

## BASF UK Group Pension Scheme Pensioner - Frequently Asked Questions

### Who is the Scheme Administrator?

The Trustees have appointed Gallagher to provide the administration services for the Scheme. Gallagher is a third-party pension administrator with expertise in both Defined Benefit (DB) and Defined Contribution (DC) pension arrangements. You can contact the team using the following details:

 BASF  
Gallagher  
P.O. Box 319  
Mitcheldean  
GL14 9BF

 [basf@ajg.com](mailto:basf@ajg.com)

 **0330 123 0647**

 <https://www.pensionportal.co.uk/basf>



**Gallagher**

Insurance | Risk Management | Consulting



### How do I change my address details?

Your address can be changed immediately via the [Pension Portal](#).

For details of how to log on to the portal, please see the Pension Portal Factsheet available on the [Pension Website](#).

Alternatively, you can complete and sign the change of details slip on your last payslip and send it to the same address, or you can write to the administrator.

### What day do I receive my pension each month?

Your pension will be paid into your bank or building society account on the following dates (if this falls on a weekend, payment will be on the last working day prior to the weekend):

- ◆ BPP Section – 15<sup>th</sup> of each calendar month
- ◆ Group Section – 1<sup>st</sup> of each calendar month

### How do I change my bank details?

Bank Account changes should be made in writing with an original signature and sent via post or email to the Scheme Administrator.

### What do I do if I think my tax code is correct?

Tax codes are notified to the administrator automatically by HM Revenue & Customs (HMRC).

If you have any queries, you should contact HMRC directly using the details below.

 Pay As You Earn (PAYE)  
HM Revenue & Customs  
BX9 1AS

 **0300 200 3300**

 **+44 13 5535 9022** (overseas)



### How often will I receive a payslip?

Payslips are produced each month and can be accessed via the [Pension Portal](#).

Payslips are only issued by post where your net pay has changed by more than **£2 per month**, or if there is a 'triggering event' such as a change of address, bank account, tax code or pay method.

**Will I still receive a P60?**

P60s are issued by post during April each year. You can also download a digital copy via the [Pension Portal](#) or Pension App.

**Will my pension increase?**

Details of the increases to be applied to your pension once in payment can be found on the last page of your retirement quotation statement provided previously (under the heading **Increases to your Scheme pension once it starts to be paid**) or via the [Pension Portal](#).

There are some tranches of benefits that **do not** receive increases.

**When will any increases be applied to my pension?**

Depending on the make-up of your pension benefits increases are applied each year on the following dates:

- ◆ BPP Section – 15<sup>th</sup> July
- ◆ Group Section – 1<sup>st</sup> April

You will be notified of any increase (if any) to your pension each year.

**What will my spouse/partner receive if I die?**

On your death, your spouse or Civil Partner would receive a proportion of your pension (ignoring any pension surrendered for tax-free cash).

The amount payable depends on your Scheme Section and when you were an active member of the Scheme. Your retirement statement will include details of the specific benefits due on death.

**I don't have a spouse/partner, will I receive a larger pension?**

The Scheme rules **do not** allow the potential spouse's/partner pension to be converted into additional pension.

**Is it possible to nominate someone else to receive the spouse/partner pension?**

It is not possible to nominate someone else to receive the spouse/partner's pension.

If you have someone you lived with at the date of your death who is financially dependent or inter-dependent on you, the Trustee, on receipt of suitable evidence, may award a dependent's pension.

**How long will my pension be paid for?**

Your pension will be paid from the date you retire for the rest of your life.

**Can the pension be paid into my spouse's or other family member's bank account?**

Your pension can only be paid into either your sole account or a joint account which you are named on.

**I have other pensions elsewhere, who can I contact to find out more?**

If you have contact details for your other pension arrangements, you should contact them directly. If you have lost touch with your other pension arrangements, you can use the [Pension Tracing Service](#).

✉ The Pension Service  
Mail Handling Site A  
Wolverhampton, WV98 1LU

🌐 [www.gov.uk/find-pension-contact-details](http://www.gov.uk/find-pension-contact-details)  
☎ 0800 731 0193 (+44 191 215 4491 overseas)