Welcome to ZPen

Contents

Welcome to ZPen

ZPen is part of the Zurich Financial Services UK Pension Scheme and was launched on 1 April 2007. This Member Guide provides an overview of the benefits that are available to members of ZPen from 1 January 2016.

If you joined the scheme before 1 April 2007 you will have old scheme benefits, and, if you remained in service after this date, ZPensionBuilder benefits as well[1] - these benefits are explained on pages 19 to 27.

Membership gives you the opportunity to build pension benefits for your financial future using the ZCashBuilder section of the scheme, and provides you and your family with valuable death benefits.

You can use the Member Guide to find out more about these benefits and how you can make the most of your membership.

Although we have tried to keep language simple and clear, we have had to use particular technical terms on occasions. If you find any language that may need some further explanation check out the pensions decoder at the back of this guide which explains in more detail the terms used.

ZPen is governed by a formal Trust Deed and Rules. This Member Guide is intended as a helpful summary. It does not, however, provide full details of your benefits under the scheme. If you require further information, you should, in the first instance, contact the ZPen team on 0800 232 1915.

In addition to using this Member Guide, company employees can also sign up to attend a range of bite-size seminars which are run by our Regional Pensions Support team throughout the UK on various pension topics – you can read more about this here.

[1] If historically you elected to switch to ZCashBuilder+ you may not have any ZPensionBuilder benefits

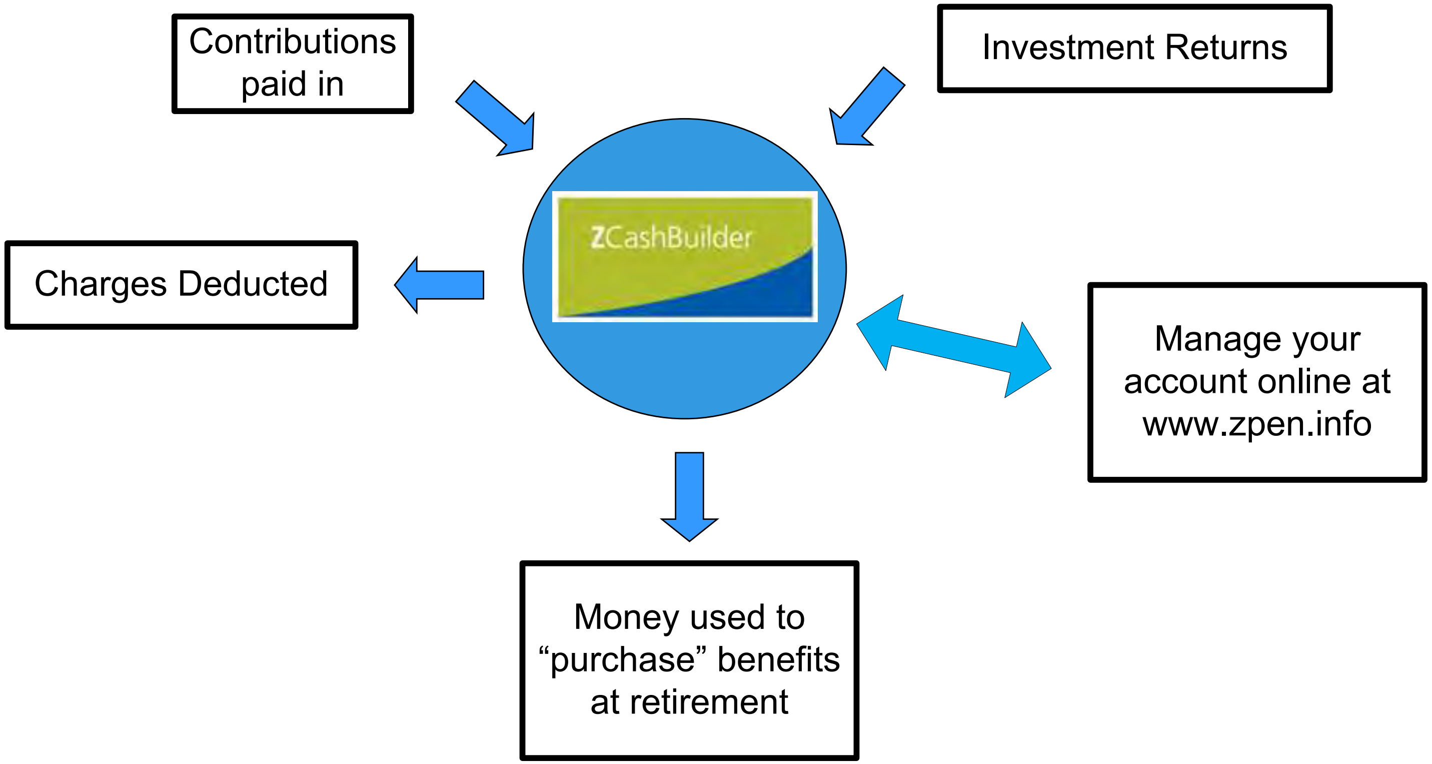
ZCashBuilder

ZCashBuilder is a defined contribution, or money purchase, pension arrangement.

As you can see from the diagram below ZCashBuilder operates in a very simple way – contributions are invested in your own personal ZCashBuilder account and any investment returns are added to your account. An annual management charge is deducted from your account, the amount charged will depend on which funds you choose to invest in.

You can currently take your ZCashBuilder benefits at any time from age 55 (a small number of members retain a right to take benefits from age 50).

You can manage all aspects of your own ZCashBuilder account by logging in to the trustees secure website www.zpen.info

