



The Crest Nicholson Group Pension
& Life Assurance Scheme

XPS Administration

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YOUR PENSION ADMINISTRATOR IS CHANGING ON **1 NOVEMBER 2022**

The latest Scheme newsletter noted that XPS Administration (**XPS**) has been appointed to look after the Scheme. The move to XPS is in the final stages and will be completed on **1 November 2022**. All Scheme queries should be directed to XPS from that date, although any received by EQ will be forwarded on. Members may experience short delays to quotes and queries for a few weeks either side of the transition; your patience during this period is appreciated.

What do you need to do?

You don't need to do anything, your pension scheme will continue as usual. If you're being paid a pension, XPS will be responsible for paying it from the December payment. You will receive details of your new tax office and PAYE reference with your first payslip, which will be posted on 1 December 2022. Any tax code queries or change of bank account details should be directed to us.

Contacting your new administrator

We prefer to receive emails or telephone calls, but you can still write to us if you prefer. Please include your date of birth and NI number with all correspondence.



Managing your pension online

We will provide a new secure member-service site called **MyPension**. A communication will follow in the new year with your registration details and instructions on how to set up and use your account. For general Scheme information and documents, you can continue to use www.crestnicholson.com/pension-scheme



Why XPS?

XPS has been ranked the number one Third Party Administrator six times in the last ten years by the Professional Pensions Survey. XPS Group already provides actuarial services to the Scheme and, following an extensive review, the Trustee decided XPS Administration was the best fit for the role. You can expect an improved experience, with better communications and online access to information about your benefits.

Keeping your data safe

The Trustee is the data controller in relation to Scheme member data and there will be no material changes to the way your data is treated, which is summarised in the Privacy Policy available at www.crestnicholson.com/pension-scheme. There is also information about how XPS use your data at www.xpsgroup.com/privacy-policy



The XPS Administration Team