable salary for any 3 consecutive years in the 10 years before you retire, die or leave; and
3. Your pensionable salary in any one of the last 5 years before you retire, die or leave.

Your pensionable salary as calculated in points 2 and 3 above will be increased by reference to inflation.

For members of the FSLP Benefits Sections final pensionable salary is the highest of:

1. Your pensionable salary in the last 12 months before you retire, die or leave;
2. The highest figure produced from averaging the last 3 pensionable salary figures before you retire, die or leave; and
3. The highest figure produced from averaging any 3 consecutive pensionable salary figures in the 10 years before you retire, die or leave.

Guaranteed Minimum Pension (GMP)

That part of your Scheme pension built up for the period to 5 April 1997 as a result of being contracted-out of the earnings related part of the State Additional Pension.

Lifetime allowance

The maximum amount of benefits you can accumulate over your lifetime without incurring a tax charge.

Normal pension age

If you are a member of the ScottishPower Benefits Section, your normal pension age is 63 (60 if you joined the Scheme before 1 April 1988 or have been continuously employed in the electricity supply industry in Great Britain since that date).

If you are a member of the ESPS Benefits Section, your normal pension age is 63 (60 if you are a male and were in continuous service on 31 March 1988 and remained so on 17 May 1990, and 60 if you are a female and were in continuous service on 31 March 1988).

If you are a member of the FSLP Benefits Sections your normal pension age is 65.

Pensionable salary

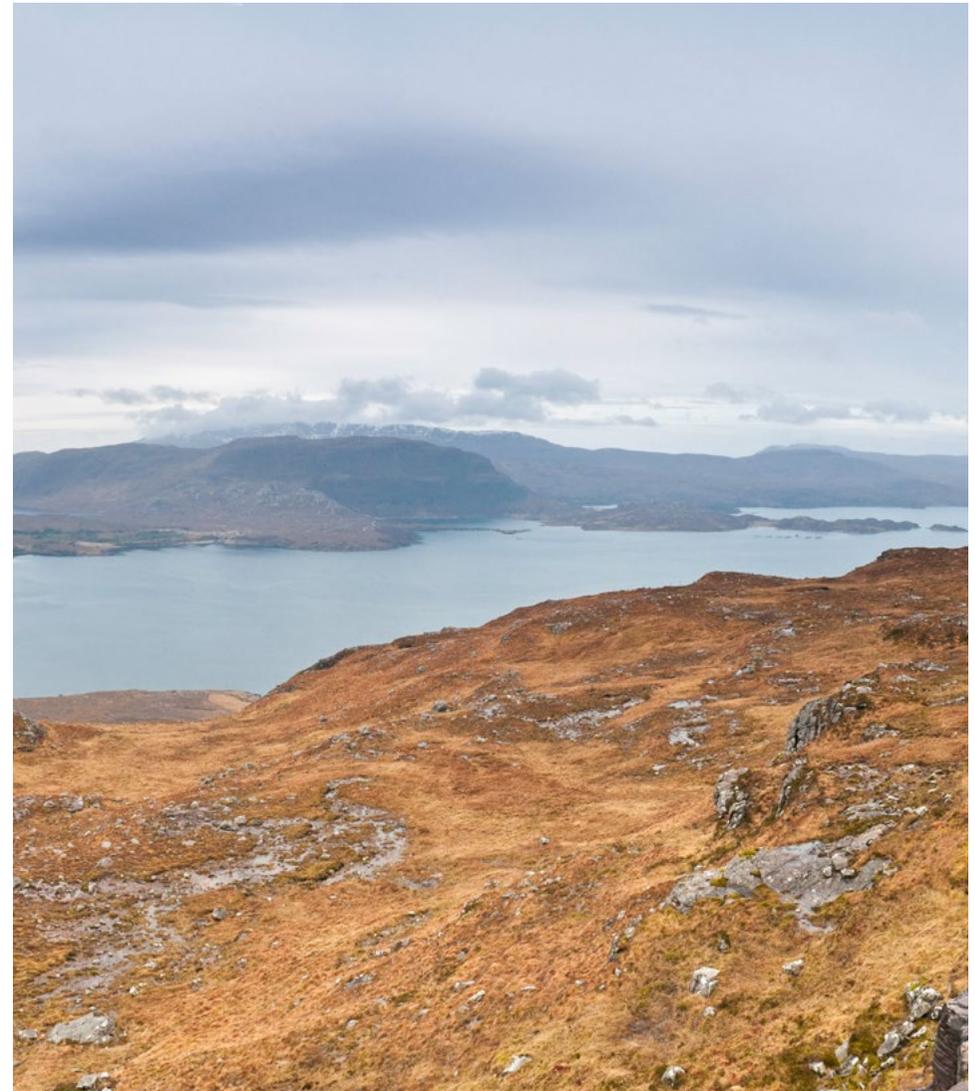
If you are a member of the ScottishPower Benefits Section or the FSLP, pensionable salary is your gross basic salary or wages, ignoring any reduction due to sickness and/or injury but including other taxable earnings agreed with the Company as pensionable.

If you are a member of the ESPS Benefits Section, pensionable salary is the highest of:

1. Your salary in the last 12 months before you retire, die or leave
2. Your salary in your highest paid year in the last 5 before you retire, die or leave; and
3. Your average salary over any 3 consecutive years in the last 10 before you retire, die or leave.

Salary will be calculated as the annual amount of your salary or wages ignoring any reduction due to sickness and/or injury for the 12 month period and increased by reference to inflation.

<p>Pensionable service</p>	<p>This is the number of years and days of contributory service you have built up as a member of the Scheme and includes:</p> <ul style="list-style-type: none"> • the total number of years and days you have contributed to the Scheme; • any service credit that you have from a transfer into the Scheme; • any Added Years you have bought with extra contributions; • any Scheme service credit period you have been granted. <p>If you are a member of the ESPS Benefits Section or the ScottishPower Benefits Section, your pensionable service excluding any Added Years you may have purchased, will be rounded up to the next higher whole year.</p> <p>Pensionable service is no longer restricted to a maximum of 40 years. The maximum pension you can build up without incurring an extra tax charge is governed by the lifetime allowance. It also includes any service credit that may have been notified to you separately.</p>
<p>Protected persons</p>	<p>Scheme members who started contributing to the Scheme on or before 31 March 1990 or were employed by a participating company on or before 31 March 1990 but were in an eligibility waiting period and joined at their first opportunity and are therefore covered by the pension protections afforded by the Electricity Act 1989.</p>
<p>Salary</p>	<p>If you are a member of the ESPS Benefits Section, your gross basic salary or wages ignoring any reduction due to sickness and/or injury but including other taxable earnings agreed with the Company as being pensionable.</p>
<p>Scheme</p>	<p>The ScottishPower Pension Scheme, ESPS Benefits Section or FSLP Benefits Sections.</p>
<p>Scheme actuary</p>	<p>The actuary appointed by the Trustee to carry out the 3-yearly actuarial valuations and advise on funding matters.</p>
<p>Scheme Administrator</p>	<p>Capita Employee Benefits Ltd. See page 28 for contact details.</p>



How much do I pay?

The basics

- if you are a member of the ScottishPower or the FSLP Benefits Sections, you are currently required to pay 5% of your pensionable salary.
- if you are a member of the ESPS Benefits Section, you are currently required to pay 6% of your salary.

The details

Tax advantages

- the cost to you of your pension is not as high as you might think because you get tax relief. If you participate in Pensions Plus you save on National Insurance contributions.
- under current tax rules, any contributions you pay to your pension arrangements up to 100% of your earnings will receive tax relief (subject to the annual allowance, see below).