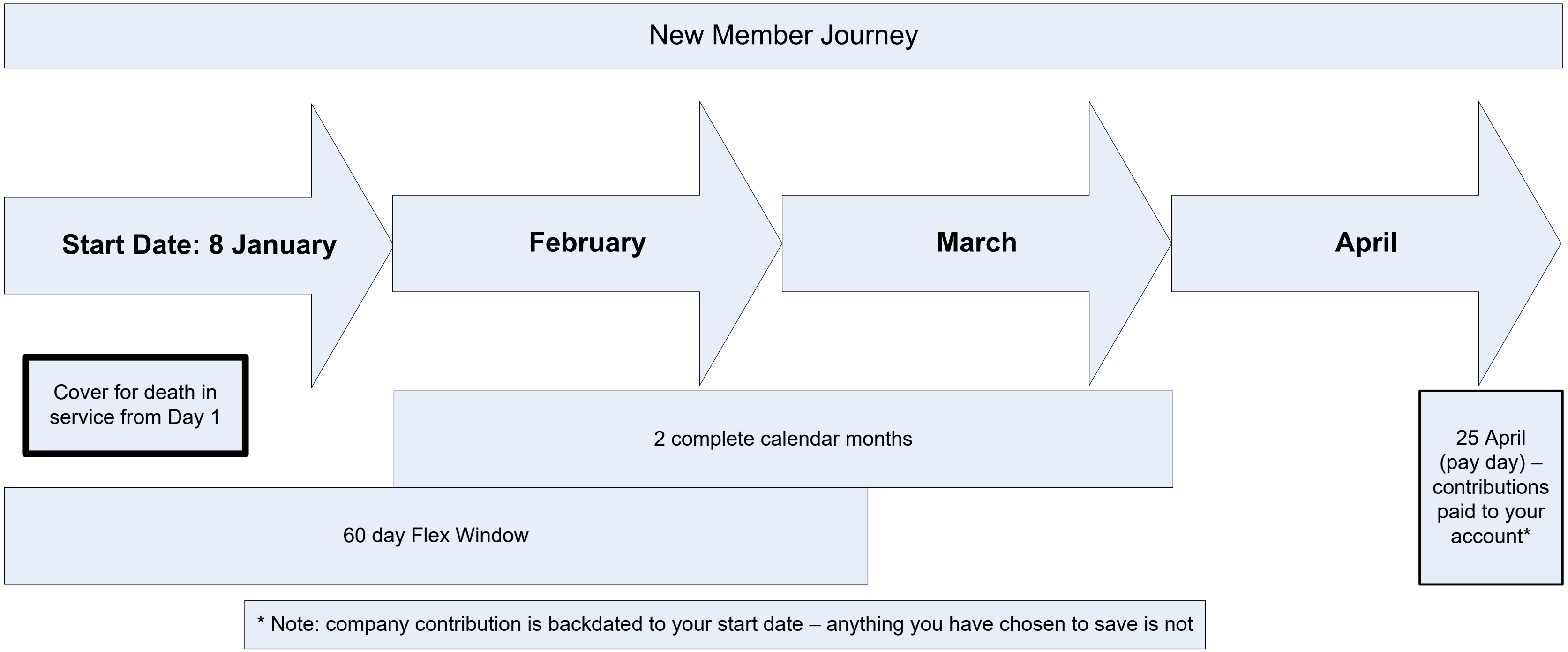


Joining ZCashBuilder

New employees will automatically join ZCashBuilder but have to complete two calendar months with the company before contributions start.

In the example below a new employee has joined the company on 8 January, death in service cover starts immediately but the new employee must wait two complete calendar months before contributions start. Company contributions will be backdated to the start date and paid into the new employee's ZCashBuilder account on the next payday (in this case 25 April).

From the date of entering employment for a period of 60 days new employees have a Flex Window to make choices about flexible benefits, one of the choices is around pension saving. We will automatically assume you want to save 5% of your pensionable salary unless you change this on Employee Self Service during the 60 day window – we don't backdate your pension savings, so in the example the new employee's pension savings for April would be based solely on the April pensionable salary. There is more information on savings later on in this guide.



Opting out

If you don't want to be in ZCashBuilder you have to complete an opt out notice, this can be obtained from the trustees at:

UK Pensions & Benefits,
Zurich Insurance Group,
Compass House, Endsleigh Business Park,
Shurdington Road,
Cheltenham GL51 4UE

Or email: zpenteam@uk.zurich.com

If you opt-out within one month of joining the scheme, then you will be treated for all purposes as not having become a member of the scheme on that occasion. Any employee contribution will be refunded to you, by the employer. Note: the company will not pay contributions to an alternative pension arrangement.

If you opt-out after this, you must give 1 months' notice, and you will be treated as a "leaver", and can read about what happens to your ZCashBuilder fund and your options on page 15.

On opt-out you will not be covered for dependants' benefits if you die[2], although you will still be covered for the lump sum life assurance benefit of 4 times pensionable salary.

Any employee who opts out or who ceases active membership of the scheme will normally be automatically re-enrolled into an

automatic enrolment scheme by the employer in accordance with regulations made under section 5 of the Occupational and Personal Pension Schemes (Automatic Enrolment) Regulations 2010.

You also have the option to join the Scheme on or after the first anniversary of your opt-out date. You may be able to join earlier with company consent. If you rejoin the Scheme you will do so on whatever terms are being offered to new employees at that time. You should get in touch with the ZPen team if you have opted-out and change your mind later.

[2] If you have old scheme or ZPensionBuilder benefits there may be some dependants pensions payable – see page 24.

ZCashBuilder contributions

The company will pay 12%* of your pensionable salary each month in to your ZCashBuilder account.

ZCashBuilder is a non-contributory scheme which means the company will pay this contribution even if you choose not to save anything yourself.

As we want to encourage you to save, **we will start you off automatically on a salary sacrifice of 5%** - but the choice is yours.

*Less if you opt for ZSavings (see page 8)

Options for saving extra

In ZCashBuilder everyone has the opportunity to choose to add to their pension savings, either through flex or by making additional personal contributions. The two methods are quite different.

Saving extra through flex

This is available once a year during the flex window. Saving extra through flex means that you agree to accept a lower basic salary in return for the company making a corresponding contribution to your ZCashBuilder account. Because your salary is lower, your tax and National Insurance (NI) contributions also go down.

- If you are a higher rate tax payer, you save more tax, but less NI, as you only pay 2% NI on earnings over £50,000 a year (2020/21 tax year). Note tax rates differ for Scottish resident taxpayers.
- This doesn't reduce the amount of salary that counts for all your company salary related benefits but may affect any statutory and state benefits to which you are entitled.
- Once you have flexed for the year you can't vary the amount until the next November flex window.

Saving extra through additional personal contributions (APCs)

You can also save extra through making APCs. You can vary these throughout the year and make one off payments if you like, so they can be more flexible if you are not sure how much extra you want to save. There is no monthly or annual minimum amount of APCs you have to save. APCs are deducted from pay each month before tax, but paying APCs doesn't save you any NI.

- You save tax on the contribution you are making

- This doesn't reduce your salary: it does of course reduce your take home pay

- You can vary the amount when you like by logging on to Indigo - you can request to pay/change APCs up until a few working days prior to the end of the preceding month in which you want the change to take place.

If you are thinking of saving extra, make sure you read these two sections, which will explain other things you will need to know:-

Saving extra – things you need to know

Factors that will affect the final level of your retirement benefits

How much does it cost to save more?

The two examples below show the difference between using salary sacrifice and APCs to save more :

As you don't save on your NI when you save via APCs it costs slightly more to save that way, but APCs are flexible, you can change the amount you save on a monthly basis, unlike salary sacrifice which is a 12 month commitment to saving the same percentage of your pensionable pay.

The following examples assume an annual pensionable salary of £20,000.

The salary sacrifice approach at the flex window:

Your ZCashBuilder flex choice	Your take home pay goes down by
5% of your salary £83.33 a month £1,000.00 a year	£56.66 a month £680.00 a year

The APCs approach:

Your APC	Your take home pay goes down by
5% of your salary £83.33 a month £1,000.00 a year	£66.66 a month £799.92 a year

Saving extra - things you need to know …

If you choose to save extra through flex, your actual cash pay, after all your flex choices, must not be less than the statutory minimum wage.

There are also legislative rules around how much you can save for retirement in a tax efficient manner.

You can save towards your pension each tax year to the value of £40,000 – this is called the annual allowance. This allowance includes:

- any contributions you make (salary sacrifice, or APCs),
- any employer contributions, and
- for those of you with old scheme / ZPensionBuilder benefits, any increase in the value of that benefit arising from the link to your salary growth

Since the 2016/17 tax year, the annual allowance has been restricted for some high earners – the rules are complex, but broadly anyone with taxable earnings/income of £200k+ could be impacted. If you are concerned about this, and want to find out more, you can sign up for the "Pension Tax Limits / Rules" seminar – details can be found here.

There is also a lifetime limit on what you can build up in a tax efficient manner – this is currently £1m, and you can find out more about this in the section:

Factors that will affect the final level of your retirement benefits

You should also be aware, there are HMRC recycling rules in place, which prohibit individuals from taking action to abuse the tax free cash aspects of pensions – for more information click here.

The recycling rules are the main reason why we will only accept APC payments through payroll deduction. You cannot pay one-off APCs by cheque. This also means that you get the tax relief on the contribution straight away rather than having to wait for HMRC to sort out the tax relief.

ZSavings

You can choose for up to 3% of the company contribution to be paid into your own ZSavings account on the Scottish Widows Money4Life platform. There will be a separate flex window in January each year when employees can exercise this option using Employee Self Service.

Further information on ZSavings is available on ZNet.

