

# TrusteeNews 2025

## Pensioner Edition

### What's inside:

Summary Funding Statement

Pension Pay Days 2025

Responsible Investment Update

If you need a copy of this newsletter in large print or braille, please contact us using the details on the back page.

#YourPensionYourFuture

ZPen

# Message from your Trustee Chair



**David Sims**  
Trustee Chair

Welcome to the 2025 edition of TrusteeNews which I hope will help you learn more about the Zurich Financial Services UK Pension Scheme (the “Scheme”) and your pension.

As with previous years, we have prepared four versions of TrusteeNews depending on whether you have final salary benefits, ZCashBuilder benefits, both final salary and ZCashBuilder benefits, or are receiving a pension.

This edition is for members receiving a pension from the Scheme. It contains the latest summary funding statement and includes updates on the Scheme’s investments and climate related activity, the Trustee Board, and a number of other important topics.

To ensure we can keep in contact with you about your benefits, it’s vital that you keep us updated with any changes in your personal details, in particular your address.

I hope you enjoy this year’s edition of TrusteeNews. We value your feedback, so if there is anything you would like to see in future newsletters, please get in touch using the contact details on page 11.

David Sims  
Trustee Chair

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## Your Trustee Board

The Trustee Board is responsible for ensuring that the Scheme is run properly. It is made up of ten directors, sometimes referred to as Trustee directors or trustees, including five company-nominated Trustee directors, four member-nominated Trustee directors and one independent Trustee director. The current Trustee directors are:



David

Christian

Donna

Gillian

Huw

Lizzie

Neil

Sally

Sam

Tim

Gillian Ferguson was appointed as a company-nominated Trustee director from October 2024, in place of Liz Ryan who stepped down earlier in 2024.

You can find more information about the Trustee directors on the Scheme **website**.

## Member Website Update

The planned changes to the administration system and Scheme website, which were expected to take place in 2024, have been delayed. However, you may have noticed that we have updated the ZPen home page ([www.zpen.info](http://www.zpen.info)) and we will let you know when the new member account section of the website will be launched.

### Log into your online member account

You can still log into your member account online.

Once logged into your member account you can:

- Update your Nomination Form
- Check and update your personal details
- View your payslip

If you have not already registered simply go to [www.zpen.info](http://www.zpen.info) and select 'Login/Register' or scan the QR code below.

To register, you will need your:

- National Insurance number
- Date of birth
- Member reference number\*

\*If you don't know your member reference number, please contact the ZPen Team, using details on page 11.







**Martin Potter**  
Scheme Actuary

## Summary Funding Statement – Final Salary Sections

Every three years, the Scheme Actuary carries out a full actuarial valuation to assess the financial security of the Scheme. In the years between actuarial valuations, the Actuary produces an approximate update of the funding position.

### Latest funding position

The latest update as at 30 June 2024 showed that both the ZPen and ES Executives' sections of the Scheme remain in surplus on the technical provisions basis, with an improvement in the funding level since the 2022 valuation. The ZPen section was 111% funded with a surplus of £572m and the ES Executives' section was 129% funded with a surplus of £32.8m. The improvement in funding since the 2022 valuation was primarily due to an increase in government bond yields, which has led to a reduction in the liabilities.

### ZPen section

	30 June 2022 – actuarial valuation £m	30 June 2023 – update £m	30 June 2024 – update £m
<b>Assets</b>	<b>6,662</b>	<b>5,564</b>	<b>5,653</b>
<b>Technical provisions liabilities</b> (an estimate of the amount needed to pay benefits, using the assumptions specified by the Trustee)	<b>6,527</b>	<b>5,095</b>	<b>5,081</b>
<b>Surplus</b>	<b>135</b>	<b>469</b>	<b>572</b>
<b>Funding level</b>	<b>102%</b>	<b>109%</b>	<b>111%</b>