Pensions Plus important note

You have the opportunity to make pension contributions through Pensions Plus. This is an arrangement that can reduce the level of National Insurance contributions you pay, therefore reducing the cost of your Scheme membership. You continue to benefit from tax relief on your Scheme contributions at the highest rate you pay.

Through Pensions Plus, you do not make contributions to the Scheme as described in this Guide. Instead, your total gross pay is reduced by the amount of your Scheme contributions each month, known as your Pensions Plus adjustment. The Company then pays an additional

contribution equal to your Pensions Plus adjustment straight into the Scheme. This is on top of the Company's normal contribution payable for you.

If you participate in Pensions Plus, references to member contributions will not apply to you. Contributions payable to the Scheme will be made on your behalf as described above.

For more information about Pensions Plus refer to the Pensions Plus Guide, which you can find on the Scheme website www.sppensions.com

If you elect not to participate in Pensions Plus your contributions will continue to be deducted from your pay and you will pay National Insurance contributions on them.

Please note that you can elect to participate in Pensions Plus at any time. Please contact 1HR Direct for details.

What does the Company pay?

You pay a fixed contribution towards your pension. The Company pays the balance of the cost of providing your benefits as well as the running costs of the Scheme. The Scheme actuary works out the amount the Company must pay by checking the level of the Scheme's funds and the expected payments the Scheme will have to make. This independent check is known as the actuarial valuation and must be done at least every 3 years. Details of the amount the Company pays are provided in the Scheme's annual newsletter. The newsletter explains the results of each actuarial valuation, the contributions the Company has committed to pay and an update on the overall security of your Scheme benefits.

Is there a maximum limit I can contribute into the Scheme?

Under current tax rules, any contributions you pay to your pension up to 100% of your earnings will receive tax relief (subject to the annual allowance). If you are a basic rate taxpayer, this means that for every £1 you contribute to the Scheme, you only pay 80p. If you are a higher rate taxpayer you only pay 60p for every £1 you contribute.

The annual allowance

The government places a limit on the amount by which your pension benefits across all registered pension schemes can increase in any year called the annual allowance. The standard annual allowance is £40,000 for the tax year 2017/18. If you exceed the annual allowance, you will have to pay an annual allowance charge. You can request that the Scheme pays this charge in exchange for a reduction in your overall Scheme benefits.

From April 2016, anyone with taxable income over £150,000 (including pension contributions made by their employer) may have their annual allowance reduced. It will go down by £1 for every £2 that their income exceeds £150,000. If you think you might exceed this threshold, you should take financial advice. Remember that the increase in the value of your pension benefits in the Scheme will count towards your annual allowance.

Saving more

As a member of the Scheme you can add to your Scheme pension either by buying additional years of pensionable service (this does not apply to FSLP Benefits Sections members), or by contributing to the Iberdrola Group UK Stakeholder Pension Plan or other personal pension.

Added Years

If you are a member of the ScottishPower Benefits Section or the ESPS Benefits Section you can, with the Trustee's consent, buy Added Years of pensionable service within the Scheme that count towards your pension benefits. When you retire, the additional years and days that you have purchased with your extra contributions will be added to your pensionable service to provide benefits linked to your pensionable salary.

You can pay up to 10% of your earnings each year to buy Added Years of service and if you stop paying these contributions before you have finished paying for your Added Years, only the part you have paid for will count towards your benefits.

If you wish to get a quotation or find out more about this option please contact the Scheme Administrator.

Contributing to the Iberdrola Group UK Stakeholder Pension Plan

You can pay extra contributions to the Iberdrola Group UK Stakeholder Pension Plan with Fidelity. This is a defined contribution (DC) arrangement and the options available at retirement will be different to those from the Scheme. Fidelity will outline the various options that will be available to you at that time, including taking a cash sum or using your account to purchase an annuity.

The amount of money that you receive at retirement will depend on how much you pay in, any charges payable, the performance of your investments, the age you retire and the cost of transferring your benefits or buying a pension with them when you retire.

Please contact the ScottishPower Pensions Team for more information.

Personal pensions work in the same way as the Iberdrola Group UK Stakeholder Pension Plan, and there is a wide choice of schemes to choose from, each with different fees and investment options. If you want to contribute to your own personal pension plan, you need to research your options fully and consider taking financial advice before making a decision.

All extra contributions you pay to a registered pension scheme, regardless of where you pay them, will qualify for the same level of tax relief as your main Scheme contributions, subject to the same limits.

Remember

Before you decide to pay extra contributions towards increasing your retirement benefits it is important to be aware that these are long-term savings arrangements that cannot normally be accessed until you reach age 55.

It is also important to take independent financial advice if you are considering saving extra for your retirement and are unsure which approach would be best for your circumstances.

How much will my pension be?

The basics

If you are a member of the ScottishPower or FSLP Benefits Sections, your annual pension will be 1/60th of your final pensionable salary for each year of pensionable service.

Annual pension = 1/60 x your pensionable service x your final pensionable salary

If you are a member of the ESPS Benefits Section, your annual pension will be 1/80th of your pensionable salary for each year of pensionable service. There is also a lump sum, for more details see page 13.

Annual pension = 1/80 x your pensionable service x your pensionable salary

Under normal circumstances your pension will come into payment when you reach normal pension age.

The details

The way we work out your pension is simple.

If you retire at normal pension age your pension will be calculated as 1/60th or 1/80th (as appropriate) of your final pensionable salary / pensionable salary for each year of your pensionable service. We will work out your final pensionable salary / pensionable salary when you retire or leave the Scheme.

If you are a member of the ScottishPower Benefits Section, your pensionable service will be rounded up to the next complete year. For any period added to your pensionable service due to rounding up, we will

take the contributions you would have paid in that period from your pension once it starts payment. For example, if you have been a member of the Scheme for 10 years and 6 months we will round this up to 11 years when calculating your pension. We will then deduct the contributions you would have paid from your pension for 6 months after it starts payment.

Note: If you are a male member of the ScottishPower or ESPS Benefits Section who joined before 1 April 1988 and opt to retire at your normal pension age of 60, your pension for service before 17 May 1990 will be reduced for early payment.

Example

You retire at age 63 having completed 30 years' pensionable service in the Scheme and your final pensionable salary is **£20,000**. Your pension is:

$1/60 \times 30 \times £20,000 = £10,000$ per year

Remember, each year you receive your annual benefit statement, which shows you what your retirement benefits could be at normal pension age based on your pensionable salary at each 1 April. The amount of pensionable service you will complete by your normal pension age (assuming that you remain a member of the Scheme).

Choice

When you retire you can:

- receive a pension for life
- exchange some of your own pension to provide increased pension for your spouse/civil partner or a dependant
- exchange increases in part of your pension for a higher initial pension
- exchange some of your pension for a lump sum. Cash sums up to 25% of the total value of your benefits are tax-free (up to a maximum of 25% of the lifetime allowance). For more information see page 12
- transfer your benefits out of the Scheme to take them all as a cash lump sum (which will be taxed as income), or to put them into a drawdown scheme. If you choose to do this and the value of your benefits in the Scheme is more than £30,000, then you will have to take financial advice before a transfer can go ahead.

What if I work part-time?

If you work reduced hours, the benefits you build up will reflect the actual hours you work, but are based on the salary that you would have earned if you worked full-time.

In the Scheme we calculate the pension for part-time workers on the full-time equivalent of their part-time salary thus ensuring there is no loss of pension for any period that was worked full-time. Pensionable service is adjusted for any period of part-time service to reflect the hours worked against the full-time equivalent.