Managing your pension online using www.zpen.info

You can manage your pension using the trustees secure website www.zpen.info – here you will be able to register for and access your own online retirement account. In addition to this, the website has a wealth of information including a Library containing useful scheme information, investment fund factsheets and the latest pension news.

Whilst the contribution side of things is managed through Indigo, everything else about your pension can be managed in your online account including:

- Retirement planning – use the modelling tools to run quotes/illustrations
- Check your ZCashBuilder (and if applicable legacy) fund value(s)
- Make investment fund selections, and carry out fund switches
- Complete your nomination and, if applicable, partner pension forms – see the Death Benefits section of this guide for more information
- If you have old scheme or ZPensionBuilder benefits you will be able to use your account to set up your retirement benefits.

To access your online account, you will first need to register. You will need your NI number and your Pension Reference Number to do this.

If you have old scheme or ZPensionBuilder benefits, this will be your old staff number with enough leading zeroes to make it 8 digits long.

If you have always been a ZCashBuilder member it will be a unique number which the pension team supplied in writing shortly after you joined the company.

If you are unsure what your pension reference number is you can contact the ZPen Team on 0800 232 1915.

Your investment options

You will be able to choose how to invest your ZCashBuilder contributions from the plan's range of investment options.

The table below lists the self select funds available:-

Investment funds
50/50 Global Equity Index
UK Equity Index
World ex UK Index
Corporate Bond 15+ Year Index
Sterling Liquidity
Property fund
ZFundBuilder
SW Managed Fund
SW Mixed Fund
SW HSBC Islamic Fund
SW L&G Ethical Global Equity Index Fund
SW Aquila Index-Linked over 5 Year Gilt Index

In addition, e-Z plan is an arrangement that allows you to select the age you wish to take your pension benefits and the mix of benefits you aim to take at that time. e-Z plan acts as the default investment arrangement for ZCashBuilder members who don't make any investment choices, but is also available to be used alongside self select funds.

Further information on all the funds can be found in the latest fund factsheets in the Library on the trustees secure website www.zpen.info. These are updated each quarter usually in February, May, August and November. You can also check the website to view graphs showing the historic trend of fund prices.

What are the advantages and disadvantages of the default e-Z Plan?

Advantages	Disadvantages
You don't have to choose which fund(s) to invest in as the funds are set in the lifestyle profile	You are not choosing where to invest. There may be another investment fund more suitable to your needs
Lifestyle profiles should reduce investment volatility as you approach your selected retirement age	A lifestyle profile doesn't guarantee the value of your pension fund. As with all investments the value can go down as well as up
Your money is automatically switched for you as you near your selected retirement age	You do not choose when to change your investment as it is set by the lifestyle profile
The automatic switching ensures that your funds are not just moved in one go when the markets may be low	The timing of switches is automatic at fixed times. This means you may miss out on growth in the market

The e-Z plan and the investment funds are kept under review by the Scheme Trustees, and may be changed from time to time. Members will be kept informed of any such changes.

To find out more about how e-Z plan works go to www.zpen.info

Investment fund charges

The company meets the cost of managing the scheme but direct benefit administration and investment costs of ZCashBuilder are met from charges on each ZCashBuilder account.

The charging structure is described in the ZCashBuilder Investment Choices section that can be found in the Library on the trustees secure website www.zpen.info . The self select annual management charges range from 0.275% to 0.885%, depending on the fund selected. The charge is automatically taken into account in the unit prices of the funds. The charges are the same for both current and former employees and are subject to change.

There are currently no charges for switching between investment funds.

Taking your pension benefits

The contributions to ZCashBuilder build up a fund of money for you to access in retirement[3]. If you only have ZCashBuilder benefits, you can find out more about your options here, but the following gives you a flavour of the new rules introduced under pension flexibility:

- Under current tax laws, you can have up to 25% of your ZCashBuilder account as tax free cash when you take your benefits.
- With the remainder of your ZCashBuilder account you can choose whether to:
    - buy a pension (often called an annuity),
    - take a taxable cash sum,
    - enter into a drawdown arrangement, or
    - choose a mix of these
- If you buy a pension you will be able to choose whether it will increase, and whether it will be paid to your spouse or partner after you die. You will also be able to choose who to buy your pension from.
- The costs of setting up your pension or drawdown arrangement will be met from your ZCashBuilder account.

For more information, Zurich employees can also sign up for the “Your Retirement Options” seminar (click here) or alternatively contact the ZCashBuilder Team on 0800 232 1915 – option 2.

[3] You don’t have to actually retire to access your fund, see Flexible Retirement section on this page

Flexible retirement

You can choose to take your pension benefits (or part of them) from age 55 and continue to be employed. You do not have to leave the company to take your pension benefits.

Members with old scheme and ZPensionBuilder benefits

Assuming you have continuous pensionable service, if you have old scheme and ZPensionBuilder benefits these will be calculated using your final pensionable salary at the time you leave or retire.

You may be able to take all of your ZCashBuilder account as part of your tax free cash from the pension scheme. Your options are explained in more detail here, and also in the “Your Retirement Options” seminar which is available to Zurich employees (see link at the bottom left of this page).

If you are considering transferring your final salary benefits to take advantage of the pension flexibility rules, please see pages 22 and 27 for more information on this. Note you are likely to be required to take independent advice before being able to transfer your benefits in this way.

Factors that will affect the final level of your retirement benefits

There are many factors that can affect how much your eventual benefits will be.

ZCashBuilder benefits will depend on the value of your fund when you come to access it – this in turn will depend on how much has been paid in, and what investment returns have been added to your account (less any annual charges). If you choose to use some or all of your fund to buy a pension (often called an annuity) the cost of doing so will not be known until you retire as well as any costs incurred in transferring your benefits and the age at which you access your benefits.

Under current UK law, all contributions into the scheme are free of income tax and most investment returns are also tax free, provided that your benefits from all sources fall within the annual allowance (click here to read more about this) and, when your benefits eventually "crystallise", the prevailing lifetime allowance set by the government.

Lifetime Allowance

The lifetime allowance is currently £1, 073,100 (2020/21). The Allowance is increased each April in line with the previous September Consumer Price Index (CPI).

If your benefits, when they eventually "crystallise", and when added together with your benefits from all sources (other than the state), exceed the lifetime allowance, the trustees will have to pay a tax charge before they can settle your benefits and your benefits will be reduced to reflect this.

If you think you are likely to exceed the annual or lifetime allowance limits you should take financial advice from a specialist. You can get a list of advisers in your local area by visiting www.vouchedfor.co.uk

Other things to be aware of:

- If you have taken your ZCashBuilder benefits or any other defined contribution benefits under the pension flexibilities introduced on 6 April 2015 your annual allowance will reduce to £4,000 a year.

- Under current UK law you can also take up to 25% of your retirement benefits as a tax free retirement lump sum. There is no guarantee that this option will still be in place when you eventually retire.

ZCashBuilder – options on leaving

When you leave service all contributions paid across to your ZCashBuilder account will stay invested until you transfer your benefits to a new pension arrangement, choose to take the benefits or die.

- You won't be able to carry on paying money into your ZCashBuilder personal account
- You will still have access to your online account at www.zpen.info – this means you can get a pension statement/illustration at any time
- You will be able to carry on moving money between different investment funds – the charges will not change because you have left

You can currently take your benefits at any time after age 55 (a small number of members retain a right to take benefits from age 50). To find out what happens to your ZPensionBuilder and old scheme benefits on leaving click here.

It's important that you make sure we know where you live right up until you take your pension benefits. Please make sure you keep your contact details up to date in your online account.

