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Notice for the visually impaired

Copies of this newsletter in large type and in a text only format are available from the Fund Office. Please write to TfL Pension Fund, 4th Floor, 200 Buckingham Palace Road, London SW1W 9TJ, or email the Fund Office at helpdesk@tflpensions.co.uk

CHAIR'S MESSAGE

Welcome to the 2021 edition of PENSIONEWS.

The last year has been a year like no other for all of us; for the Fund we have seen huge fluctuations in the value of assets and The Fund Office team have had to adapt to new ways of working. The Funds' assets had dropped to £10.56bn in March 2020 but have since recovered to stand at £12.49bn at 31 December 2020.

For TfL the principal employer, the pandemic has had a major impact with a dramatic fall in ridership and fares revenues, the consequential impact on finances has been an area of considerable focus for the Trustees who have continually monitored the strength of employer covenant over this period. This year sees the triennial valuation of the Fund as at 31 March 2021, this is a lengthy and detailed process analysing the assets and liabilities of the Fund and setting assumptions as to how the assets and liabilities will change over the coming years as well as the level of employer funding required. We will keep you updated on the progress of the valuation in futures newsletters.

25,608 ACTIVE MEMBERS
AT 31 DECEMBER 2020

FUND ASSETS
INCREASED TO £12.49bn
AT 31 DECEMBER 2020

In this edition we bring you the latest news on issues currently facing the Fund, including:

- Annual Members' Meeting
- Pension scams
- Sustainability Report
- National Fraud Initiative
- Pension Increases
- PCC Election Results
- Trustee update

As usual we provide a communications timetable for 2021 which includes the details of this year's Annual Members' Meeting for your diary.

If you have any comments about this issue of **PENSIONEWS** or any other Fund publication, we always welcome your feedback and you can let us know by contacting the Fund Office at the address on the *back page*.

M. Antoniou

Maria Antoniou
Chair of the TfL Pension Fund Trustees





EXPRESSION OF WISH FORMS – A YEAR LIKE NO OTHER

Over the last year the Fund experienced a 42 per cent increase in the number of deaths of active members compared to 2019.

When this happens there is a lump sum death benefit payable from the Fund and the Trustees always look to take into account a members wishes when deciding who the lump sum should be paid to.

The Trustees take account of your wishes by looking at any Expression of Wish form you may have provided; unfortunately not all members complete one or keep them up to date.

We have had several cases where no Expression of Wish has been received and this can lead to delays in being able to pay the lump sum and there is a risk that the Trustees do not pay the lump sum as the member would have wished.

If you are a current active member or have a deferred pension with the Fund, please take the time to complete an Expression of Wish form, at the moment this is done by completing a paper form, but in the coming months we will be launching a new feature on our Web Portal which will enable you to provide this online.

Fill out an Expression of Wish form today to make sure we know who you'd want to receive any lump sum if you die.



Download a form from www.tfl.gov.uk/pensions or email helpdesk@tflpensions.co.uk for a form



Don't let a scammer enjoy your retirement



Find out how pension scams work, how to avoid them and what to do if you suspect a scam.



Scammers can be articulate and financially knowledgeable, with credible websites, testimonials and materials that are hard to distinguish from the real thing. Scammers design attractive offers to persuade you to transfer your pension pot to them or to release funds from it. It is then invested in unusual and high-risk investments like overseas property, renewable energy bonds, forestry, storage units, or simply stolen outright.

Scam tactics include:



- contact out of the blue



- promises of high / guaranteed returns



- free pension reviews



- access to your pension before age 55



- pressure to act quickly

If you suspect a scam, report it

- Report to the Financial Conduct Authority (FCA)
by contacting their Consumer Helpline on **0800 111 6768** or using the reporting form at www.fca.org.uk
- Report to Action Fraud
on **0300 123 2040** or at www.actionfraud.police.uk
- If you're in the middle of a transfer, **contact your provider immediately** and then get in touch with The Pensions Advisory Service (TPAS) at www.thepensionsadvisoryservice.org.uk

www.fca.org.uk/scamsmart

Four simple steps to protect yourself from pension scams

Reject unexpected offers

1

If you're contacted out of the blue about your pension, chances are it's high risk or a scam. Be wary of free pension review offers. A free offer out of the blue from a company you have not dealt with before is probably a scam. Fortunately, research shows that 95% of unexpected pension offers are rejected.*

Check who you're dealing with

2

Check the [Financial Services Register \(www.register.fca.org.uk\)](http://www.register.fca.org.uk) to make sure that anyone offering you advice or other financial services is FCA-authorized.

