

# XPS Administration – Covid-19

## Introduction

Covid-19 (Coronavirus) is continuing to impact on all of our lives both personally and professionally. We are therefore writing to you to let you know what XPS Administration is doing to make sure that we are able to continue to look after your pension scheme and pay pensions to our pensioner members.

In these unprecedented times, we would be very grateful for your patience. We are managing our workloads in priority order so our response times may be longer than usual.

## XPS Administration

We have taken steps over the past months to enable our staff to continue to deliver our administration service by working from home. This means that we are currently able to continue providing a service to you, even though there may be some delays in answering non-urgent queries.

However there may be some disruption to postal services and this is where we are asking for your assistance.

## Communication with your scheme administrators

If you need to send any documents, or request any information, we are asking that all communication is either by email or telephone. Wherever possible, please do not post anything as we cannot guarantee timely receipt by the right person. If we have asked for a document, such as an original birth certificate, scan or photograph and email this to us.

### How to contact XPS Administration

- Do not post letters, certificates, forms etc.
- Scan or photograph and email documents.
- Contact your administrator using the email or telephone details provided in our communication.
- Please quote your member ID in the email, where this has been quoted in our correspondence to you.

Note – when emailing copies of documents which contain personal information please password protect them using your full National Insurance number with letters in capitals followed by month of birth in lowercase with no space in between (e.g. AB123456Cseptember). Do not email the password.

## Identifying yourself when you get in touch

XPS is very concerned about the security of your personal data and would not want to provide information to anyone other than you. Therefore we always undertake member authentication first. When you contact us, please be ready to provide the details listed below.

Have these ready for our security check when you phone or include when you email us:

- address – first line and postcode,
- the first 4 digits of your NI number (e.g. JE45) and
- the day in the month of your birth (e.g. 25<sup>th</sup>)
- if you are emailing, do NOT send all of your NI number or date of birth