Let's say you have worked for the Company for 30 years, 20 years of which were full-time at 37 hrs per week and 10 years part-time at 18.5 hrs per week. Your pensionable service will be calculated as:

$20 + (10 \times 18.5/37) = 20 + 5 = 25$ years' pensionable service

This pensionable service would then be applied to a full-time equivalent salary to calculate your pension.

If you are in part-time employment, your lump sum death benefit would be calculated based on your part-time pensionable salary. If you need more details on how your Scheme benefits are affected by changing your working hours please contact the ScottishPower Pensions Team.



Is there a limit on how much pension I can build up?

Yes, there is a lifetime allowance. Under legislation, the overall value of your benefits (from this Scheme and any other registered pension schemes) will be tested when they come into payment against the lifetime allowance. The lifetime allowance is £1 million for the 2017/18 tax year.

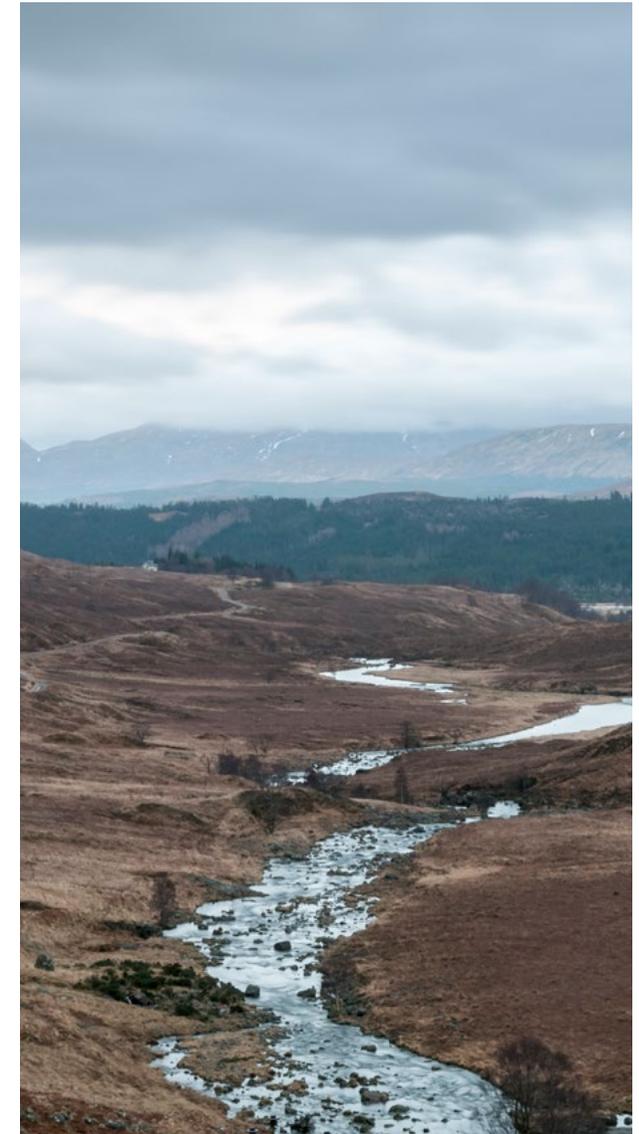
Each year your annual benefit statement will show you the value of the pension you have built up in this Scheme as a percentage of the lifetime allowance. So that you can tell easily how much scope you have to build up extra retirement benefits.

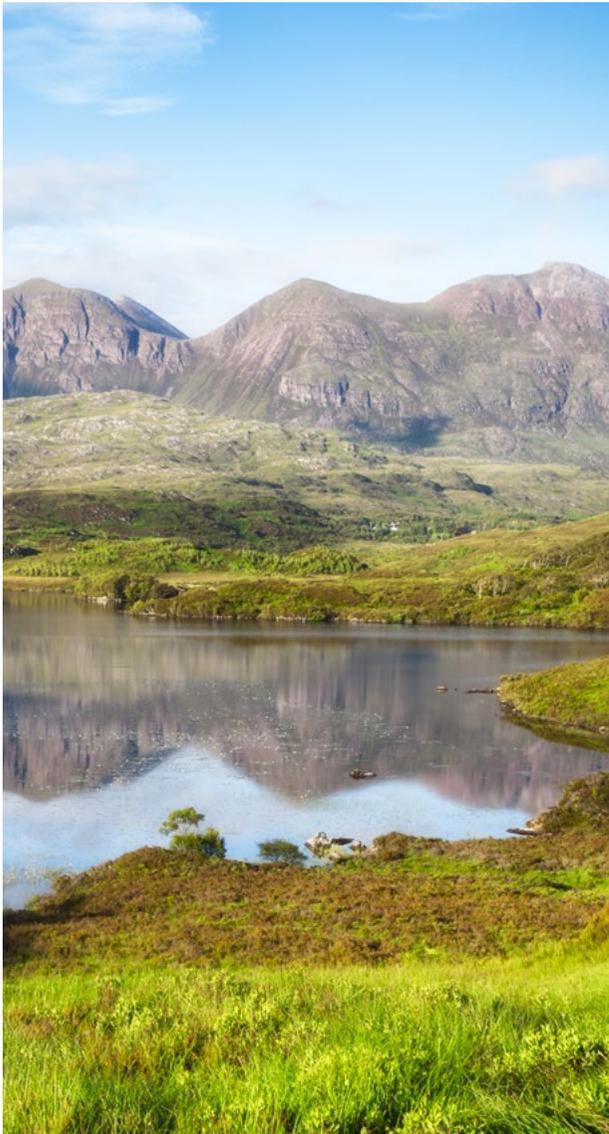
Remember that the value of all your pension benefits built up in other pension arrangements will also count towards your lifetime allowance so it is important to keep all the documentation you receive from the pension providers as you may require this when you come to claim your benefits.

If the value of your pension from all sources exceeds the lifetime allowance, the excess will incur a lifetime allowance charge equal to 25% of the value of that excess pension. This will be payable in addition to the usual income tax which is payable on your pension once in payment. If you are subject to the lifetime allowance charge, you will also have the option of taking all the benefits under this Scheme which exceed the lifetime allowance as a lump sum. This will be subject to a lifetime allowance charge at the higher rate of 55%.

You (or in the case of death benefits, your beneficiaries) and the Trustee will be jointly liable for the payment of any lifetime allowance charge which arises as a result of your benefits under the Scheme. The Trustee will have power to make provision for this charge by deducting any lifetime allowance charge from the benefits paid to you or your beneficiary.

We will give you details of the options you have shortly before you retire.





Can I take a cash lump sum at retirement?

The basics

If you are a member of the ScottishPower or FSLP Benefits Sections, when you retire you will have the option to exchange some of your pension for a tax-free cash lump sum.

If you are a member of the ESPS Benefits Section, when you retire you will be entitled to an automatic cash lump sum of 3x your annual pension. You will also have the option to exchange some of your pension for an additional lump sum.

Alternatively you also have the option to exchange your automatic lump sum for additional pension.

The details

Cash lump sums up to 25% of the total value of your benefits are tax-free (up to a maximum of 25% of the lifetime allowance, see page 12).

The total value of your benefits includes:

- pension earned from the Scheme from your normal contributory service
- added Years you have bought with extra contributions
- service credits from a transfer into the Scheme
- Any other service credits granted in the Scheme

We will give you a quotation of the cash sum you can take at retirement.