If you don't use an FCA-authorized firm, you also won't have access to the Financial Ombudsman Service or the Financial Services Compensation Scheme. So you're unlikely to get your money back if things go wrong. If the firm is on the FCA Register, you should call the Consumer Helpline on 0800 111 6768 to check the firm is permitted to give pension advice.

Beware of fraudsters pretending to be from a firm authorized by the FCA, as it could be what we call a 'clone firm'. Use the contact details provided on the FCA Register, not the details they give you.

Don't be rushed or pressured

3

Take your time to make all the checks you need – even if this means turning down an 'amazing deal'. Be wary of promised returns that sound too good to be true and don't be rushed or pressured into making a decision.

Get impartial information and advice

4

The [Pensions Advisory Service \(www.thepensionsadvisoryservice.org.uk\)](http://www.thepensionsadvisoryservice.org.uk) – Provides free independent and impartial information and guidance.

[Pension Wise \(www.pensionwise.gov.uk\)](http://www.pensionwise.gov.uk) – If you're over 50 and have a defined contribution (DC) pension, Pension Wise offers pre-booked appointments to talk through your retirement options.

Financial advisers – It's important you make the best decision for your own personal circumstances, so you should seriously consider using the services of a financial adviser. If you do opt for an adviser, be sure to use one that is regulated by the FCA and never take investment advice from the company that contacted you or an adviser they suggest, as this may be part of the scam.

Be ScamSmart with your pension. Check who you are dealing with.

www.fca.org.uk/scamsmart



*FCA Financial Lives

ANNUAL MEMBERS' MEETING

The Annual Members' Meeting was held virtually on 16 October 2020. The meeting began with an introduction from the Chair of Trustees, Maria Antoniou, and was followed by a review of the year by the Fund Secretary, Stephen Field. He provided a summary of the growth of the Fund over the year to 31 March 2020, Trustee changes and the key activities over the last year.

There were three guest speakers on the day. Gareth Oxtoby, Scheme Actuary, from Willis Towers Watson, presented an overview on mortality and the impact of the pandemic, provided an update on the TfL covenant as well as an update on the schemes funding level and finally an update on RPI reform and funding reform. Ed Francis, from Willis Towers Watson, the Fund's investment adviser, then provided an investment update which included market performance, the impact of the pandemic and an update on the Funds performance. Finally, Ian Pittaway, from Sackers, the Fund's legal adviser, presented an update on the Trustees role and duties and challenges in running the scheme efficiently, including an update on the Pensions Bill.

The meeting concluded with a question and answer session.

The meeting presentations, questions and answers and a video of the full meeting can be found on the Fund's website at www.tfl.gov.uk/pensions

2021 ANNUAL MEMBERS' MEETING DETAILS

Given the current uncertainty as to the level of restrictions that may be in place as a result of the pandemic the Trustees have decided that the 2021 Annual Members' Meeting due to take place on Friday 8 October at 11:00 will be held as a virtual meeting. Details of how to join the meeting will be published in the Annual Review which will be issued in September. You will be able to view the presentations live and ask questions online which the panel will answer at the end of the meeting, and for those unable to attend a recording of the meeting will be published on the Fund website.



PENSION WEB PORTAL

Over 17,000 members have already registered to use the portal, if you have not already done so why not register today? To Register, please visit pensions.tfl.gov.uk you will need your e-mail address, Pension Fund Member number and your National Insurance number, you will also need to key in other details about yourself such as your name and date of birth.