If you die after leaving

If you die before you take your pension benefits we will pay the accumulated ZCashBuilder fund as a death benefit. So it's also important that you keep us up to date with any changes in your personal circumstances by keeping your nomination form up to date in your online account. If you have ZPensionBuilder or old scheme benefits click here for details of pensions for dependants.

Your life cover stops when you leave the company: you should bear this in mind if you have been relying on this instead of separate life cover to repay a debt, like a mortgage.

Death benefits while you are working for Zurich

If you die while you are still working for the company (including employees who have opted out of the scheme completely), we will pay:

- A lump sum of 4 times your pensionable salary together with a refund of the value of your ZCashBuilder account[4] and any legacy AVCs. You can nominate whom you would like to receive this benefit
- This nomination is not binding on the trustees and they will consider your family circumstances when you die and distribute the benefits as appropriately as possible

In addition:

If you joined the scheme on or after 1 January 2016

If you die, and leave a spouse, partner or qualifying dependant(s), while you are still working for Zurich and you have not opted out of the scheme, we will pay an additional lump sum of 4 times your pensionable salary. Making a total lump sum of 8 times your pensionable salary.

If you joined the scheme before 1 January 2016

If you die, and leave a spouse or partner, while you are still working for the company and you have not opted out of the scheme, we will pay a pension based on your final pensionable salary and each year of your actual and prospective pensionable service based on future service to age 60 (or the date of your death if later):

- This will follow the rules for old scheme death benefits for service up to 31 March 2007; plus
- A 90th of your final pensionable salary for each year of actual and prospective pensionable service from 1 April 2007 to your 60th birthday (or date of death, if later)

[4] For members with ZPensionBuilder benefits, the value of your ZCashBuilder account will also include notional contributions for this period of service.

- This is subject to an overall limit of two thirds of final pensionable salary
- The payment of a partner’s pension is subject to Trustee consent

If you are part time, your length of pensionable service is pro-rated according to the hours you worked, and assumes for any future service you continue on your current hours to age 60.

If you leave eligible children we will pay a further allowance of:

- One third of the spouse or partner’s pension for one child
- Half of the spouse or partner’s pension if there is more than one child

NB: There is an option for any members who joined the scheme before 1 January 2016 to opt to replace the dependants’ pensions with the additional lump sum of 4 times pensionable salary available to new members from 1 January 2016. Further information and a modelling tool are available on the trustees secure website www.zpen.info.

If you opt out of the scheme, you will still be covered for the death in service lump sum of 4 times pensionable salary while you are working for Zurich

Nomination forms

You can nominate who you would like to receive any benefits payable on your death by completing a nomination form in your online account at www.zpen.info.

Lump Sum Nomination form

You need to complete a lump sum nomination form if:

You are a current employee of the company;
You are a deferred member with a ZCashBuilder or legacy AVC/APC fund; or
You retired in the last 5 years

Partner's Nomination Form

If you have a partner with whom you expect to have a long term relationship, you should complete a partner pension nomination form. The relationship should normally be established for at least two years before you make the nomination. A blood relative cannot be a partner. You do not need to complete this form if you are married or in a civil partnership as your widow, widower or civil partner will always be regarded as your "spouse" for pension purposes.

You can complete the partner nomination form in your online account at www.zpen.info.

Your nomination(s) are not binding on the ZPen trustees, who will consider your family circumstances when you die and distribute the benefits as appropriately as possible. That said, the trustees will consider your wishes carefully.

You should review your nomination regularly, especially if your personal circumstances change.

Old scheme and ZPensionBuilder benefits

If you joined the scheme prior to 1 April 2007 you will have old scheme benefits, and, if you remained in service after this date, ZPensionBuilder benefits as well[5]. Your pension, when you leave or retire, will be the old scheme benefits you have earned up to 31 March 2007, and the ZPensionBuilder benefits you earned from 1 April 2007 to 31 December 2015. If you switched to ZCashBuilder+, then your ZPensionBuilder benefits will be from 1 April 2007 to the date you switched. In addition to this, if you have ZCashBuilder or legacy APCs, these are paid on top (read more about this here).

For example

You joined the scheme on 1 January 1990 aged 30 on standard 60ths accrual, and retire at age 60 on 1 January 2020. Your old scheme benefit is based on your service from 1 January 1990 to 31 March 2007, which is 17 years and 3 months. 17.25 years / 60 = 28.75% Your ZPensionBuilder benefit is based on your service from 1 April 2007 to 31 December 2015, which is 8 years and 9 months. 8.75 years / 60 = 14.58% Your total pension is 43.33% of your Final Pensionable Salary (FPS), and as the link to FPS has been maintained, this is calculated at retirement, or on leaving, if earlier. If you were part time whilst building up final salary benefits, then we scale back your length of service pro-rata according to the hours you worked, but use your full time equivalent FPS. If you flexed the accrual rate whilst building up old scheme benefits, then this is taken into account when calculating your FPS percentage as well.

[5] If historically you elected to switch to ZCashBuilder+ you may not have any ZPensionBuilder benefits

Taking your pension

Pensions are normally payable from age 60, which is the age you can take your pension with no adjustment for early payment. You can retire from the company at any time from age 55 with an immediate early retirement pension. You do not have to take all of your pension at one time you can just take part of it. This is known as partial retirement. You can take a mixture of your old scheme benefits and your ZPen benefits and continue to work. To get a quote go to www.zpen.info

A small number of members retain the right to take their pension benefits between age 50 and 54 – this is called a protected retirement age. If this applies to you, you will be able to run retirement quotes online at these younger ages – note – if you take pension before age 55, you must have left Zurich, and you must take all benefits from the scheme (so partial retirement as outlined above is not permissible).

If you do retire early, your annual pension will be lower than it would have been at age 60 as it will be reduced by the trustees to reflect the fact that it is likely to be paid for a longer period.

The rate of reduction currently applied to ZPensionBuilder benefits is shown on the next page, the following is an example of how the calculations work:

- If you retired at age 55, five years early, the annual pension calculated for you would be reduced by 18%
- Part years count proportionately, so if you retired age 55 and 6 months, the reduction would be 16.5%

The early retirement reduction for old scheme benefits earned up to 31 March 2007 may be different, depending on when you retire and, whether you decide to continue working for the company.[6]

- If you leave the company and take your pension the next day, the old scheme factors will apply to your old scheme benefits. Different reductions may apply if there is a gap between when you leave the company and when your pension starts.

- If you decide to carry on working for the company and you want to take your old scheme benefits, ZPensionBuilder factors will apply to your old scheme benefits.

[6] The option to choose early retirement may have to be restricted so that any pension in respect of service prior to April 1997 is not less than the Guaranteed Minimum Pension

Old scheme early retirement factors

These are only applicable for those retiring direct from UK company service. Please contact the ZPen team if you have already left. The factors shown between age 50 and 54 are only applicable if you have a protected retirement age.

	AD Tier Fixed from age 55 – can change before age 55	**ES Tier** Fixed – can't change	**ZPen,Tier 2000 & ZI Tier** Set by the trustees – can change
60	100%	100%	100%
59	100%	100%	96%
58	100%	100%	92%
57	100%	98%	88%
56	100%	96%	85%
55	100%	94%	82%
54	79%	92%	79%
53	76%	89%	76%
52	73%	86.6%	73%
51	71%	85.3%	71%
50	69%	84.2%	69%

Under the old scheme ES tier benefits, the reductions apply from either age 60, or, when the member completes / would have completed 40 years' service, if this is earlier. This only applies if you take your pension the day after leaving service.

Retirement lump sum

Under HMRC rules, when you retire, you will be able to take 25% of the value of your pension benefits as a tax free lump sum[7].