Example

You retire at age 63 having completed 30 years' pensionable service in the Scheme and your final pensionable salary is £20,000. Your pension is:

$$1/60 \times 30 \times £20,000 = £10,000 \text{ a year}$$

You may take up to 25% of the value of this pension as a tax-free cash sum. Using the Scheme's current cash commutation factors you can take the following benefits instead of the above pension:

- cash sum £50,543
- reduced pension £7,581 a year

This example is provided purely for illustration. The amount of pension and cash you will be entitled to will be calculated based on your particular circumstances and the cash commutation factors in use at the time.

Can I retire early?

The basics

You may be able to retire early:

- due to ill-health
- at your own request; or
- at the request of the Company

The earliest age from which you can retire (other than on the grounds of ill-health) is age 55 (excluding members of the ScottishPower or ESPS Benefits Section who leave due to re-organisation or redundancy who can retire at age 50).

In all cases your early retirement pension will be calculated based on your pensionable salary and pensionable service completed at your early retirement date with prospective service added for ill-health early retirement. It may be reduced for the period between the date you retire and your normal pension age depending on the circumstances of your retirement. The reduction in your pension will depend on your age when you retire.

The details

If you retire early due to ill-health

If, in the opinion of the Company's Occupational Health Adviser, you are (otherwise than temporarily) unable to carry out any work that the Company can reasonably offer you as a result of serious ill-health or incapacity and meet HMRC's ill-health requirements, and, for members of the ScottishPower and the FSLP Benefits Sections, the Company consents, the Scheme can pay you immediate benefits without reduction.

These will be calculated in the same way as your benefits would be calculated at your normal pension age, based on your pensionable salary at the date you leave the Company and on the pensionable service you would have completed by working to your normal pension age in the Scheme.

Example

Pensionable salary:	£25,000
Total potential years of membership to your normal pension age:	30 years
Ill-health pension:	$1/60 \times £25,000 \times 30 = £12,500$ a year

This example is provided purely for illustration. The amount of pension and cash you will be entitled to will be calculated based on your particular circumstances. Once an ill-health pension is in payment, the Trustee will review this from time to time to ensure that you continue to be eligible.

At your own request

If you ask to retire early and you are at least 55 you will receive a pension from the Scheme with a reduction for early payment. The annual pension payable until you die will be based on the length of your Scheme membership and how early you retire in advance of your normal retirement age; the earlier this is the bigger the reduction to your pension.

If you are a male member who joined the Scheme before 1 April 1988 with a normal pension age of 60 and you choose to retire between the ages of 60 and 63 your benefits may be reduced.

If you are an FSLP Benefits Sections member who has transferred benefits to the Scheme from the FSLP, then you can retire from age 63 without Company consent. If you are retiring on or after age 63, no reduction will be applied for that part of your pension built up before 1 April 2006, but an early retirement reduction will apply on pension built up from 1 April 2006 based on the length of time between the date you retire and the date you reach age 65. If you retire before age 63 all your pension will have a reduction applied. This reduction is based on the length of time between your retirement date and age 63 for pension built up before 1 April 2006, and the length of time between your retirement date and age 65 for pension built up from 1 April 2006.

At the request of the Company

The Company may ask you to leave or retire early, perhaps because of a reorganisation or redundancy. If you were asked to leave or retire early in these circumstances, the following Scheme benefits would currently be provided.

ScottishPower Benefits Section members

For members retiring at the Company's request, and aged 50 or over, an immediate pension is payable. Your pension will be calculated based on your pensionable service and final pensionable salary to date of retiring. The Trustee may reduce your pension for early payment in the unlikely event of the additional funding required to pay an unreduced pension not being paid by the Company.

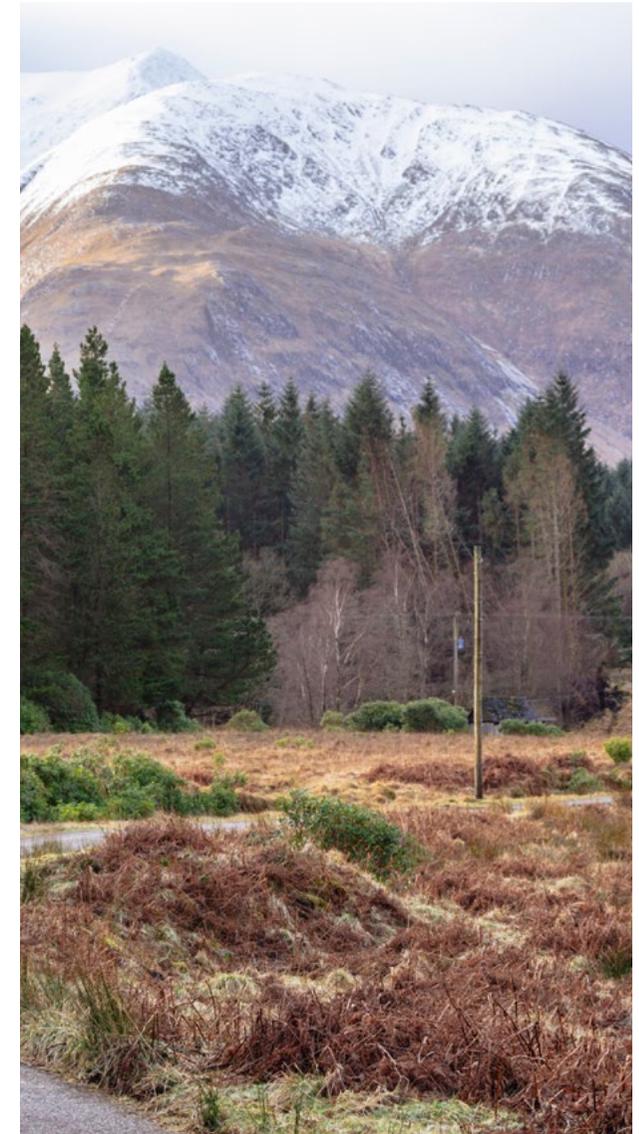
ESPS Benefits Section members

For members retiring at the Company's request, and over age 50, an immediate pension is payable. Your pension will be calculated based on your pensionable service and pensionable salary to date of retiring.

For members leaving at the Company's request under age 50, a pension will be payable at age 50. Your pension will be calculated based on your pensionable service and pensionable salary to date of leaving.

FSLP Benefits Sections members

For members retiring at the Company's request, and age 55 or over, an immediate pension is payable. Your pension will be calculated based on pensionable service and final pensionable salary to date of retiring and will be reduced for early payment.



How is my pension paid and does it increase?

The basics

Your pension is payable for life in monthly instalments on or around the 15th of each month. You can view your monthly payslip on the Scheme website www.sppensions.com

A payslip will be posted to your home address only if your net pension payment changes by £5 or more. You will receive a P60 posted to your home address.

The details

The Scheme increases the pensions it pays each year to help them keep pace with rising prices. After you retire, your pension in excess of your Guaranteed Minimum Pension (GMP) will be increased on 16 March each year in line with inflation, as measured by the rise in the Retail Prices Index (RPI) over the 12 months to the previous 31 December.

If you are a member of the ScottishPower or ESPS Benefits Section, where the increase would be more than 5% in any year the Company has discretion to cap the increase at no less than 5%. If the Retail Prices Index reduces by 3% or more in any year, previous pension increases may be reduced.

If you are a member of the FSLP Benefits Sections, the increase will be up to a maximum of 5% for that part of your pension built up before 1 April 2006 and up to a maximum of 2.5% for that part of your pension built up from 1 April 2006.

The part of your GMP built up after 5 April 1988 will increase each year in line with the rise in the Consumer Prices Index up to a maximum of 3%.

Your payments will be made directly to your bank or building society. Income tax is deducted from your pension, in the same way as from your salary at present. Pensions for your dependants are paid and increased in the same way. You will receive a letter confirming how your pension has increased each year.