### ES Executives' section

	30 June 2022 – actuarial valuation £m	30 June 2023 – update £m	30 June 2024 – update £m
<b>Assets</b>	<b>172.6</b>	<b>146.9</b>	<b>147.4</b>
<b>Technical provisions liabilities</b> (an estimate of the amount needed to pay benefits, using the assumptions specified by the Trustee)	<b>147.5</b>	<b>118.3</b>	<b>114.6</b>
<b>Surplus</b>	<b>25.1</b>	<b>28.6</b>	<b>32.8</b>
<b>Funding level</b>	<b>117%</b>	<b>124%</b>	<b>129%</b>

Government bond yields and interest rates are closely related and when government bond yields rise, it generally indicates that interest rates are also increasing. The Scheme is largely protected from changes in interest rates, and also inflation, which means that when changes in these rates reduce the liabilities, the value of the assets also goes down. So although the assets have decreased since 2022, because the liabilities have decreased to a greater extent the Scheme has a larger surplus and higher funding level.

### What happens if the Scheme winds up?

If the Scheme was wound up the law requires the employers to make sure that there is enough money in the Scheme to enable the Trustee to secure members' benefits with an insurance policy. If the employers were insolvent and unable to do this, the Pension Protection Fund (PPF) may be able to take over the Scheme and compensate members. As part of the 2022 valuation, the Scheme Actuary estimated that if the Scheme had wound up as at 30 June 2022, there would be enough assets to secure 74% of members' benefits in ZPen and 117% in the ES Executives' section. There are no plans to wind up the Scheme but we are required to include this information in this funding update.

### Other information we have to confirm to you:

We are also required to confirm the following to you:

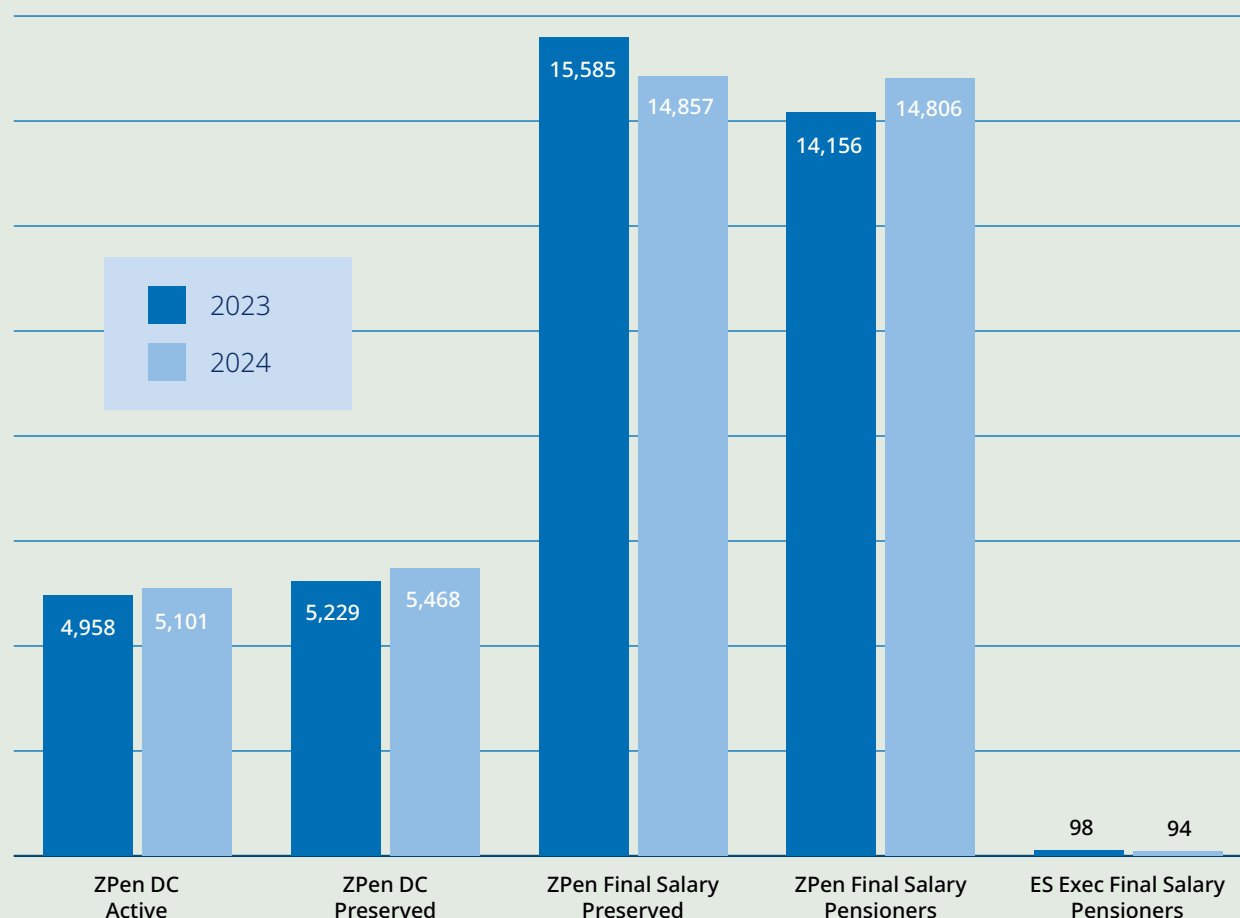
- The Company settles all administration costs and invoices as the Trustee's agent and the Scheme reimburses the Company. No other payments have been made to the Company out of Scheme funds over the last year.
- The Pensions Regulator has not used its powers in relation to the Scheme.

