

BG Pension Scheme

Internal Dispute Resolution Procedure

The procedure set out below applies if a Complainant (listed below*, and which can include a representative), in writing, disputes the calculation of their benefit entitlement under the BG Pension Scheme (the "**Scheme**"), or is not satisfied with any aspect of the administration of the Scheme or makes any other complaint about those Scheme matters for which the Scheme's trustees (the "**Trustees**") have responsibility.

The procedure sets out the process adopted by the Trustees in accordance with sections 50 to 50B of the Pensions Act 1995 to deal with such complaints.

1. The Complainant should firstly write to the Secretary to the Trustees (the "**Secretary**") at the following address: Secretary to the Trustee of the BG Pension Scheme, Shell International Ltd, York Road, London SE1 7NA or via email to SI-BGPS-Trustee@shell.com. The Secretary will review the complaint and will, if possible, give a written response on the matter to the Complainant within four weeks of receiving the complaint. If it will take longer than four weeks to review and provide a response on the complaint, the Complainant will be informed of that fact within two weeks of receipt of the complaint.
2. If the Secretary is unable to resolve the complaint raised to the satisfaction of the Complainant, the Complainant may submit a formal complaint. A complaint under this procedure must be submitted in writing. In order to make such a complaint, the Complainant should request a Formal Complaint Form from the Secretary at the address shown above and submit it to the Secretary. On receipt of a fully completed written Formal Complaint Form, the Secretary will acknowledge the complaint within 10 days of receipt, including a statement that the Complainant may obtain assistance from the Money and Pensions Service ("**MAPS**") if they have any difficulties with their pension arrangements. The Secretary will also provide the Complainant with contact details for MAPS.
3. The Secretary will refer the details of the complaint to the Trustees. This referral will initiate the formal operation of the Internal Dispute Resolution Procedure required under the Pensions Act 1995. The Complainant will be notified of the date of this referral.
4. The Trustees may delegate the investigation and determination of the complaint to a sub-committee of the Trustees. Within four months of the date on which the Complaint is received, the Complainant will receive a response in writing with either a decision or the reasons for any delay and an estimated timeframe within which a decision will be provided. The response letter will conclude the Internal Dispute Resolution Procedure.
5. If, after these steps have been taken, a Complainant is still dissatisfied, they may refer the complaint to the Pensions Ombudsman free of charge. The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes.

Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) being complained about happened – or, if later, within three years of when the Complainant first knew about it (or ought to have known about it). There is discretion for those time limits to be extended.

The Pensions Ombudsman can be contacted at:
10 South Colonnade, Canary Wharf London, E14 4PU
Tel: 0800 917 4487
Email: Enquiries@pensions-ombudsman.org.uk
Website: www.pensions-ombudsman.org.uk
A Complainant can also submit a complaint online:
www.pensions-ombudsman.org.uk/making-complaint

30 September 2024

THIS DISPUTE RESOLUTION PROCEDURE MAY BE CHANGED FROM TIME TO TIME BY THE TRUSTEES.

***Complainant**

- A Scheme member (whether deferred or in receipt of a pension).
- the surviving spouse (whether of the same sex as, or opposite sex to, the member), surviving civil partner or surviving dependant of a Scheme member.
- a surviving non-dependant beneficiary of a deceased Scheme member.
- a person who has been covered by one of the above definitions in the past.
- a person claiming to be in one of the above definitions.

A complaint may be made or continued on behalf of any person listed above:

- a) where the person dies, by their personal representative,
- b) where the person is a minor or is otherwise incapable of acting for themselves, by a member of their family or some other person suitable to represent them,
- c) in any other case, by a representative nominated by them.

A complaint must be received from or on behalf of the Complainant within six months of the date on which the Complainant ceased to be, or claims to have ceased to be, a person with an interest in the Scheme.