Pension increase exchange

At retirement you will be given the option to exchange the pension increases on part of your pension (known as the Exchangeable Pension) in order to receive a higher initial pension. Your Exchangeable Pension is the pension in excess of any GMP relating to your Pensionable Service in the Scheme before 6 April 1997.

Full details of this option will be provided at the time of your retirement.

What happens if I die?

Protection if you die in pensionable service

The Scheme helps to protect the people who depend on you.

The basics

If you die in pensionable service or, for members of the ESPS Benefits Section, in service with the Company, the following will be payable:

- a life assurance lump sum cash payment;
- a spouse's pension payable to your spouse, civil partner or at the Trustee's discretion to a financial dependant and
- allowances for your eligible children

The details

Life assurance

The lump sum life assurance payment is normally equal to 4 times:

- if you are a member of the ScottishPower Benefits Section, the greater of your pensionable salary and your final pensionable salary at the date of your death
- if you are a member of the ESPS Benefits Section, your pensionable salary at the date of your death
- if you are a member of the FSLP Benefits Section, your final pensionable salary at the date of your death

If you are a member of the ScottishPower or ESPS Benefits Section, your spouse or civil partner can elect to receive a pension as an alternative to part of this life assurance payment. If you are a member of the FSLP Benefits Sections, you can elect that your spouse or civil partner will receive a pension as an alternative to part of this life assurance benefit.

If you are a member of the FSLP Benefits Sections and you die after normal pension age, the lump sum will be the greater of that as calculated above and the sum of 5 times the annual pension you could have received if you had retired on the date you died, and your member contributions plus interest.

Pension payable to your spouse, civil partner or dependant

If you are a member of the ScottishPower or FSLP Benefits Sections this pension is 1/2 of the pension you would have received at normal pension age (or, if you die after normal pension age, had you retired on the date you died). This is calculated using your final pensionable salary at the date of your death and the pensionable service you would have completed by working to your normal pension age in the Scheme.

If you are a member of the ESPS Benefits Section, this pension is 2/3 the pension you would have received at normal pension age (or, if you die after normal pension age, had you retired on the date you died). This is calculated using your pensionable salary at the date of your death and the pensionable service you would have completed by working to your normal pension age in the Scheme.

Children's allowances

If you are a member of the ScottishPower or FSLP Benefits Sections:

- the Scheme will pay pensions to your eligible children
- each eligible child (up to a maximum of 3) will receive an amount equal to 1/3 of your spouse, civil partner's or dependant's pension
- if you leave more than 3 eligible children, an amount equal to your spouse, civil partner's or dependant's pension will be divided equally between your eligible children
- children's allowances will continue in payment for as long as your child remains an eligible child

Example

Final pensionable salary: **£20,000**

Total potential years of membership to normal pension age: **30 years**

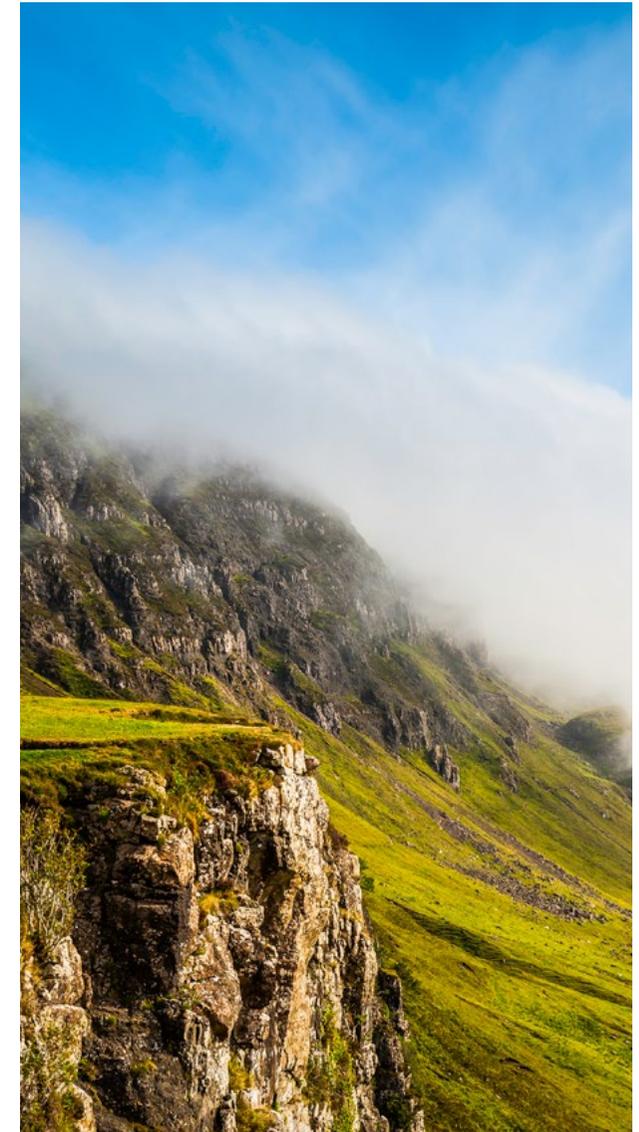
Spouse, civil partner's or dependant's pension:
 $1/2 \text{ of } (1/60 \times £20,000 \times 30) = £5,000 \text{ a year}$

Children's allowance: $1/3 \text{ of } £5,000 = £1,666.67 \text{ a year}$
 (for each child up to a maximum of 3)

This example is provided purely for illustration. The amount of pension and cash you will be entitled to will be calculated based on your circumstances.

If you are a member of the ESPS Benefits Section:

- the Scheme will pay pensions to your eligible children
- each eligible child (up to a maximum of 2) will receive an amount equal to 1/2 of your spouse, civil partner's or dependant's pension
- if you leave more than 2 eligible children, an amount equal to your spouse, civil partner's or dependant's pension will be divided equally between your eligible children
- children's allowances will continue in payment for as long as your child remains an eligible child



Financial protection for your dependants if you die after you have retired

The Scheme continues to offer financial protection for your dependants on your death after retirement.

If you are a member of the ScottishPower or FSLP Benefits Sections the Scheme provides:

- a cash sum equal to the outstanding pension payments for the remainder of 5 years if you die within 5 years of retiring (unless you have retired on the grounds of ill-health)
- if you retired on grounds of ill health, a lump sum life assurance payment equal to 4 x your pensionable salary at the date you retired less any pension instalments (excluding increases) and lump sum already paid to you. This benefit does not apply to FSLP Benefits Sections members
- a pension for your spouse, civil partner or a dependant equal to 1/2 of your pension at the date of your death before you gave up any pension for other options
- pensions for your eligible children on death in retirement in the same way as on death in pensionable service

If you are a member of the ESPS Benefits Section and you die after retiring, the following benefits are payable:

- a cash sum equal to the outstanding pension payments for the remainder of 5 years if you die within 5 years of retiring
- a pension for your spouse, civil partner or dependant equal to 2/3 of your deferred pension, including any increases it has received up to the date of your death
- a pension for your eligible children, provided that they were born before you left service, calculated on the same basis as for death in service

Financial protection for your dependants on death after leaving pensionable service but before retirement

If you are a member of the ScottishPower or FSLP Benefits Sections and you die after leaving pensionable service but before your deferred* pension has started, the following benefits are payable:

- a cash sum equal to the aggregate of the lump sum you could have received when your pension was due to start and 5 times your remaining annual deferred pension or, if higher, your total contributions (contributions paid for Added Years are excluded) with interest to date of death
- a pension for your spouse, civil partner or dependant equal to 1/2 of your deferred pension, including any increases it has received up to the date of your death

- a pension for your eligible children, provided that they were born before you left service, calculated on the same basis as for death in pensionable service

*Refer to page 23 on leaving the Scheme for an explanation of your deferred pension.