## Snapshot of Annual Report and Financial Statements

The annual report and financial statements detail how the Scheme has been managed and any changes which have happened in the year. You may be interested to know that, as at 30 June 2024, the Scheme had final salary assets totalling £5.8bn, ZCashBuilder and other DC assets totalling £657.2m, and paid out benefits to members and beneficiaries totalling £236.3m in the period.

You can find a detailed breakdown of the Scheme's income and expenditure in the Report & Accounts to 30 June 2024 on the Scheme [website](#).

### Overview of the Scheme membership as at 30 June 2024:



Included within the ZPen DC Active members are 956 hybrid members who transferred from the final salary arrangement into ZCashBuilder on 1 January 2016 and have retained a link to final pensionable salary on their final salary benefits.

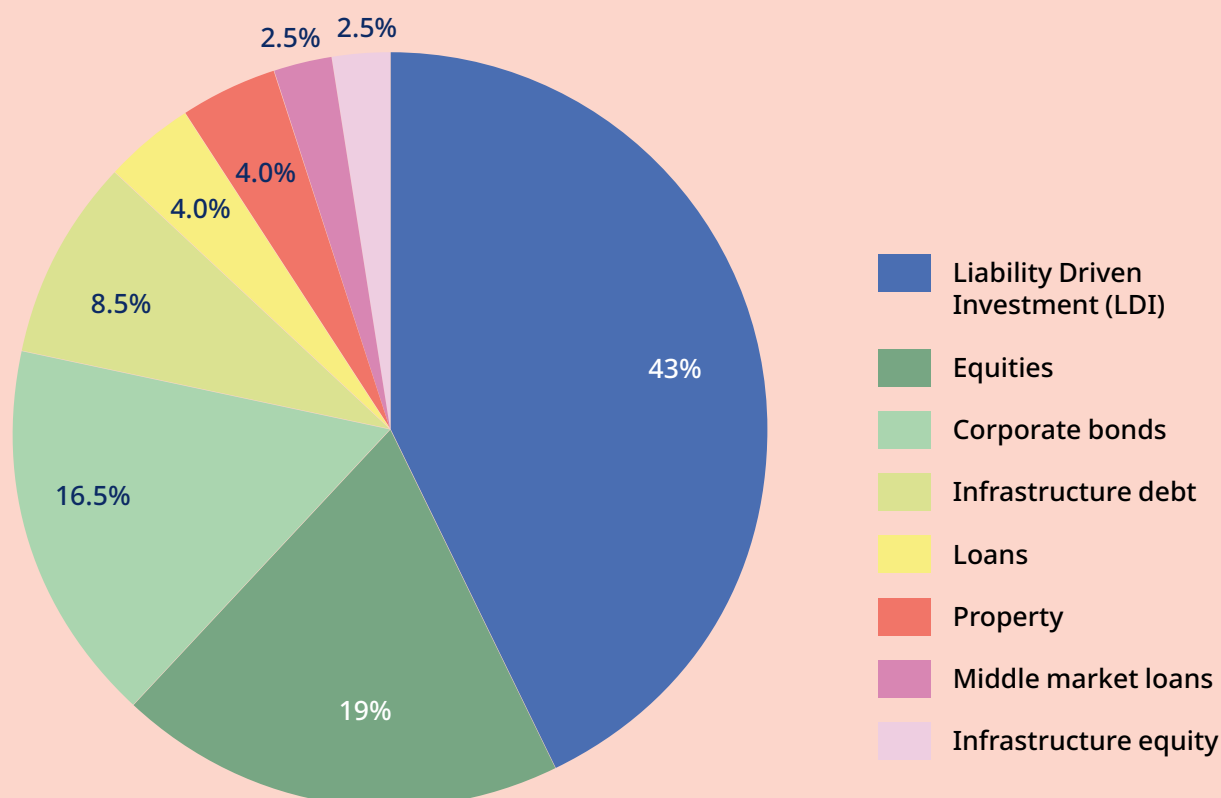
# Investment Update – Final Salary Sections