When you run a retirement quote online, it will automatically calculate the 25% value, and offer that to you as the maximum tax free cash available. If you take some or all of this cash, there is a "pecking order" that we apply, in terms of which element of your pension benefit you have to give up first. The diagram opposite illustrates this, but essentially, the order is:

- Any money purchase funds from ZCashBuilder or legacy APC/AVCs;
- Any ZPensionBuilder benefits;
- Any old scheme benefits.

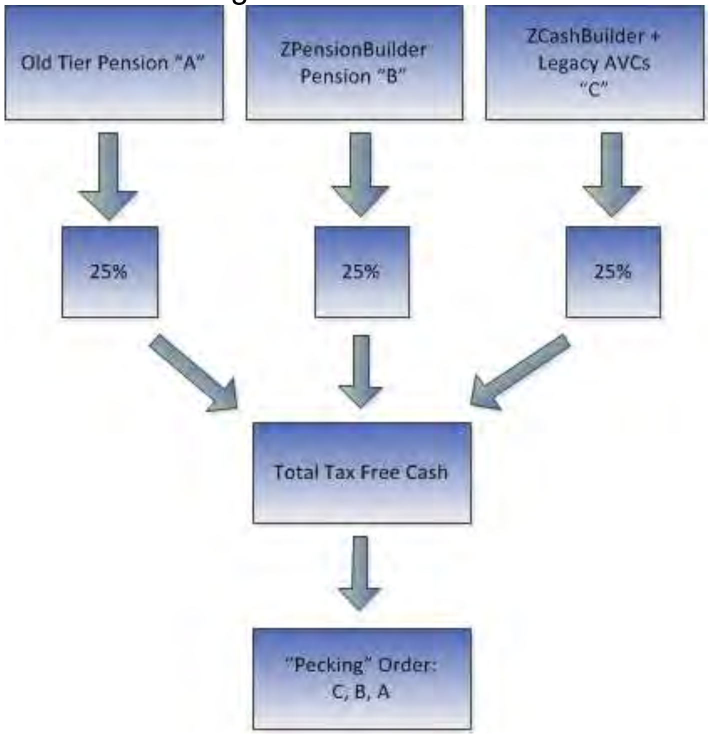
The amount of cash that each £1 of pension provides depends on the rates in force at the time and the age at which you retire.

Taking a lump sum does not affect any partner's or dependants' pensions payable on your death in retirement.

[7] The option to take a lump sum may have to be restricted so that the pension in respect of service prior to April 1997 is not less than the Guaranteed Minimum Pension.

These will be calculated on the original pension you would have received, before you exchange any for a lump sum.

Please be aware, there are regulations preventing you from using the tax free retirement cash to finance pension contributions to gain extra tax relief.



Options on leaving

If you leave or opt out of the scheme, your old scheme and ZPensionBuilder benefits will be preserved in the scheme until you transfer, retire or die.

These benefits will stay in ZPen as a preserved pension which will usually be payable from age 60. This is sometimes called a deferred pension. Your preserved pension will be increased between the date you leave and age 60 as follows:-

ZPensionBuilder, Tier 2000 and ZI Tier	AD Tier	ES Tier
In line with the Consumer Prices Index to a maximum of 5% a year, for each complete year between leaving and age 60	In line with the Retail Prices Index to a maximum of 5% a year, between leaving and age 60	At a fixed rate of 5% between leaving and age 60

If you have any guaranteed minimum pension for old scheme service before 6 April 1997, this will increase in accordance with statutory requirements.

Your options

You can leave your benefits in the scheme until you retire, or, at any time before taking benefits, you can transfer the cash equivalent of your preserved pension plus any ZCashBuilder or legacy APC/AVCs to a new pension arrangement.

- The transfer value is worked out as the amount of money the scheme needs to invest now to be able to provide you with your benefits due at age 60.
- It allows for any guaranteed and statutory increases between the date you leave or left pensionable service and age 60: it does not include any allowance for discretionary benefits or increases.
- This basis is reviewed from time to time by the trustees after advice from their actuary and also depends on estimated investment returns at the calculation date – so transfer values can vary quite widely from time to time.

Transfer quotes are available using the online facility on the trustees secure website (www.zpen.info). If you are unable to use the online facility, please contact the ZPen Team who will provide you with a free quote once every 12 months (unless it is needed for divorce proceedings). If you want to ask for quotes more frequently than this the Trustees may charge you.

If you die after leaving

If you die after you leave but before you retire, we will pay:

- A pension to your spouse or partner, of two thirds of your preserved ZPensionbuilder pension, revalued[8] to your date of death;
- The amount payable on death in respect of your old scheme benefits is dependent upon the scheme rules in force when you left the company. For those who left after October 2000[9] it will be a pension for your spouse of partner of:

AD Tier	Tier 2000	ES and ZI Tier
2/3rds of your preserved pension revalued[10] to the date of your death, excluding the supplement	2/3rds of your preserved pension revalued[10] to the date of your death	50% of your preserved pension revalued[10] to the date of your death

Plus an additional allowance if you have eligible children:

	ZPensionBuilder, Tier 2000 and AD Tier	ES and ZI tier
Just one child	1/3rd of spouse's / partner's pension	None
More than one child	50% of spouse's / partner's pension	

It's important that you keep us up to date with any changes in your personal circumstances and that your personal representatives contact us when you die.

Your 4 times salary life cover stops when you leave the company: you should bear this in mind if you have been relying on this instead of separate life cover to enable your spouse or partner to repay a debt, like a mortgage.

[8] As detailed on the previous page

[9] If you left the company before October 2000, please contact the ZPen Team for details of death benefits after leaving

If you die after retiring

If you die after you retire, there is a range of benefits for your family.

The amount payable on death in respect of your old scheme benefits is dependent upon the scheme rules in force when you left the company. For those who left after October 2000[10] the following will apply:

Lump sum on death in first 5 years (5 year guarantee):

AD Tier	ES Tier	ZI Tier	ZPensionBuilder and Tier 2000
If there are no pensions payable (see next page), a lump sum equal to the remaining AD pension instalments you would have received in the first five years, excluding any future increases and the supplement	A lump sum equal to the remaining ES pension instalments you would have received in the first five years, including an allowance for future increases of 5% a year, but disregarding any additional pension to State Pension Age	If you die within five years of retirement, your ZI pension will continue at the full pension rate to your spouse for the remainder of the five year period and then reduce to the normal spouse's level after that (see next page)	A lump sum equal to the remaining ZPB or Tier 2000 pension instalments you would have received in the first five years, excluding any future increases

You can nominate who you would like to receive any lump sum benefit in your online account. The nomination is not binding on the trustees and they will consider your family circumstances when you die and distribute the benefits as appropriately as possible.

[10] If you left the company before October 2000 please contact the ZPen team for details of death benefits after retiring

If you retired early with a full ill health early retirement pension and die before reaching age 60 we will pay a lump sum of four times your final pensionable salary instead of the 5 year guarantee described above.

There are also pensions payable to your family. For your spouse or partner:

AD and ES Tier	**ZI Tier**	**ZPensionBuilder and Tier 2000**
2/3rds of your AD or ES pension before any cash option, increased to date of death, excluding the supplement	After the 5 year guarantee period, 50% of your ZI pension at retirement before cash option, increased to date of commencement	2/3rds of your ZPB or Tier 2000 pension before any cash option, increased to date of death

Plus an additional allowance if you have eligible children:

	ZPensionBuilder, AD and Tier 2000	**ES Tier**	**ZI Tier**
Just one child	1/3rd of spouse's / partner's pension	None	25% of spouse's / partner's pension
More than one child	50% of spouse's / partner's pension	None	25% of spouse's / partner's pension for each child up to max of 4. If 4+ total is split between them.
No spouse/partner	Plus notional spouse's / partner's pension	Spouse's pension may be paid to a dependant	Doubled if no spouse / partner

Payment of pensions and increases to pensions in payment

Your pension will begin on the day after you retire, and will be paid by monthly instalments in advance, direct into your bank or building society account, on the 6th of the month (or the next working day).