If you are a member of the ESPS Benefits Section and you die after leaving service but before your deferred pension has started, the following benefits are payable:

- a cash lump sum equal to the sum of the lump sum and 5 times the annual pension you could have received if you had retired on grounds of serious ill-health on the date you died
- a pension for your spouse, civil partner or dependant equal to 2/3 of your deferred pension, including any increases it has received up to the date of your death
- a pension for your eligible children, provided that they were born before you left service, calculated on the same basis as for death in service

Who can qualify to receive death benefits on my death?

Lump sum death benefits

To ensure that the lump sum can be paid without delay and is not subject to inheritance tax, the Trustee has discretion to decide to whom it should be paid. Under the Scheme Rules we can consider paying this money to a wide range of people including anyone you have named on your Nomination Form. To guide the Trustee, you should check that you have completed and returned a confidential Nomination Form. Although the Trustee will take your wishes into account, they are not legally obliged to follow them.

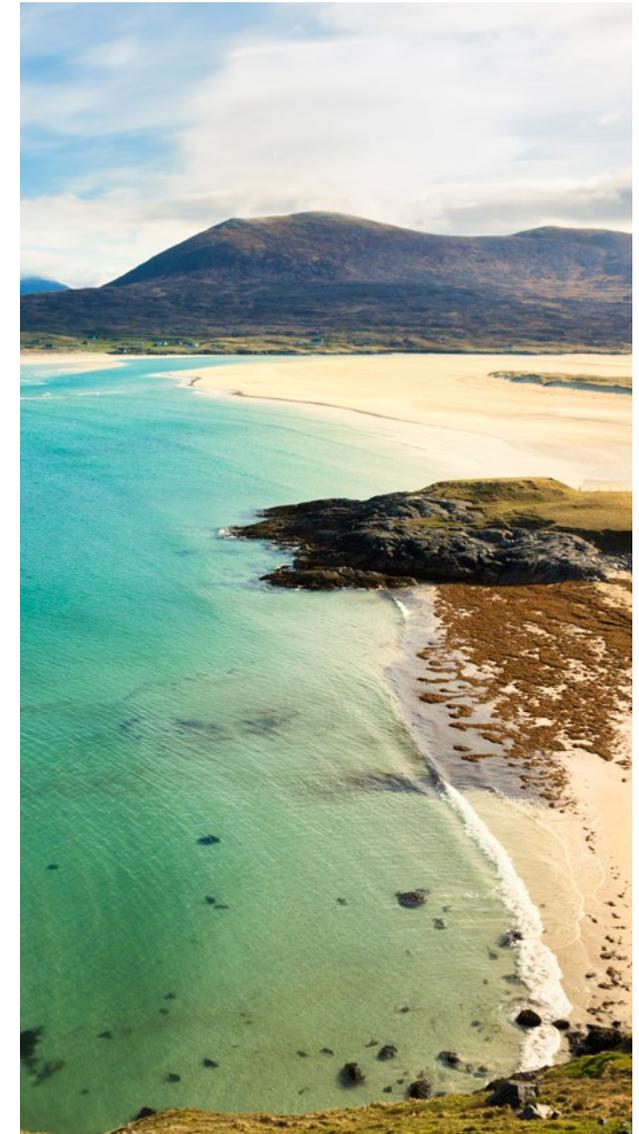
It is important that you submit a new form if there is a change in your personal circumstances for example; if you get married or divorced, register or end a civil partnership, or if you have children. You can print off a fresh Nomination Form from the back of this Guide and once completed and signed you should post this to the Scheme Administrator at the address shown on the form.

If you joined the Scheme before 1 January 1990 and are a member of the ScottishPower Benefits Section please complete a Notice of Direction if you have not already done so. This Notice arranges for the Trustee to pay the lump sum at their discretion. You can also suggest to us who you would like to receive the money. If you do not complete a Notice, the Scheme must pay the lump sum to your estate, and it will attract inheritance tax.

Spouse's, civil partner's or dependant's pension

Your legal spouse is your husband, wife, same-sex spouse or civil partner. If there is no spouse or civil partner or you have submitted a Dependant Nomination Form, the Trustee can decide to pay the pension to another person who depends on you financially or whose finances were interdependent with yours.

The Trustee has discretion in certain circumstances to pay all or part of the pension to someone other than your spouse or civil partner. This person must be financially dependent on you, or a person with whom you cohabited and were financially interdependent with in order to maintain a standard of living which depended on your joint income. If you would like the Trustee to consider a dependant for this benefit, please include details on the Dependant Nomination Form. A dependant can include a partner, your children or any other financially dependent member of your family.





Working beyond normal pension age

You can continue to build up benefits in the Scheme as long as you are working. In this case, you will continue to pay contributions and build up pensionable service. You will remain covered for a life assurance benefit.

Can I transfer-in benefits from another pension scheme?

The basics

Yes, if the Trustee agrees you may transfer the value of benefits from another pension arrangement into the Scheme i.e. from a previous employer's pension scheme or from a personal pension.

The details

In return for the cash transfer payment received from the provider of the other pension arrangement you will be provided with a specified amount of additional years and days of pensionable service in the Scheme known as a back service credit. When your Scheme benefits come into payment the additional pensionable service secured by the transfer payment will be reflected in the final calculation of your benefits.

You will need to provide contact details for the administrators of your other pension arrangement/s to the Scheme Administrator who will contact the pension providers and request a current transfer value of your benefits held in their arrangement.

On receipt of the transfer information the Scheme Administrator will provide you with a quotation of the extra years and days of pensionable service that can be provided for you in the Scheme in return for the transfer value currently available.

There is no defined period for how long it takes to complete a transfer of benefits as it depends on information being provided by other scheme administrators. The Scheme Administrator will keep you informed if there are any excessive delays. No formal transfer of monies will take place until the Scheme Administrator has received written authority from you that you wish to proceed with the transfer.

The additional years and days of pensionable service offered in the Scheme may not be the same as your pensionable service in your previous scheme, because the benefits from the two schemes are unlikely to be exactly the same or the same value. It is extremely important that you take independent financial advice if you are considering transferring any pension benefits from one arrangement to another.

If you are interested in this option, please contact the Scheme Administrator.

What happens if I leave the Scheme?

If you leave the Scheme either by opting out or by leaving the Company you can either keep your right to a Scheme pension payable at normal pension age (a deferred pension and cash sum) or transfer your benefits to another pension scheme.

Keep your right to a Scheme pension payable at normal pension age (a deferred pension and cash sum)

Your deferred pension and cash sum will be calculated in the same way as your benefits would have been calculated at your normal pension age but based on your pensionable salary and pensionable service at the date you leave the Scheme. Any service credits from a transfer into the Scheme and any Added Years will be included. The Scheme will increase your deferred pension each year until it comes into payment. Currently, for members of the ScottishPower Benefits Section, increases are in line with the Retail Prices Index up to a maximum of 5% a year. If you are a member of the ESPS or FSLP Benefits Sections, increases are in line with statutory requirements.

You will receive your deferred pension from your normal pension age. You may also, with the Trustee's consent, request to retire before your normal pension age in which case it will be reduced for early payment. If you are a member of the ESPS Benefits Section and left the Scheme following reorganisation or redundancy, you will receive an unreduced pension at age 50.

Please note that if you opt out of the Scheme and you meet automatic enrolment criteria, you will be automatically enrolled into the Iberdrola Group UK Stakeholder Pension Plan with Fidelity.

