

Complaints Procedure

Why should I read this factsheet?

If you feel unhappy about the way your benefits are worked out, or the way the Scheme is being managed, there is a special complaints procedure in place for you to follow.

This complaints route is available to all active members, pensioners, dependants and anyone with a deferred pension in the Scheme. You can submit your complaint yourself or appoint a representative. (This complaints route is officially known as the “Internal Dispute Resolution Procedure”)

There can be three steps to the process but you may well be satisfied by the first response you receive or by any subsequent one. You should proceed to a further step only if you are not happy with the reply you received at the previous stage.

Step 1

Send your complaint in writing, quoting your:

- name
- address
- date of birth and
- National Insurance Number:

To:

The Group (UK & Ireland) Pension Manager
c/o BASF plc
P.O. Box 4
Earl Road
Cheadle Hulme
Cheadle
Cheshire
SK8 6QG

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. You will normally receive a decision within two months and a copy of your complaint and this reply will be forwarded to the Trustee.

If you are not satisfied with the reply, you should proceed to **Step 2** within six months of receiving the reply.

Step 2

You should contact:

Administration & Communication Sub-cttee
BASF Pensions Trustee Ltd
BASF UK Group Pension Scheme
c/o Willis Towers Watson
P.O. Box 545
Redhill
RH1 1YX

Stating

- the reasons you are dissatisfied with the reply
and
- your personal details as for the initial complaint

You will normally receive a reply within two months, stating the decision reached and the extent to which it confirms or replaces the previous decision.

If you are still dissatisfied, you can proceed to **Step 3**.

Step 3

If you need help raising your concerns, or to just discuss a potential complaint, you should contact the early dispute resolution team of the Pensions Ombudsman at:

Helpline Number: 0800 917 4487 (select option to discuss a potential complaint)
email: helpline@pensions-ombudsman.org.uk

If you are dissatisfied with the response at Step 2, you should contact The Pensions Ombudsman at:

The Pensions Ombudsman
10 South Colonnade
Canary Wharf
E14 4PU

Tel No: 0800 917 4487
Web: www.pensions-ombudsman.org.uk
email: enquiries@pensions-ombudsman.org.uk