Remember pensions are treated as earned income, and are taxed in the same way as your current earnings, under the PAYE system.

Pensions in payment are increased each year, in line with the rise in the Retail Prices Index[11]. The maximum increase depends on which old scheme you were in and when you retired:

Old Tier	Increase Due	Maximum increase	
		Retired < 1/10/2000	**Retired > 1/1//2000**
AD Tier	1 January	7.5%	5%
ES Tier	1 July	7.5%[12]	
Tier 2000	1 July	5%	
ZI Tier	1 October	7.5%	

If you have retired during the year, you will receive a pro-rata increase for that year, except any ZI pension, which gets the full declared increase. These increases will also be applied to any spouse's / partner's pensions payable on your death.

The increases do not apply to Guaranteed Minimum Pension (GMP) paid from age 60 (women) or 65 (men), except the first 3% of any increase on GMP earned after April 1988.

Pension increases do not apply to the ES supplement.

Additional increases may be provided by the company, with the trustees' consent.

[11] Any increase on ES pension will be 3%, if RPI is lower

[12] Also applies if you **left** the scheme < 1/10/2000

Transfers-in

From 1 January 2016 active members of the scheme are able to transfer pension benefits from former employers or personal pension arrangements into ZCashBuilder (subject to trustee consent).

There are some limitations, but if you want to consider transferring pension benefits, you can read more about this here.

If you join the scheme from elsewhere in the Zurich group or through a business acquisition, the ZPen team will discuss your options with you at the time.

Transfers-out

Members who just have ZCashBuilder benefits are permitted to transfer their accumulated pot to another pension arrangement once a year. Once you leave the business, then you can transfer at any time, although you will have to move the whole pot to your chosen scheme.

If you have ZPensionBuilder or old scheme benefits you are required to opt-out of the pension scheme in order to secure a guaranteed transfer value (if you have not already left the company).

If you are considering doing this, please be aware that you would need to obtain independent financial advice before being able to transfer your benefits. You can contact the ZPen team for more information.

Circumstances in which you may forfeit your benefits

These are some of the circumstances in which all or part of your benefits may end up being forfeited. This is not an exhaustive list:

- If you owe the company money because of your negligent, fraudulent or criminal acts or omissions and do not repay the debt, the company may apply what is known as a lien on your benefits and ask the trustees to settle the debt and deduct the value from your benefits.
- If you are in prison the trustees may not pay your benefits to you.
- If you do not claim your benefits within 6 years of them falling due you may forfeit your right to those benefits. This includes death benefits if your beneficiaries don't tell the trustees that you have died or if we can't trace any family and any payment to your estate would pass to the Crown.
- If you attempt to assign your benefits to someone else you will forfeit them: you cannot assign your benefits to a third party as security for a loan, for example. You cannot assign death benefits either. This doesn't include Court judgments on divorce.

The trustees also have the power to decide to pay your benefits to another responsible adult or organisation if they believe that you are not able to manage your own affairs, without that person needing to have power of attorney over you.

If you are declared bankrupt, your pension rights should be protected from the trustee in bankruptcy, although the trustee in bankruptcy may apply to the court for an income payments order and/or to recover any excessive contributions you have paid.

What to do if you are getting divorced

Your legal adviser will need to gather information about your assets including your pension benefits. You will normally be asked to obtain a "cash equivalent transfer value", which we can provide you with free of charge. If you have only ZCashBuilder benefits contact the ZCashBuilder team for a value, if you also have ZPensionBuilder and/or old scheme benefits you can get this value by running a quotation on the trustees secure website www.zpen.info or contact the ZPen Team. You can also get a Pensions and Divorce factsheet online or from the ZPen Team to help you understand the ways in which pension benefits can be taken into account in divorce settlements.

What does the law say about the effect of divorce on pension benefits?

There are three ways in which your pension benefits can be taken into account as part of the financial settlement on divorce. The courts take into account all the circumstances of the case and usually seek a clean break between the parties.

1. Offsetting

Your pension benefits are not divided or shared in any way, but the value of the benefits is taken into account when other matrimonial assets are distributed.

2. Earmarking

The Pensions Act 1995 introduced “earmarking” for divorce petitions filed on or after 1 July 1996, or 19 August 1996 in Scotland. Earmarking allows a specified amount of your lump sum and/or pension entitlement (lump sum only in Scotland) to be paid to your ex-spouse.

The earmarked lump sum (or pension) would not be transferred to your ex-spouse and does not become payable until you retire. Therefore, earmarking does not allow for a clean break and is rarely used for this reason. Lump sums payable on death can be earmarked for an ex-spouse, but this is rarely done.

3. Pension Sharing

The Welfare Reform and Pensions Act 1999 introduced “pension sharing” for divorce petitions filed on or after 1 December 2000. This allows your pension benefits to be split between you and your ex-spouse which results in a ‘clean break’.

A cash value is placed on your pension benefits and this is shared between you and your ex-spouse, with an agreed percentage of the value being allocated by the court to each of you.

If your pension becomes subject to a pension sharing order as part of your divorce settlement, your own benefits in the scheme will be reduced by the value of the benefits allocated to your ex-spouse.

State Pension Benefits

Most working people, from the age of 16, through to their State Pension Age, must pay NI contributions. These contributions are earnings-related and collected through the payroll, like income tax, and passed on to HMRC. NI contributions help you to qualify for certain State benefits, including pensions.

The Government introduced a new State Pension system in April 2016. For those individuals paying NI for the first time, it's fairly straight forward - if by State Pension Age, 35 years of NI has been paid (or credited) then the full State Pension will be paid to you. The State Pension amount is set by the Government and normally rises each year. For the 2020/21 tax year, the full State Pension is £175.20 per week. Individuals who built up state pension benefits under the old system, could get more or less than this – it largely depends on whether you were contracted-out of the state second pension (also previously called SERPS). You can get a State Pension Forecast by visiting www.gov.uk/check-state-pension.

Membership of ZCashBuilder does not affect your entitlement to the new State Pension in any way.

Helplines and contact information

How to contact us

ZCashBuilder

The ZCashBuilder Team
RPMI
PO Box 377
Darlington
County Durham
DL3 6XY

Email: zcashbuiderteam@rpmi.co.uk

Telephone
0800 232 1915
Internal: 7727 6611

Pensioners

Email:
zurichteam@rpmi.co.uk

ZPensionBuilder

The ZPen Team
Compass House
Endsleigh Business Park
Shurdington Road
Cheltenham
GL51 4UE

Email: zpenteam@uk.zurich.com

Scheme information

The UK Pensions team, manage all Zurich's employee pension arrangements. If you have any queries that you would like to refer to the management team you should contact:

The Customer Services Manager
UK Pensions & Benefits
Zurich Insurance Group
Compass House
Endsleigh Business Park
Shurdington Road
Cheltenham, GL51 4UE

Information on the trustees secure website

The trustees publish a number of documents on their website – www.zpen.info. These include:

- Newsletters inc Summary Funding Statements
- Statement of Investment Principles
- Contribution Schedule
- Newsflash!
- Annual Report and Accounts
- Valuation Report
- Trustee Dispute Procedure

Information you can ask us for

You can also ask to see the scheme trust deed and rules, just contact:

UK Pensions & Benefits
Zurich Insurance Group
Compass House
Endsleigh Business Park
Shurdington Road
Cheltenham, GL51 4UE

Outside bodies you can ask for pensions information or help

Tracing your benefits from other employers

Details of this pension scheme have been given to The Pension Service. You can contact the pension service to trace benefits from another employer's pension scheme:

- **The Pension Service 9**, Mail Handling Site A, Wolverhampton, WV98 1LU T: 0345 6002 537 or visit www.gov.uk/find-pension-contact-details

The Pensions Advisory Service (TPAS)

Your first port of call for any queries should always be the UK Pensions team. But if you are unhappy with the answer you get or you want to talk to someone independent, you can contact the pensions advisory service. TPAS is available at any time to assist members and beneficiaries of occupational pension schemes in connection with any pensions query they may have or difficulty which they have failed to resolve with the trustees or administrators of the scheme. You can usually contact a local TPAS advisor through the Citizen's Advice Bureau or you can contact them direct:

- **The Pensions Advisory Service**, 120 Holborn, London EC1N 2TD
  T: 0800 011 3797
  W: www.pensionsadvisoryservice.org.uk

Pension Wise

Is a free and impartial Government service that offers help to individuals with defined contribution (money purchase) pension benefits, aged 50 or over – they are there to offer guidance on the options available to you when considering how to take your pension benefits. You can visit the Pension Wise website to book an appointment or to find out more: www.pensionwise.gov.uk

Useful addresses

There are other bodies which are there to help protect the interests of people with pensions:

- **The Pensions Ombudsman** may investigate and determine any complaint or dispute of fact or law in relation to occupational pension schemes made or referred in accordance with the Pensions Act 1995

- **The Pensions Regulator** is able to intervene in the running of occupational pension schemes where trustees, employers or professional advisers have failed in their duties

The Pensions Regulator, Napier House, Trafalgar Place, Brighton, BN1 4DW T: 0345 600 7060 E: wb@tpr.gov.uk W: www.tpr.gov.uk	**The Pensions Ombudsman**, 11 Belgrave Road, London, SW1V 1RB T: 020 7630 2200 W: www.pensions-ombudsman.org.uk

Keeping us informed

You’re not the only one who needs information – we need you to keep us informed!

- It’s your responsibility to make sure we know who you would like to benefit if there is a lump sum payable when you die. If you want to update your nomination form, you can do this in your online account
- Help us keep in touch with you by telling us when you move – if you are a current employee you should keep your personal details up to date on ESS

The Trustee

The scheme is managed by a trustee company called Zurich Financial Services UK Pension Trustee Limited. Its directors are charged with the responsibility to protect your interests at all times and ensure the scheme is administered according to Government and legal requirements. The directors' duties include:

- Ensuring that contributions are paid and invested
- Monitoring investment performance
- Ensuring benefits are paid correctly
- Providing information to members
- Appointing professional advisers to assist in these duties.

Trustee meetings are held on a regular basis to review the management of the scheme.

If you want to get in touch with the trustees you should contact the scheme secretary at the following address:

UK Pensions & Benefits
Zurich Insurance Group
Compass House
Endsleigh Business Park
Shurdington Road
Cheltenham, GL51 4UE

Advisers

To assist the trustees with their duties, certain tasks are delegated to external specialists. These include the investment management and administration roles. The trustees also take advice from the scheme's actuary, solicitors, auditors and consultants.

Disputes

The helplines and the Customer Services Manager will always try to answer any questions and resolve any disputes you want to raise with the trustees surrounding the scheme or the benefits provided. In the unlikely event that you are unhappy with any aspect of the operations of the scheme, however, there is a formal procedure to resolve any disputes.

You can obtain full details of this procedure (and a first stage internal disputes form) by writing to the scheme secretary at:

UK Pensions & Benefits
Zurich Insurance Group
Compass House
Endsleigh Business Park
Shurdington Road
Cheltenham, GL51 4UE

Hopefully, UK Pensions or the trustees will be able to resolve any dispute. However, if this is not the case, you will still be able to contact either TPAS (The Pensions Advisory Service) – although you can approach TPAS for help at any time – or the Pensions Ombudsman.

Statutory information

Automatic enrolment

By enrolling employees in the Scheme the company complies with the statutory automatic enrolment requirements. Should you cease to be an active member of the Scheme other than by reason of leaving the company or opting out, the company is required to make arrangements by which you become an active member of an automatic enrolment scheme with effect from the following day.

Formal trust deed and rules

Your rights to benefits under the scheme arise from the formal trust deed and rules. They are designed to meet the requirements of HMRC and other government authorities. Nothing in this Member Guide overrides the trust deed and rules. You may see a copy of the trust deed and rules on request.

Amendment and discontinuance

The company reserves the right to amend or discontinue the scheme. All amendments require trustee consent. Prior consultations will be undertaken with affected members when required by statute.

If the scheme were to be wound up, under current legislation the company would be required to pay the scheme an amount estimated as being required to secure your accrued benefits.

If the scheme were unable to recover this amount because of the insolvency of the company, the trustees would use the scheme assets in the way set out in the trust deed and rules and legislation to provide benefits for members at that time. The level of benefits would depend on the amount of the assets. However, should the level of benefits that can be secured by the scheme assets be below the Pension Protection Fund (PPF) guarantee, the scheme may be taken over by the PPF and the guaranteed level of benefits provided. The PPF would not take over any money purchase funds and so these would remain available to provide ZCashBuilder members’ benefits.

Assignment

You may not dispose of or promise your benefits to anyone else or use them as security for a loan. They cannot be assigned or surrendered to anyone else. You will lose your entitlement to benefits if you attempt to do so. If this were to occur, the trustees have discretion to pay out the benefits on a discretionary basis.

Monetary obligation

Your benefits may be reduced on account of any debts owed to the company arising from your negligent, fraudulent or criminal act or omission.

Data Protection Act 1998

By joining the scheme you agree that the company, the trustees and their advisers and administrators can process data about you. This data is required for employment purposes and to administer the scheme, including the calculation and payment of benefits. The data will be kept confidential but may be disclosed to other individuals or organisations for the purposes of the scheme administration or the business needs of the company or otherwise as permitted under the Data Protection Act 1998. The data may include items categorised under that Act as "sensitive data", such as medical details or death benefit nominations. These items will remain confidential and will be disclosed only if the trustees consider it appropriate to do so. You are entitled to check the information held in respect of data protection legislation.

HMRC registration

The scheme is registered with Her Majesty's Revenue & Customs (HMRC) under Part 4, Chapter 2 of the Finance Act 2004.

Scheme limits

If you joined the scheme after 31 May 1989, your final pensionable salary for ZPensionBuilder and old scheme pension benefits is limited to a Zurich cap. For those of you with old scheme benefits, this is the date you joined either the old AD, ES or ZI schemes, or Tier 2000 .For members subject to tax in the Isle of Man or the Channel Islands, there may be additional local tax authority requirements.

Pensions decoder

Actuary	An advisor on financial questions involving probabilities relating to mortality and other contingencies
Annual Allowance	Is the amount by which your pension savings can grow each tax year without incurring a tax charge. The allowance depends on your level of earnings and pension savings: The allowance is £40,000 each tax year, unless Your taxable income is more than £200,000, in which case, the following would apply: If your taxable earnings plus pension savings exceed £312,000, your allowance will be £4,000 If your taxable earnings plus pension savings are between £240,000 and £312,000 your allowance is reduced by £1, for every £2 you stray above that limit You can carry forward unused allowance from the previous 3 tax years Your pension savings amount, depends on what type of scheme member you are: If you have been a member of ZPensionBuilder it is the increase in value of your ZPensionBuilder and old scheme pension (after making some allowance for price inflation) plus any contributions paid by or for you to ZCashBuilder If you are a member of ZCashBuilder only it is the sum of the contributions paid by or for you to ZCashBuilder In both cases any contributions paid to a personal pension scheme must be added. If during the tax year you earned benefits under another employer's scheme, these will also have to be taken into account.