Transfer the cash value of your deferred pension to another pension arrangement

You can transfer the value of your deferred pension and cash sum out of the Scheme to a new employer's scheme or to a suitable individual pension arrangement. If you are within one year of your normal pension age, the Trustee's or the Company's consent will be required. The Scheme actuary sets out how a cash equivalent transfer value of your deferred pension is calculated. This is the estimated value of your benefits taking into account the guaranteed increases before you retire and after the pension starts.

At any time whether you have left pensionable service or not, you can ask for an estimate of your transfer value. If you have left pensionable service, this estimate will be guaranteed for 3 months from the date on which it is given. We only have to give you one estimate in any 12-month period and we may charge if you ask for a further estimate. If you want a transfer value quotation you must put your request in writing to the Scheme Administrator.

Transferring pension benefits from one arrangement to another is complicated and it is important that you take independent financial advice before deciding to make any pension transfer to ensure that it is in your best interests. If your transfer value is greater than £30,000, you will be required to take independent financial advice before we are able to process the transfer.

Leaving the Company - what you need to do

In fact, you don't need to do anything. If you leave service the Scheme Administrator will be advised of your date of leaving and will contact you at your home address providing details of your Scheme benefits and explaining the options that you have. You should expect to receive information from the Scheme Administrator within two months of your date of leaving service.

Opting out of the Scheme without leaving the Company

Think carefully!

Membership is voluntary - you can choose to leave the Scheme at any time as long as you give the Scheme Administrator at least two months' notice. But please think carefully! It is really important to take independent financial advice if you are thinking about opting out. If you opt out you will not earn any further benefits in the Scheme and you will not be able to re-join the Scheme at a later date.

What you need to do

If you do decide to opt out of the Scheme you must notify the Scheme Administrator who will issue the appropriate Notice for completion and return. Your membership will end on the last day of the month following the month in which the Scheme Administrator receives your completed Notice.

If you have built up a pension in the Scheme your pension options will be exactly the same as if you had left the Company.



Taking time off work, parental leave and divorce

This section looks at the basics of how the Scheme Rules deal with the many changes you may experience throughout your working life. If you are in any of these situations please contact the Pensions Team for the details.

What if I am off work sick?

Most absences only cover a week or so and do not affect your contributions or Scheme benefits. If you are absent from work for longer because of ill-health, the Scheme has special arrangements. You pay contributions on the actual pay you receive and your pensionable service for your period of absence will be reduced proportionately. If you make up the full rate of contributions when you return to work, you will receive benefits based on your normal rate of pay. If your pay stops, the Company can decide whether or not to allow you to continue membership of the Scheme.

Time off

If the Company gives you permission for a long term absence from work without pay or on less than full pay you can decide whether to continue paying pension contributions at your normal rate of full-time salary. If you choose not to do this your pensionable service will be reduced.

New parents

The laws which deal with maternity, paternity and adoption leave set out your pension rights. During these types of leave, your membership of the Scheme will continue. Any paid leave as well as your statutory leave will count towards your pensionable service. We will base your benefits on the

pensionable salary you would receive if you were working normally. However, you only pay contributions on the salary you actually receive.

During any unpaid leave, you will not pay contributions. The unpaid leave will not count towards your pensionable service. However, when you return to work you will have the opportunity to pay backdated contributions and make this period count as pensionable service. If you decide not to return to work after your unpaid leave, you will have to give written notice. You will leave the Scheme when your employment with the Company ends.

Parental leave

Your pension rights for parental leave are the same as for maternity, paternity and adoption leave.

Divorce

The courts have the power to take pension benefits into account when they share out a couple's assets to settle a divorce or dissolution of a civil partnership.

The court has several options:

- it can offset the value of your pension against your share of the other assets
- it can earmark a share of your pension (England and Wales only) and lump sum so that when the benefits start, part must be paid to your ex-partner

- it can make a sharing order against your Scheme pension - in this case, your own share of the pension remains in the Scheme and the value of your ex-partner's share will be transferred out of the Scheme unless your ex-partner is already a member of the Scheme, in which case, the Trustees (with the Company's consent) may decide to retain your ex-partner's pension share in the Scheme

The Scheme will transfer your ex-spouse's or ex-civil partner's benefit entitlement out of the Scheme to another regulated pension arrangement selected by your ex-spouse or ex-civil partner. If no selection is made by your ex-partner the Trustees will pay the transfer value of their benefits to a default individual arrangement out with the Scheme.

The Scheme may make a charge for providing information requested by the court.

If you need pension information for your divorce/ dissolution of your civil partnership, please speak to the Pensions Team. Also, please think about updating your death benefit Nomination Form.

State pension and tax

The State Pension

The State Pension is payable from your State Pension Age and in addition to the pension you receive from the Scheme.

Anyone who reaches State Pension Age after 6 April 2016 will receive the new single tier State Pension. You will need to have paid, or been credited with making, 35 years of National Insurance contributions to get the full new State Pension. The final amount you get will also depend on whether or not you have paid National Insurance prior to 6 April 2016, as the contributions you made towards S2P under the old system will be taken into account. For any period before 6 April 2016 that you were a member of the Scheme, you were contracted out of S2P, which means that you paid reduced National Insurance and did not contribute to S2P. This will be reflected in the State Pension that you receive. For more details of how this works, see the government's website www.gov.uk/new-state-pension.

State Pension Age

The current State Pension Age is 65 for men born before 6 December 1953.

From April 2010 the State Pension Age for women has been gradually rising from 60 and will increase to 65 by December 2018. This affects women born on or after 6 April 1950.

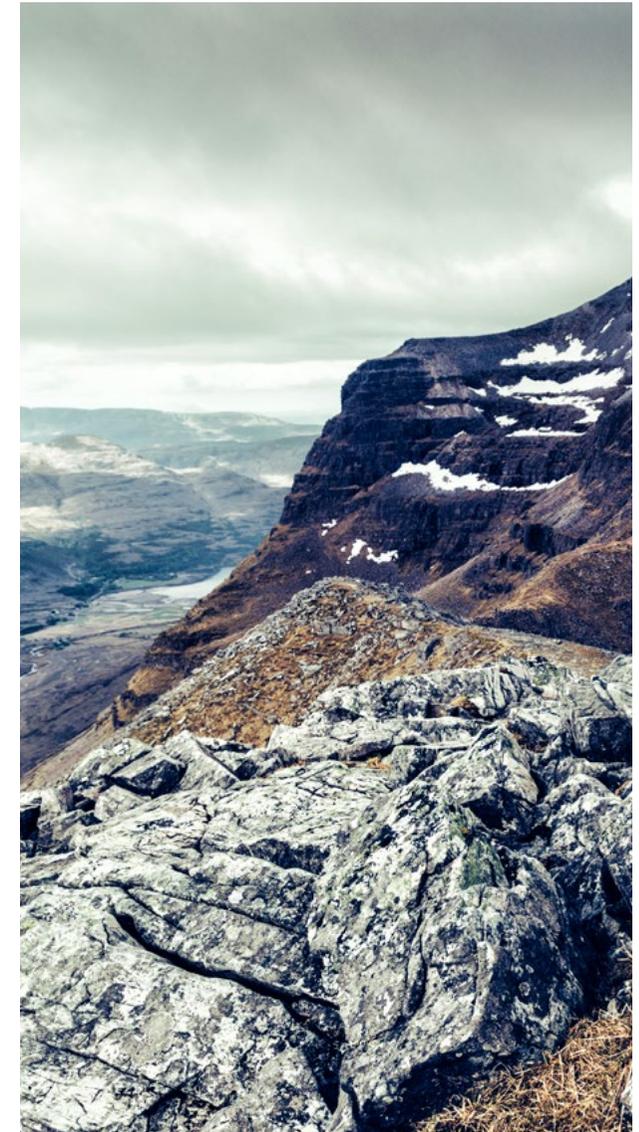
From December 2018, the State Pension Age for both men and women will be increased to reach age 66 by October 2020. This affects women born on or after 6 April 1953 and men born on or after 6 December 1953.

