



WELCOME TO  
SCOTTISH WIDOWS

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ON 3RD APRIL 2018, WE BECAME THE PROVIDER FOR YOUR WORKPLACE PENSIONS AND SAVINGS. SO WE'D LIKE TO WELCOME YOU TO SCOTTISH WIDOWS AND TELL YOU A BIT ABOUT WHAT YOU CAN EXPECT FROM US. YOU DON'T NEED TO DO ANYTHING. THIS IS JUST FOR YOUR INFORMATION.

We'd like to reassure you that your pension and savings are in expert hands and we're looking forward to supporting you with your future plans.

Going forward, the information you receive about your pension and savings will come from Scottish Widows. Although you'll soon receive an annual benefit statement from Zurich (this will be the last), which will cover the period that Zurich looked after your plan(s) since your last statement.

## KEEPING IN TOUCH WITH US

Although your plan numbers aren't changing, there may be new telephone numbers and website addresses. You'll find them on the covering letter within this pack. It's really important that you keep these new contact details in a safe place. It's also a good idea to save the new web address as a favourite. From here, you'll be able to log into your plan.

The team that currently look after your plan are now employees of Scottish Widows and will continue to provide the same level of service you're used to.

## SUPPORTING YOU

We're delighted to be able to support you with your future plans. Here are some of the reasons why you can be confident about being with us:

200  
YEARS

We've been helping people plan their financial futures for over 200 years. Since our launch in 1815 our commitment has always been the same, to help people plan for their future. We're also part of Lloyds Banking Group, Britain's largest retail bank.

14  
MILLION

We're one of the largest pension providers in the UK, helping more than 1.4 million customers save for their future.

AWARDS

We're an award winning company and have received a number of awards in recent years for the services and products we provide. You can find out more about us at [www.scottishwidows.co.uk/about\\_us](http://www.scottishwidows.co.uk/about_us)

## UNDERSTANDING YOUR WORKPLACE PENSION

We're here to help. We know it's not easy to stay on top of the changes to pension legislation and keeping track of the options that are available to you. To help, we've created a series of easy to watch videos which have been really popular with our customers; you can find them under the 'Retirement Journey' section which you will see when you use your new web address detailed in the covering letter. It's a great place to go to find out a bit more. It explores the options available to you at each age and stage of your retirement journey. You'll also find Pension Basics 30 second films, tools and calculators that bring your retirement to life and help you make an informed choice about your pension.

You can also visit our YouTube channel [www.youtube.com/scottishwidows](https://www.youtube.com/scottishwidows), which is home to all our Pension Basics films, which answer the most frequently asked questions we get about pensions.



## WHAT YOU CAN EXPECT FROM US

We'll be in touch soon with information about your workplace pensions and savings and how we might be able to help you with your retirement journey. We're looking forward to supporting you.

## THE FINANCIAL SERVICES COMPENSATION SCHEME

Your plan with Scottish Widows is covered by the Financial Services Compensation Scheme (FSCS). More information about compensation arrangements is available from the FSCS, who can be contacted on **0800 678 1100** or **0207 741 4100** or via their website at [www.fscs.org.uk](http://www.fscs.org.uk)

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