## The Scheme's Investment Objectives

The Scheme's investment objectives are to:

- invest in assets of appropriate quality and liquidity which meet, together with contributions from the employers, the benefits the Scheme provides as and when they fall due, as set out in the Trust Deed and Rules
- to manage the investment risk relative to the agreed levels to which the Trustee is prepared to expose the Scheme.

## How are the ZPen section funds invested?

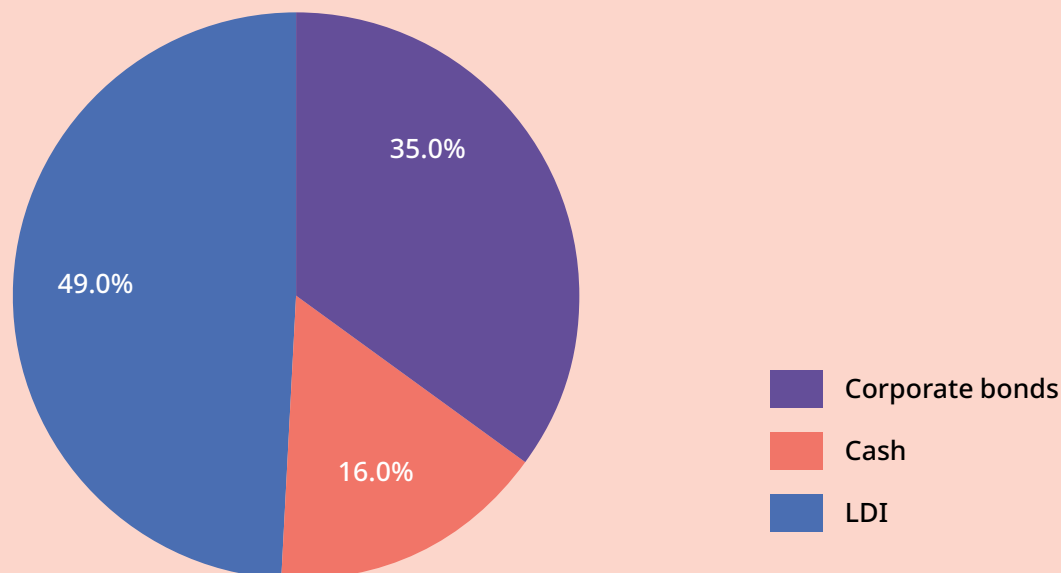


\*this is as at 30 June 2024

During 2024, the Trustee invested 2.5% of the ZPen section assets in infrastructure equity. Infrastructure equity refers to investments in physical assets that provide essential services and facilities, such as transportation systems, energy generation, and water supply. These investments typically involve acquiring ownership stakes in infrastructure projects, allowing investors to benefit from the cash flows generated by these assets over the long term. Infrastructure equity is often considered a stable and inflation-resistant investment due to the essential nature of the services provided. The Trustee made this investment with two separate investment managers with an \$80 million commitment to J.P. Morgan (JPM) being met in full in July 2024. Following that, a commitment of £62.5 million to Kohlberg Kravis Roberts (KKR) took place in October 2024.