Once registered you will be able to:

- View payslips (pensioners only)
- View P60s (pensioners only)
- View benefit statements
- Run retirement calculations (active and deferred members only)
- Update your address (pensioners and deferred members only)
- Submit and track the progress of general enquiries to the Fund Office
- Update your Expression of Wish (coming soon)

We have published a Pension Web Portal user guide on the Pension Fund website which includes step by step the process to register.

ADDITIONAL VOLUNTARY CONTRIBUTIONS

From 1 April 2020 new AVCs have been will be invested with Legal & General. For those members who had previously saved AVCs with Standard Life or Equitable Life, with the exception of Standard Life AVCs invested in the With Profits fund, these were transferred to Legal & General in May and June 2020 respectively.

If you have AVCs invested in the With Profits fund at Standard Life or invested with Clerical Medical, these have not been automatically transferred as there may be penalties that apply if these AVCs are disinvested before Normal Retirement Age. If you wish to investigate the possibility of transferring AVCs from Clerical Medical or from the Standard Life With Profits fund please contact the Fund office.

Further details about AVCs as well as the fund fact sheets is available on the Pension Fund website www.tfl.gov.uk/pensions

NATIONAL FRAUD INITIATIVE (NFI)



The Audit Commission has developed a data matching exercise which detects and helps to prevent fraudulent and erroneous payments from being made from the public purse. The NFI analyses and cross checks electronic data from audited public bodies participating in the exercise, which is run every two years. The Fund has participated since 2004 and submitted data for the 2020 exercise.

As a direct result of our participation in past exercises, overpayments have been identified and further inappropriate payments have been stopped. The Fund Office will identify and pursue any overpayments identified by this exercise.



2020 SUSTAINABILITY REPORT

The Trustees take a holistic view in aligning their Sustainable Investing Beliefs towards the Fund's investment activities. There is a clear recognition that each of the three factors: Environmental, Social and Governance (ESG) play an important role in driving the long-term value of the Fund's investment portfolio. The Trustees believe that as a long-term provider of responsible capital, the Fund should be an agent of positive change, engaging with the companies to help them adopt and transition to best business practices and sustainable business models.

This is the third year the Fund has published its Sustainable Investing Annual Report, this Report captures the on-going efforts and evolving activities the Fund has undertaken during 2019/20 as it continues along its important journey to integrate ESG considerations across all of its investments. ESG issues have never been as important than they are right now, especially following the devastating social and economic havoc wreaked by the COVID-19 pandemic.

The Fund continues to work in partnership with its managers to source investment opportunities that not only offer attractive rates of return, but equally are aligned to the United Nations Sustainable Development Goals ("SDGs"). The report showcases some of these exciting investment opportunities that the Trustees are proud to be part of.

The Fund is an active member of various industry bodies and initiatives that are helping pension schemes globally to collaborate and speak with one voice on the various ESG matters, particularly climate change. The belief is working with like-minded investors on climate change is more effective than working alone or just disinvesting from companies that are making changes to their business models. In particular the Fund is a signatory to the UNPRI (United Nations



#1: Infrastructure – Anglian Water Group – £11m investment

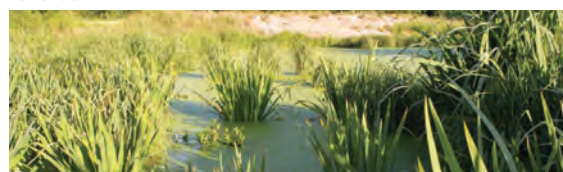
• Since announcing its first green bond in 2017, Anglian Water has funded 850 capital investment projects as a result of financing from green bonds totalling £811 million. The investments made through the green bonds issued to date are estimated to save 160,736 tonnes of carbon.

WETLAND TREATMENT SITES

- In 2018, Anglian Water partnered with the Norfolk Rivers Trust to create a wetland treatment site at Ingoldisthorpe: the first of its kind in England. The site works as a natural treatment solution for one million litres of water that pass through the neighbouring Anglian Water recycling centre each day. Pre-treated water from the centre passes through the wetland to be further filtered and cleaned by the wetland's aquatic plants, before flowing into the River Ingol.
- The use of wetlands to provide a natural filtering process is an innovative, sustainable solution that avoids the use of further chemicals or the construction of greenhouse gas intensive infrastructure to treat wastewater. Aside from having a practical purpose, the wetland is a significant biodiversity asset attracting breeding birds, amphibians, bats and water voles to the local environment.