The State Pension Age will further increase to 67 between 2034 and 2038 and to 68 by 2039.

Tax relief

You and the Company receive valuable tax relief on pension contributions and benefits.

There are limits to the amount of pension that you can build up over your lifetime, and each year, and still receive these tax reliefs – the annual allowance and the lifetime allowance. These limits are explained on pages 8 and 12.



How my Scheme is managed

How the Scheme is run

The Scheme is managed by the Directors of the SPSS Trustee Limited (the Trustee), whose duty it is to administer the Scheme in the best interests of you and your beneficiaries. The Trustee administers and governs the Scheme strictly in accordance with the legal Scheme Trust Deed and Rules and in line with all current pension legislation. These legal documents set out the powers and responsibilities of the Trustee. The Scheme is registered with HM Revenue & Customs. This allows the Scheme to be registered for favourable tax treatment. The Scheme's assets are held entirely separately from those of the Company. 50% of the Directors of the Trustee are appointed by the Company and 50% are appointed by the members.

Each year the Trustee publishes the Scheme's Annual Report and Accounts. This gives details of the funding level, audited accounts and how the Trustee has managed the Scheme over the year. You can obtain a copy from the Scheme website.

The Trustee appoints a number of specialist advisers to help with the running of the Scheme. The names of these advisers and details of their duties are given in the Annual Report.

Changing or closing the Scheme

While the Company is fully committed to the Scheme and intends to maintain it for the foreseeable future, the Rules have to contain provisions for amending or closing it. In the event of the Scheme closing, its assets would be used to provide benefits for members and their families. If the Scheme's assets on closing were not sufficient to pay all benefits in full, the shortfall would become a debt on the Company. However, the Company and the Trustee aim to maintain a high level of security for your benefits. The Scheme actuary carries out an in-depth review, or valuation, of the Scheme's finances at least once every three years.

As well as carrying out this major review, the actuary provides the Trustees with quarterly updates, confirming the strength of the Scheme's finances. In addition, the Rules provide protection for accrued benefits and the Electricity Act 1989 contains protection for employees who are Protected Persons in terms of that Act.

The Protection Regulations provide for the protection of pension rights of those who were members of the Scheme as at 31 March 1990, together with their dependants. Employees who were then under membership age, but joined subsequently when first eligible, are also protected.

The Regulations impose duties on the employer which include the protection of both accrued and future benefits. That protection includes situations where members are transferred from one employer to another, either voluntarily or in connection with employer restructuring, and on the partial or total winding-up of the Scheme.

Your Scheme benefits are not assignable. Your Scheme benefits are strictly personal and cannot be assigned to any other person, or used as security for a loan.

Data protection

The Trustee, Scheme Administrator and the Company need to hold personal information about you, your dependants, beneficiaries and your benefits in order to run the Scheme. The Trustee, Scheme Administrator and the Company will process your personal data fairly and lawfully in accordance with the principles of the Data Protection Act 1998. We arrange to keep your data secure and will only disclose it in limited circumstances. Some of this data is classed as sensitive data under the Data Protection Act 1998. As a Scheme member, you consent to the Trustee, the Scheme Administrator and the Company holding and processing your data and the data you have provided about your dependents and beneficiaries for the purposes of running the Scheme. If you have any queries about the purpose for which your personal data is being used, please contact the ScottishPower Pensions Team.

You are responsible for keeping us up to date with your personal details. Please advise the Scheme Administrator of any changes to your personal details.

Keeping track of previous pensions

Details of the Scheme, including an address at which the Trustee may be contacted, have been forwarded to the Pensions Tracing Service. The Pensions Tracing Service can also help you if you have lost touch with a previous pension scheme.

Help with pension problems

We aim to achieve the highest standard possible in the management and administration of the Scheme. Any queries about the Scheme should be referred to the Scheme Administrator or the in-house ScottishPower Pensions Team, which will always try to provide a prompt and accurate response.

The Trustee has an Internal Dispute Resolution Procedure which is designed to deal with any complaints that a member may have regarding his/her benefits or the general running of the Scheme.

If you have a complaint, you should contact the Head of Pensions in the Pensions Team in the first instance. If you are not satisfied with the way your complaint is dealt with at this stage you can appeal directly to the Trustee up to 6 months after receiving the first stage decision. The Trustee will consider your case and respond with its decision.

As a last resort, you may approach the Pensions Ombudsman to arbitrate on a matter involving your membership of the Scheme.

The Pensions Advisory Service

The Pensions Advisory Service is available at any time to assist pension scheme members and beneficiaries with pension questions and issues they have been unable to resolve with the Trustees of the Scheme.

The Pensions Ombudsman

The Pensions Ombudsman investigates and decides complaints and disputes about pension schemes. The Ombudsman is completely independent and there is no charge for this service. The Ombudsman can normally only consider cases after you have used the Scheme's own dispute resolution procedure and talked to the Pensions Advisory Service.

The Pensions Regulator

The Pensions Regulator is the regulator of work-based pension schemes in the UK. The Pensions Regulator is able to intervene in the running of schemes where trustees, employers or professional advisers have failed in their duties. Its priority is to work with schemes to identify and reduce any risk to members' benefits.

Keeping you informed

This Guide has been issued to provide you with a detailed summary of the provisions of the ScottishPower Pension Scheme. In addition, the following key information about the Scheme is available to you from the Scheme website, www.sppensions.co.uk

- The Trust Deed and Rules
- Annual Report and audited financial statements
- Statement of Investment Principles
- Actuarial Valuation Report
- Scheme Newsletter

Useful contacts

Scheme Administrator

Contact Capita to discuss your benefits, request a quotation or request help about how your benefits are calculated.

Capita
Hartshead House
2 Cutlers Gate
Sheffield S4 7TL

Helpline: **0345 601 0577**

scottishpowerpensions@capita.co.uk

ScottishPower Pensions Team

If you have a question about ScottishPower pensions generally please contact the in-house Pensions Team.

Internal helpline: **744 6708**

Pensions Team local rate helpline: **0845 270 0841**

pensions@scottishpower.com

ScottishPower Pensions Team
ScottishPower HQ
320 St Vincent St
Glasgow
G2 5AD

Trustee

You can contact the Trustee by writing to:

Pensions Trustee Secretary
ScottishPower Pensions Team
ScottishPower HQ
320 St Vincent St
Glasgow
G2 5AD

The Pensions Advisory Service

11 Belgrave Road
London
SW1V 1RB

Helpline: **0300 123 1047**

enquiries@pensionsadvisoryservice.org.uk

www.pensionsadvisoryservice.org.uk

The Pensions Ombudsman

11 Belgrave Road
London
SW1V 1RB

Helpline: **020 7630 2200**

enquiries@pensions-ombudsman.org.uk

www.pensions-ombudsman.org.uk

The Pensions Regulator

Napier House
Trafalgar Place
Brighton
BN1 4DW

www.thepensionsregulator.gov.uk

The Pension Tracing Service

9 Mail Handling Site A
Wolverhampton
WV98 1LU

Helpline: **0345 6002 537**

www.gov.uk/find-lost-pension