APC or AVC	This stands for additional personal contribution (previously additional voluntary contribution) and means extra contributions that you decide to make to boost your retirement savings. All APCs will go into ZCashBuilder, which will produce a fund of money at retirement for you to boost your retirement benefits.
Crystallisation	Crystallisation and crystallise are the new legal terms for taking your benefits. Your benefits will crystallise when you start taking them, die or transfer them to an overseas registered pension scheme. A transfer to a UK registered pension scheme does not count as crystallisation.
Defined benefit	A pension scheme where you know what the final benefit is going to be according to a given formula, but the company doesn't know how much it will cost to provide it, e.g., ZPensionBuilder
Defined contribution	A type of money purchase pension scheme where the amount of money going in is fixed according to a given formula (usually a percentage of salary), e.g. ZCashBuilder
Dependant	Anyone who, in the opinion of the Trustees, is financially dependent on the member at the member's death, such as the member's husband/wife/co-habiting partner and children up to age 18 or ceasing full-time education.
Eligible child	Eligible children (including adopted children) are under 18 or 23 and in full time education. This can include dependent step-children who were living with you when you died. The trustees also have discretion to pay a pension to an adult disable child who is financially dependent on you when you die.
ES Supplement	A small amount of pension payable to members with old scheme ES benefits. When calculating your ES pension, we reduce your final pensionable salary by £500, but the pension you built up on this amount of salary is still paid, but only from the end of the month in which you turn 60 to state pension age. This additional pension is not taken into account when calculating any benefits payable on your death.

<table>
<tr><td rowspan="3">Final pensionable salary (FPS)</td><td>AD Tier</td><td>ES Tier</td><td>Tier 2000, ZI Tier and ZPensionBuilder</td></tr>
<tr><td>Greater of:

Highest pensionable salary for any year in the last 5 ending on the date of leaving

Or

Best average of pensionable salary for 3 consecutive years in the last 10</td><td>Highest pensionable salary for any year in the last 5 years ending on date of leaving, less £500</td><td>Highest pensionable salary for any year in the last 5 years ending on date of leaving</td></tr>
<tr><td colspan="3">Some members have pensionable bonuses included when calculating FPS – these are averaged over a 3 year period, running into the year in which pensionable salary is averaged.</td></tr>
<tr><td>Final salary</td><td colspan="3">A type of defined benefit pension, where the pension is based on salary at or close to leaving.</td></tr>
<tr><td>Guaranteed Minimum Pension (GMP)</td><td colspan="3">Broadly corresponds to the pension you would have earned under the state second pension scheme (S2P) before April 1997 if you had not been contracted-out as a result of your membership of the scheme. Members with old scheme benefits built up under ES, Tier 2000 or ZI service before 6 April 1997 will have GMPs in this scheme.</td></tr>
<tr><td>Lifetime Allowance (LTA)</td><td colspan="3">HMRC have introduced a lifetime allowance to replace the previous set of limits for all pension schemes. This is set at £1,073,100 for the 2020/21 tax year. Any pension savings you have over this will be subject to tax. This is only likely to affect those with significant pensions savings but there are ways to protect the benefits you have built up. If you think this might affect you, please talk to your financial advisor. It’s not something the trustees or the company can help you with.</td></tr>
</table>

Money purchase	A pension scheme where money is paid into the scheme, which, together with investment returns, gives a final fund available at retirement for buying retirement benefits.			
Old scheme benefits	If you joined the scheme before April 2007, it is the section of the scheme that you originally joined and depends on when this was, and which part of the company you originally worked for. Members stopped building up old scheme benefits on 31 March 2007.			
	AD tier	ES tier	Tier 2000	ZI tier
	Originally members of the Allied Dunbar pension scheme	Originally members of the Eagle Star pension scheme	People who joined Zurich from 1 October 2000, or who switched from their old tier in 2001/2002	Originally members of the Zurich Insurance pension scheme
Old scheme death benefits	If you are still working for the company and have opted out of the scheme or elected to replace the dependants pensions with the additional lump sum of 4 times pensionable salary, the spouse's / partner's pension shown below will not be payable.			

	AD tier	ES tier	Tier 2000	ZI tier
	One third of your final pensionable salary x service completed to 31 March 2007 ÷ total service projected to age 60	Two thirds of the pension you have built up in respect of service up to 31 March 2007	Two thirds of the pension you have built up in respect of service up to 31 March 2007	Half of the pension you have built up in respect of service up to 31 March 2007

Partner	The trustees define a partner as a person of either sex with whom you co-habit and expect to have a long-term relationship and who is either financially dependent upon you or with whom you have a relationship of mutual dependency to maintain your joint standard of living. We don’t cease the partner’s pension if your partner subsequently enters into a new relationship. If you have such a partner whom you wish to be considered for such a pension, you should complete a nomination form. If you are an active member you can complete the form on-line at www.zpen.info. If you are unable to do it on-line please request a form from the ZPen Team. The relationship should normally have been established for at least two years before you make a nomination. Your spouse or civil partner will always be regarded as a spouse. A blood relative cannot be a partner. If no spouse or partner's pension is payable, the trustees may, with the company's consent, pay a dependant's pension of up to the same amount.
Pensionable salary	Your base salary before any adjustment for flex. It does not include bonus or allowances or commissions unless you have been specifically told that these other payments are included.
Pensionable Service	Your last or only period of service as an active member of the Scheme, apart from any period of absence which is not treated as Pensionable Service
Preserved Pension	Benefits held under the scheme which are due to come into payment at a future date
Protected Retirement Age	A small number of members in the scheme have a protected retirement age. It is those members who, under the scheme rules, have a right to take benefits from age 50, and, crucially, do not need Trustee consent to do so. This means that even though minimum pension age increased to 55 on 6 April 2010, members with a protected retirement age can still take pension at 50, as long as certain rules are adhered to.

Salary Sacrifice	The salary you give up in exchange for a benefit. Salary sacrifice has the effect of reducing your salary before tax and NI are deducted but does not reduce the amount of salary that we count for pension purposes
Spouse	Your surviving husband or wife on your death. We normally expect you to have been living with your spouse as husband and wife when you died. We don’t cease the spouse’s pension if your spouse subsequently remarries. Your spouse would not qualify for a pension if you were legally separated or were not living together. The restriction does not apply to the minimum spouse’s / civil partner’s pension which must be paid for former ZPensionBuilder members and their contracted-out employment of the state second pension (S2P) prior to 1 January 2016. If no spouse or partner's pension is payable, the trustees may, with the company's consent, pay a dependant's pension of up to the same amount.
S2P	The earnings related pension scheme provided by the State prior to April 2016. It sat on top of the basic state pension.
ZCashBuilder	The money purchase or defined contribution section which builds up a fund which can then be used to buy retirement benefits
Zurich Cap	If you joined the scheme after 31 May 1989, your final pensionable salary for ZPensionBuilder and old scheme pension benefits is limited to a *Zurich cap*. This is reviewed each April, and is increased in line with Consumer Price Inflation from the preceding September. On 1 April 2020 it was increased to £169,006.
ZPensionBuilder	The section which offered existing staff as at April 2007 a fixed level of benefits based on salary and service at retirement, this section of the scheme closed on 31 December 2015.