OUTCOME

- In conjunction with wider improvements made to plant and equipment at the Ingoldisthorpe water recycling centre, this project has yielded an 89% reduction in capital carbon versus the 2010 Plan baseline. Capital carbon is the greenhouse gas emissions generated from construction and expected end-of-life dismantling of long-term physical assets. Additionally there has been a 53% saving in water consumption and a 6% saving in energy consumption per annum.
- Given the success of the project, Anglian Water has incorporated the construction of dozens more wetland treatment sites into its business plan for the 2020 – 2023 regulatory period. The wetlands will form part of Anglian Water's 'Water Industry National Environment Programme'. At nearly £800 million, the company's proposed investment in protecting and enhancing the region's environment is more than double that of the previous five years.



Principles of Responsible Investment) and to the Carbon Disclosure Project, is a member of A4S (Accounting for Sustainability) and is a supporting investor of Climate Action 100+.

To gain a greater understanding of the Fund's approach from this report and learn more about some of the Fund's investment activities, please find the full report on our website.

tfl.gov.uk/cdn/static/cms/documents/sustainability-report-2020.pdf



PENSIONER EDITION OF ON THE MOVE

Our pensioners are sent the Pensioner edition of On the Move every quarter. If you'd rather go eco-friendly and receive it by email instead, there is now an option to do so.

To opt out of a paper version of the magazine, saving money on printing and distribution costs, please email otmsubscription@tflpensions.co.uk quoting your name and member number.

You can re-subscribe to the paper version at any time. You will need to enter your pensioner membership number which you can find on any individual correspondence from the Pension Fund, or on your annual payslip.

CARBON FOOTPRINT

In the twelve months to 31 March 2020, carbon emissions across the Fund's active equity and bond portfolio declined a further 3.4 per cent and since 2017 have fallen significantly by around 26 per cent. Across its corporate bond portfolio, the Fund delivered a 50% reduction in carbon emission intensity versus the benchmark.

PENSION INCREASES

The April 2021 pension increase is based on the rise in the Retail Prices Index (RPI) over the 12 months to September 2020.

The full year increase is 1.1 per cent and will be paid to all eligible pensioners on 12 April 2021.

If you have been receiving your pension for less than a year you may receive a pro rata increase and details can be found on the TfL Pension Fund website at

www.tfl.gov.uk/pensions

Depending on the period of membership of the TfL Pension Fund, your pension may comprise various components, some of which are not increased by the Fund at the above rate, but may be increased by the State.

ANNUAL PAYSLEIPS

Your annual payslip, which will include your P60 for the 2020/2021 tax year, is due to be issued by 30 April 2021. The pay dates for 2021/22 are:

12 April 2021	31 August 2021	17 January 2022
10 May 2021	27 September 2021	14 February 2022
7 June 2021	25 October 2021	14 March 2022
5 July 2021	22 November 2021	
2 August 2021	20 December 2021	

We understand that you may need confirmation of your pension before this date in relation to claiming State benefits, and benefits agencies may accept other forms of confirmation, such as bank statements. If you experience any problems, please contact the Fund Office for help.

VIEW YOUR P60 ONLINE

P60's will be available online through member self service with effect from 6 April 2021. To view your P60 online you will need to have registered for the Pensions Web Portal, if you were registered under our old system, you will need to re-register. For further information see page 3 or visit our website www.tfl.gov.uk/pensions



