

our ref **FOI 1416**
your ref

Mr S Weah

**Sent by email only: request-266827-
b6284479@whatdotheyknow.com**

please write to **Financial Ombudsman Service**
PO Box 73208
London
E14 1QQ

dx 141280 Isle of Dogs 3
website www.financial-ombudsman.org.uk

12 June 2015

Dear Mr S Weah

your request for information

I am writing in response to your email of 5 May 2015. Please accept my apologies again for the delay in responding to you.

In your email you requested the following information:

"Dear Financial Ombudsman Service Limited,

Will you please supply details of the FOS pension scheme for all employees including directors.

Please include the pension scheme timeline, policy, terms and conditions, application documents, investment options and also the AVCs guide."

Response

I have carefully considered your request and I am able to share with you the following information which we hold.

All Financial Ombudsman Service employees including directors are members of a pension scheme which is a self-administered non-contributory money purchase occupational registered pension scheme. As we are a participant member of a wider pension scheme which is managed and owned by a third party trustee, we do not hold all of the information that you have requested.

I can share with you the information that we do hold, and will explain the parts of your request for which we do not hold any information.

Pension scheme timeline

I have attached to the main body of this email Appendix 1, a timeline which we produced for our employees. Please note that names and contact numbers of third party individuals have been removed in line with section 40(2) of the Act.

The pension plan website can be found by following the link below:

<https://www.thepensionplan.co.uk/>

Policy and terms and conditions

We do not hold any information in relation to these parts of your request. When an employee joins the ombudsman service we do make them aware via their employee contract that they are being made a member of the pension scheme. However, documents relating to the scheme are sent directly to employees from the scheme provider.

I have attached as Appendix 2 the information we hold on our internal website which includes some FAQs relating to the pension scheme and how it works.

Application documents

Due to a change in legislation, since 1 November 2013 the ombudsman service has been operating contractual auto enrolment with the option to opt-out in line with current auto enrolment legislation.

Flexible contributions can be elected via our flexible benefits system. Please find attached Appendix 3 which shows the information available to our employees about contributions to their pensions.

Investment options

The current funds available as investment choices are:

Fund Name
DC Aquila UK Smaller Companies
DC Aquila UK Equity Index
DC Aquila 50:50 Global Equity Index
DC Aquila 70:30 Global Equity Index
DC Aquila Emerging Mkts Eq Idx
DC Aquila European Eq Idx
DC Aquila Japanese Eq Idx
DC Aquila All Stocks UK I/L Gilt
DC Aquila Ov 15yr Gilt Index
DC Aquila Corporate Bond All Stks Idx
DC Aquila Ov 15yr Corp Bond Idx
DC Diversified Growth
The Plan Retirement Accumulation Fund
DC Property
DC Aquila Pacific Rim Eq Idx
DC Aquila US Equity Index
DC Aquila World (Ex-UK) Eq Idx
HSBC Amanah Fund
LGIM Ethical Global Equity Index Fund
DC Cash

AVCs guide

I can confirm we do not hold an AVC guide for the pension scheme. We do hold a short description of what an AVC is, and this is included in Appendix 2.

I hope that my response addresses your request; however, if you do not consider that we have fully complied with the Freedom of Information Act, there is further information overleaf.

Yours sincerely

Saadia Sajid
Information Rights Officer

email informationrightsofficer@financial-ombudsman.org.uk
if you are not satisfied with our response

If you are not satisfied with our response, please contact us within two months of the date of this letter – explaining why you are not happy – and asking us to carry out a review. You can contact our information rights officers by email at informationrightsofficer@financial-ombudsman.org.uk or by writing to this address:

Information Rights Officer
Financial Ombudsman Service
PO Box 73208
London
E14 1QQ

If you remain unhappy after we have carried out our review, you can contact the Information Commissioner's Office within six months:

First Contact Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

phone: 0303 123 1113
email: casework@ico.org.uk
website: www.ico.org.uk/complaints