The Trustee also increased its interest rate and inflation hedging targets in June 2024. Hedging plays a crucial role in managing the risks associated with the Scheme. It involves utilising financial instruments, such as repurchase agreements, to offset potential losses that could arise from adverse market movements. By implementing an effective hedging strategy, the Trustee aims to safeguard the funding position of the Scheme and minimise the impact of market volatility

#### How are the ES Executives' section funds invested?

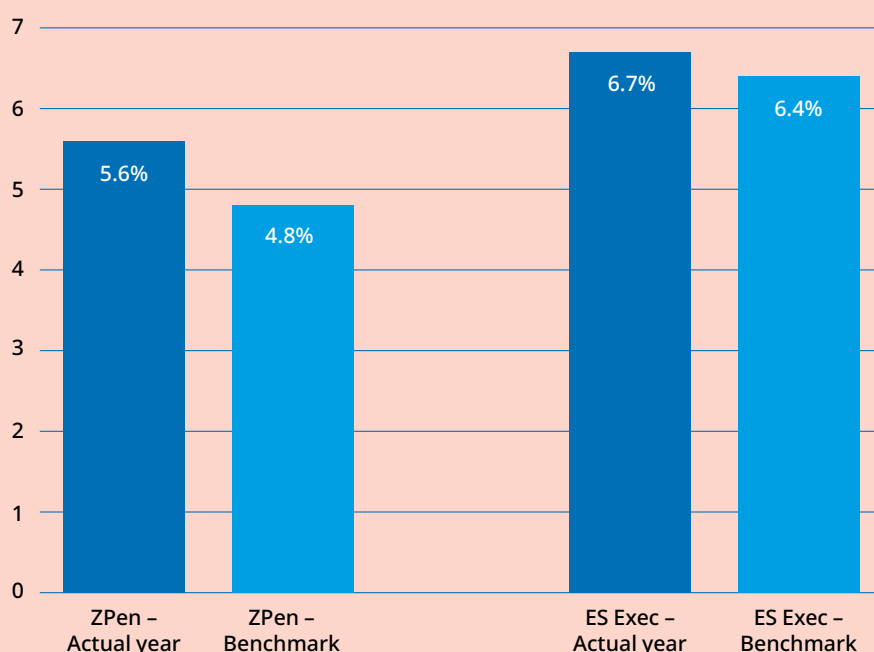


Due to the strong funding position of the ES Executives' section, during the second half of 2024 the Trustee agreed to move the remaining 5% of assets invested in equities into cash to help to protect the surplus. In addition, the Trustee agreed to adopt a formal liability driven investment strategy for this section. This protects the ES Executives' section from adverse market movements as explained above.

You can read more about the Scheme's investments and performance in the Annual Report & Accounts on the Scheme [website](#).

#### Investment performance

The Trustee monitors the investment performance of all its assets to consider how well the investments have performed relative to a benchmark. Over the Scheme year to 30 June 2024, the Scheme's investment performance was above the benchmark.