COMMUNICATIONS TIMETABLE

April	Annual payslips and P60s sent to pensioners. These will show the payment dates for the forthcoming tax year, as well as showing total pension and tax information for 2020/2021
May/June	AVC statements to all members of the AVC Plan
June / July	Benefit statements to all contributing members
September	Annual Review – the Trustees' summary of the Report and Accounts incorporating the Summary Funding Statement – how the Fund's invested assets compare with the liabilities to pay benefits Benefit statements to all deferred members
October	Annual Members' Meeting – a forum for all members to meet the Trustees and discuss the Fund – details will be included in the Annual Review
<i>As well as the documents listed above which are issued to various categories of Members, the following documents will also be published on the Fund's website where you can view or download them.</i>	
April	Statement of Investment Principles – this is the Trustee statement of the principles governing investment decisions
September	Annual Report & Accounts at 31 March 2021 – the Annual Review which is issued in September is a summary version of the full Report & Accounts
December	ESG Report

TFL PENSIONS CONSULTATIVE COUNCIL

The PCC discusses any issues relating to the operation of the TfL Pension Fund (but not individual entitlements). PCC members are elected from three sections representing pensioners and deferred pensioners, employees of London Underground and TfL employees other than LU. The PCC has a role in nominating Trustees to the Pension Fund to represent these groups. The PCC constitution is on the Fund's website at www.tfl.gov.uk/pensions

ELECTION RESULTS 2020

The longest serving quarter of the TfL Pension Consultative Council (PCC) retired from office on the 30 November 2020. The term of office for the new appointments commenced on the 1 December 2020 and will end on the 30 November 2024.

In Section One (representing pensioners and deferred pensioners), Chris Miller and Paul Kilius-Smith retired. Five nominations were received and, following a postal ballot, both Mr Miller and Mr Kilius-Smith were duly re-elected. Mr Miller and Mr Kilius-Smith have both served on the PCC since 1997 and 2012 respectively.

In Section Two (representing TfL and its subsidiaries or contractors, excluding London Underground Limited), Ian Crawford retired. This Section received two nominations and, following a postal ballot, Ms Cathy Oates was elected.

In Section Three (representing London Underground Limited and its subsidiaries), Eddie Darroch and Richard Head retired. Three nominations were received and, following a postal ballot, Mr Darroch and Ms Jane Gwynn were both elected. Mr Darroch has served on the PCC since 2011.

For more information about the PCC you can visit the TfL Pension Fund website at www.tfl.gov.uk/pensions or contact Julian Collins, PCC Secretary on 020 7126 1162 or email juliancollins@tflpensionfund.co.uk







TRUSTEE UPDATE

The Trustee Board decides all policy matters; however the Trustee Board has established six committees to supervise different aspects of the Fund and report back to the full Trustee Board.

There has been just one change to the Committees on which the Trustees sit since March 2020. The current membership of the committees is shown below:

Committee	TfL Nominated	Non TfL Nominated
Investment	Mike Binnington Mark Evers Lilli Matson Nigel Pickup	Lewis Brown Paul Kilius-Smith Paul Murphy John Timbrell*
Operations	Tricia Ashton Amanda Hopkins Lilli Matson Rebecca O'Donnell	Finn Brennan Lewis Brown Sonja Folarin Paul Murphy*
Audit	Amanda Hopkins Michael Hurwitz Rebecca O'Donnell	Finn Brennan Lewis Brown* Stephen Hedley
Appeals	Tricia Ashton Mike Binnington Michael Hurwitz	Stephen Ellaby Sonja Folarin Paul Kilius-Smith
Actuarial Valuation	Maria Antoniou* Rebecca O'Donnell	Stephen Ellaby Chris Miller
Alternatives & Liability Hedging	Mark Evers Nigel Pickup	Paul Murphy John Timbrell*

*Chair

OTHER FUND MATTERS

Ill-health pensions in payment

If you are in receipt of an ill-health pension, the Fund requires you to tell us if the total of your current earnings (if any) when added to your pension exceeds the greater of 150 per cent of your current pension or £36,800. This latter figure is increased annually by earnings inflation.

