

# BASF UK Group Pension Scheme

## Internal Dispute Resolution Procedure (IDRP)

As a member (or potential member/beneficiary) of the Scheme it is important that you have an appropriate method of raising concerns and complaints about the Scheme and decisions made by the Company or Trustee.

### Making a complaint

If you are not satisfied with any decision that has been made that affects you in relation to the Scheme, you have the right to ask for it to be reviewed again under the IDRP.

The IDRP has three stages (although many complaints are resolved at the first stage).

### Representation

You can appoint a representative to take your complaint forward if you don't feel comfortable. All complaints are treated 'in confidence'.

### Raising concerns

The Trustee welcomes the opportunity to resolve concerns before they develop into formal complaints. If you have any concerns and would like to raise these informally, please email your query to the Scheme Administrator in the first instance.

☰ BASF UK Group Pension Scheme ✉ [basf@ajg.com](mailto:basf@ajg.com)

Gallagher  
PO Box 319  
Mitcheldean  
GL14 9BF

📞 [0330 123 0647](tel:03301230647)

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



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### Money Helper

Provides information about pensions, free of charge, to the public and is available to assist you with any pension query they have or general requests for information or guidance concerning pension benefits.

Click the Money Helper logo to visit their website or you can call [0800 011 3797](tel:08000113797).



# IDRP Stages

To begin the IDRP, you should submit your complaint via post or email to the BASF UK Pension Manager quoting your:

- Name & Address
- Date of Birth & National Insurance Number

If you are not a member, you should give the member's details as well as your own and explain your relationship to the member.

	Stage 1 (Company)	Stage 2 (Trustee)	Stage 3 (Ombudsman)
Contact	C/o BASF UK Pension Manager 4 <sup>th</sup> & 5 <sup>th</sup> Floor, 2 Stockport Exchange, Railway Road, Stockport, SK1 3GG	Trustee of the BASF UK Group Pension Scheme 4 <sup>th</sup> & 5 <sup>th</sup> Floor, 2 Stockport Exchange, Railway Road, Stockport, SK1 3GG	10 South Colonnade Canary Wharf E14 4PU
Email	<a href="mailto:basfpensions@basf.com">basfpensions@basf.com</a>	<a href="mailto:basfpensions@basf.com">basfpensions@basf.com</a>	<a href="mailto:servicecomplaints@pensions-ombudsman.org.uk">servicecomplaints@pensions-ombudsman.org.uk</a>
Website	<a href="http://www.ukpensions.basf.co.uk">www.ukpensions.basf.co.uk</a>	<a href="http://www.ukpensions.basf.co.uk">www.ukpensions.basf.co.uk</a>	<a href="http://www.pensions-ombudsman.org.uk">www.pensions-ombudsman.org.uk</a>
Response Timeframe	Within 2 months	Within 2 months	Case-by-case basis

## Who is the Pensions Ombudsman (TPO)?

TPOs legal framework means it is sometimes not possible for them to investigate a complaint formally until certain jurisdictional requirements are met. However, they may be able to resolve the matter outside of their adjudication service via their Early Resolution Service (made up of staff and volunteers).

You are free to ask that a more formal investigation into your complaint is carried out, which could result in a final, and binding, determination being made by TPO. Where the early resolution service cannot resolve the issue, you can refer the dispute to TPO following completion of the Scheme's IDRP. TPO have extended powers that mean that any determinations they make are legally binding on all parties and are enforceable in court. Contact with TPO about a complaint needs to be made within three years of the original event (or when you first knew about it). There is a discretion for this time limit to be extended.

Click the **TPO logo** to visit their website or you can call [0800 917 4487](tel:08009174487).



**Please note that the Pensions Ombudsman usually only review your complaint once Stage 1 & 2 of the IDRP are complete.**



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