## Responsible Investing – TCFD Report

The Scheme's annual Task Force on Climate-Related Financial Disclosures (TCFD) report provides an overview of the Trustee's responsible investment activities and sets out the four key activities over the Scheme year to 30 June 2024:

- **Implementation of the ZCashBuilder investment review** – following the review carried out during 2023, the ZCashBuilder investment changes were implemented during 2024. By transitioning the investments within the Z Growth Fund to a low-carbon fund, the Trustee has significantly reduced the carbon footprint of the ZCashBuilder section. These strategic changes were applied to the default investment strategies, where the majority of members are invested, ensuring a widespread positive impact across the Scheme.
- **Climate risk assessment** – following the ZCashBuilder investment review, the Trustee has also updated the climate scenario analysis. This assessment looks at physical risks like extreme weather and rising sea levels, as well as transition risks like new policies and technological changes, to understand how these might affect typical Scheme members.
- **Investment manager engagement** – the Trustee understands the importance of working with asset managers to tackle climate-related risks and opportunities. This effort ensures that the Scheme's investments meet its climate goals and that asset managers are effectively handling climate-related risks and opportunities.
- **Increasing metric coverage** – the Trustee has increased the types of assets it is now disclosing metrics for, ensuring a more comprehensive understanding of the Scheme's environmental impact. This enhanced transparency allows for better tracking of progress towards sustainability goals and more informed decision-making.

You can read the full TCFD report on the Scheme [website](#).

## How to report a death and keep your Nomination Form up to date

No one likes to think about what will happen after they die, but it's important to consider this when it comes to your pension. If something does happen while you are a member of the Scheme, someone needs to tell us as soon as possible so that we can update our records and review if any further benefits are payable.

Deaths can be reported by letter, email or phone and you can find contact details on the last page of this newsletter. The individual reporting your death will be asked to confirm some of your personal data so that your pension record can be identified. It's really helpful if they are also able to provide your Pension Reference Number. If you don't know what this is, please contact us and we will be happy to provide it.

It's also important to keep the Trustee informed of who you would like to nominate to receive any death benefits payable from the Scheme. The easiest way to do this is to regularly check and update your Nomination Form by logging in to your member account on the Scheme website.

## Pension Pay Days 2025

- |                       |                       |
|-----------------------|-----------------------|
| • Monday 6 January    | • Monday 7 July       |
| • Thursday 6 February | • Wednesday 6 August  |
| • Thursday 6 March    | • Monday 8 September  |
| • Monday 7 April      | • Monday 6 October    |
| • Tuesday 6 May       | • Thursday 6 November |
| • Friday 6 June       | • Monday 8 December   |

Remember you can see your pension payslip every month by logging in to your member account on the Scheme [website](#).



## Zurich Pensioners' Association – are you missing out?

Zurich has a lively Pensioners' Association with over 5,000 members who enjoy the contact, friendship and protection that the Association seeks to provide. The Association is run by volunteers, all of whom are Zurich pensioners who freely give their time to help other members.

The goals of the Pensioners' Association are:

- to watch over the interests of its members generally and to represent them in any matter relating to pensions, social benefits and welfare;
- to sponsor any matter concerning the welfare of members or their dependents and organise comfort and aid;
- to provide means of communication with and between members; and
- to sponsor and organise social activities for members.

Members and their spouses/partners have the opportunity to participate in activities and events organised by each of our 13 Area committees across the UK. They also receive the Association's twice-yearly magazine, Contact Plus, which provides news and updates as well as useful information, competitions and features.

To cover costs, the Association asks members to pay a small fee of £1 per month, which is deducted directly from their pension. If you would like to gain the benefits of joining, you are warmly welcome to become a member. An application form is available on the Scheme website **[www.zpen.info](http://www.zpen.info)** or by contacting our Membership Registrar, Paul Robinson at **[berylandpaul@gmail.com](mailto:berylandpaul@gmail.com)**.

Mike Morris, Chairman

**Scan here to access the application form:**



## Make sure you are not missing out on Pension Credit



The Department for Work and Pensions (DWP) has estimated that up to 880,000 eligible households are yet to claim Pension Credit - a free payment from the government - while many may not even know they are eligible for it.

