

Pensions Department

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Name

Address 1

Address 2

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Postcode

Date

Dear Name

First Actuarial LLP appointed to administer the Somerfield Pension Scheme (the Scheme)

We are writing to let you know about an important change regarding the administration of your pension benefits.

The Co-op Pensions Department (CPD) has been looking after the Scheme's members since 2011. It's important to the Trustee that Scheme members continue to receive the best support available, so earlier this year we approached a number of third-party administration providers and asked them to tender for the Scheme's administration services. The Trustee carried out a thorough review of the shortlisted providers, and we're pleased to tell you that the administration of the Somerfield Pension Scheme will formally transfer from CPD to First Actuarial LLP.

First Actuarial is a well-established and highly respected firm with extensive experience in pension scheme administration. They work with more than 500 pension schemes; we're confident that you will continue to receive excellent service from them. Furthermore, the current team who look after the Scheme will also be moving to First Actuarial, and this will ensure a smooth transition and continuity of service.

You will receive a welcome letter from First Actuarial later this summer with additional information on how you can contact them and access information regarding the Scheme and your pension benefits, but we wanted to write to you first to reassure you that it's a genuine communication. They've already started working with CPD to understand the administration and payroll requirements of the Scheme, and we expect this will be completed by 1 October 2025. From this point, you'll need to contact First Actuarial rather than CPD if you have any questions about your benefits in the Scheme or pension payments.

There may be some changes and delays to operational procedures during this transitional period, and we kindly ask for your patience as we move our member records across to First Actuarial. Please rest assured that this is entirely normal and nothing to be concerned about. Your pension benefits are not affected by this change and your pension payments will continue to be paid as normal.

We'll add reminders to the Scheme website, www.somerfieldpensionscheme.co.uk, as we get closer to the switchover date.

The Co-op remains committed to supporting the Scheme, and the Trustee alongside CPD will continue to play a key role in overseeing its governance. We're pleased to be partnering with First Actuarial and making the most of their expert administration and payroll services.

**With best regards from the Trustee
Somerfield Pension Scheme**