

Access to Annual Benefit Statements online

As you may be aware, members of Northern Ireland Local Government Pension Scheme can receive their Annual Benefit Statement online if they're registered to receive paperless communications from our online service.

We've identified that some members haven't been able to access their statements online over a period of one year(s) due to a system issue. This has impacted three employers and three members. Members who receive their statements in paper format have been unaffected.

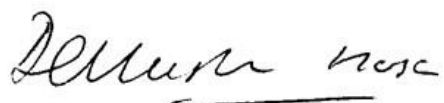
As a result of this, there's been a breach of Regulation 17 (statement of benefits; money purchase benefits) of the Occupational and Personal Pension Scheme (Disclosure of Information) Regulations 2013. We've made our regulators aware and have put additional controls in place to ensure this doesn't happen again.

Please accept our apologies for this and for any concern this may cause.

We're pleased to let you know that we've now resolved the issue and members registered for the online service can access all previous statements online. We'll be contacting all affected members to let them know.

If you have any questions, or would like more information about your impacted members, please get in touch by emailing us at corporate.pension.enquiries@prudential.co.uk

Yours sincerely

A handwritten signature in black ink, appearing to read "Alastair Hogg". The signature is written in a cursive style with a horizontal line underneath the name.

Alastair Hogg

Head of Corporate Pensions