### What is Pension Credit?

Pension Credit gives you extra money to help with your living costs if you're over State Pension Age and on a low income. It can also help with housing costs such as ground rent or service charges.

It is separate from your State Pension and you can get it even if you have other income, savings or own your own home.

### How to check if you're eligible

You can use the **Pension Credit calculator** to find out if you're eligible for Pension Credit and how much you could get.

## Keep your pension safe from pension scams

**Don't let a scammer enjoy your pension – If you are not sure about something, take your time and seek help**

Your pension is a valuable benefit, and it can be a tempting target for scammers. Here are some of the signs to watch out for:

- Being contacted out of the blue
- Being pressured to make a decision quickly
- Offers which seem too good to be true
- Being asked for personal information (such as your address, date of birth, National Insurance number, or bank details).

We will never contact you out of the blue to ask for any of your personal information or details about your Zurich pension. If you suspect you've encountered a scam, report it to Action Fraud at **actionfraud.police.uk** or by calling 0300 123 2040. You can also forward suspicious emails to **report@phishing.gov.uk** or suspicious texts to 7726.

## Support and Resources

If you're looking for support with money or debt, or want help or guidance about retirement and the benefits you'll receive, you can get free, confidential and impartial help from these providers:

### MoneyHelper

Use MoneyHelper for guidance on all things money, including debt, housing, and your pension. There is also information about choosing a financial adviser and avoiding all types of financial scams.

You can talk to someone online for pensions guidance using MoneyHelper's Live Chat function, or fill in a pensions guidance enquiry form.

You can contact MoneyHelper at **Pensions guidance | MoneyHelper** or by calling 0800 011 3797.

### State Pension

- Check how much State Pension you might be entitled to at **Get your State Pension – GOV.UK**
- See when you can start receiving your State Pension at **Check your State Pension age – GOV.UK**
- Find out how to get your State Pension at **Get your State Pension – GOV.UK** or by calling 0800 731 789

### Age UK

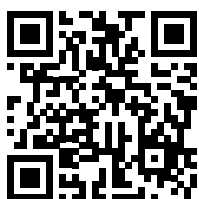
Age UK is the nation's leading charity for older people that can provide help, information, and advice on financial matters as well as care and lifestyle support. You can find out more about the help Age UK can provide on their website at **Age UK | The UK's leading charity helping every older person who needs us** or by calling 0800 055 6112.

### Financial Conduct Authority (FCA)

The FCA regulates financial services firms and financial markets in the UK. Use the FCA's website to find out more about pension scams and how to avoid them. You can also find out what to do if you think you're being targeted by scammers at **ScamSmart – Avoid investment and pension scams | FCA**.

## We want to hear from you!

Your feedback matters. Please spare two minutes to complete our feedback form at **<https://forms.office.com/e/9gRYZfvXr3>** or by scanning the QR code below:



## Here to Help

### Ways to contact us:

#### Write

The Zurich Team  
Railpen  
PO Box 377  
Darlington  
DL3 6XY

#### Phone

**0800 232 1915** – option 1  
(9am to 5pm, Monday to Friday)

#### Email

You can email the team directly by using this email address – **[zurichteam@railpen.com](mailto:zurichteam@railpen.com)**

You should consider taking independent advice on your options in relation to your benefits under the Scheme. Neither the Scheme Trustee (Zurich Financial Services UK Pension Trustee Limited) nor any member of the Zurich Group (i.e. Zurich Insurance Group Ltd (registered in Switzerland with number CH-020.3.023.086-6) and its direct subsidiaries) are able to provide you with financial advice or accept any liability for any decision you make with regard to your retirement options.

Please note that your benefits in the Scheme are determined by the Scheme Rules, as amended from time to time. If there are any differences between the information in this newsletter and the Rules, the Rules will be overriding and will determine the benefits you receive.

The Pensioners' Association is not run by the Trustee or Zurich. We share information about the association to give pensioners the opportunity to connect with past colleagues.