Ill Health Retirement

We have published a helpsheet which explains the ill health process for contributing members, this can be found on the Fund website homepage, the key things to note are:

- If there is a likelihood that you may leave due to ill health, you should make an application for an ill health pension allowing at least two months for the medical evidence to be collated and considered
- Members can submit their own ill health retirement application
- Making an application does not change the attendance at work process
- Being granted an ill health pension does not bring the attendance at work process to an earlier conclusion

Pensioner payments

If you receive payments into an overseas account in the European Union, some banks have already closed accounts or offer only a limited range of accounts following Brexit, so please check with your bank that this facility will continue to be available.

A number of our pensioners change account and it is important to remember there can be a delay in your change notification being received by the Fund office, so whether you use the current account switch service where the banks notify us or you make the switch independently, please do not close your old account until you have received confirmation from the Fund Office that we have received and actioned your change request, this will avoid payments being returned to us and the consequent delay in reissuing the payment to you.





CONTACTING THE FUND OFFICE

While the Fund Office team are working from home we still collect our post from the office, please ensure you write to the correct address. We moved in January 2020 but we still find post being sent to our old address, please note our current address in case you need to write to us, our full address and contact details are included on the back cover of this newsletter.

If you are telephoning the team, all team members have mobile telephones with the office number diverted to them however relying on the mobile network does mean that callers cannot always get through due to signal issues which is something outside of our control, so please bear with us and consider emailing instead.

KEEP YOUR DETAILS UP TO DATE

Every year we receive hundreds of items of returned post; this can lead to pensions being suspended or delays to payment of benefits while we track down members' new addresses.

For current employees, please ensure that your address on SAP is up to date as this information is fed through to the pensions team. For pensioners and deferred members you can tell us of a change of address through our Pension Web portal or by writing to or telephoning us.

KEEP YOUR PASSWORD SAFE

Many of you have registered for our Pension Web Portal, which contains important information about you and your benefits under the Fund, so please keep your password safe, don't share it and try to make sure that it is not something that could be easily guessed. If you think your password has been compromised you should look to reset your password through the portal, our user guide provides a step by step guide of how to do this.



CONTACTING US

The staff in the Fund Office will be pleased to answer any queries you may have. They cannot give financial advice or deal with tax matters but will be able to advise you who to contact for the assistance you need.

They can be contacted at:

TfL Pension Fund, 4th Floor
200 Buckingham Palace Road
London SW1W 9TJ

Email at: helpdesk@tflpensions.co.uk

If you have access to the internet, you can access member self-service and find lots of information, including forms and Fund documents, on the Fund's website at www.tfl.gov.uk/pensions

FUND OFFICE APPOINTMENTS

Due to the current lockdown restrictions we are not accepting visitors to the Fund Office, if the position changes we will publish details of how to arrange an appointment on the Fund website.

Your surname begins with	Telephone number / Mobile number	Your surname begins with	Telephone number / Mobile number
A	020 7126 1625 / 07395 361 678	N	020 7126 1451 / 07395 361 681
B	020 7126 1751 / 07395 361 688	O	020 7126 1402 / 07395 361 680
C	020 7126 2230 / 07395 361 687	P	020 7126 1402 / 07395 361 680
D	020 7126 1555 / 07395 361 673	Q	020 7126 2230 / 07395 361 687
E	020 7126 1555 / 07395 361 673	R	020 7126 1411 / 07395 361 691
F	020 7126 1625 / 07395 361 678	S	020 7126 1329 / 07395 361 663
G	020 7126 1425 / 07395 361 672	T	020 7126 1411 / 07395 361 691
H	020 7126 1490 / 07395 361 683	U	020 7126 1329 / 07395 361 663
I	020 7126 2230 / 07395 361 687	V	020 7126 1625 / 07395 361 678
J	020 7126 1451 / 07395 361 681	W	020 7126 2230 / 07395 361 687
K	020 7126 1451 / 07395 361 681	X	020 7126 2230 / 07395 361 687
L	020 7126 1490 / 07395 361 683	Y	020 7126 1411 / 07395 361 691
M	020 7126 1524 / 07395 361 682	Z	020 7126 2230 / 07395 361 687

If you are calling internally, the auto number is the last 5 digits of the telephone number above

You can also access Member self-service and find lots of information, including forms and Fund documents, on our website at www.tfl.gov.uk/pensions

