

New pensions administration and payroll system – important information for pensioners from the Trustee Services Unit

On 31 May 2011, the Trustee Services Unit implemented a new Pensions Administration and Payroll system, called Compendia. It provides more flexibility, higher levels of automation and will enable us to improve our service to members.

The changes for you, as a pensioner, are minor as set out below:

1. Pension Number

In Compendia, every pension record has a new pension number which will be quoted on all future correspondence you receive from the Pensions Administration Team, e.g. pension payment advice slips, P60s, pension increase letters.

In order to make everyone aware of the changes, a pension payment advice slip will be sent to all pensioners at the end of June (for the payment due on 01 July) advising of the change and quoting the new pension number. **Please keep your new pension number in a safe place, as this is the number you should quote when contacting the team in future.**

If you receive a pension from both the Shell Contributory Pension Fund and the Shell Overseas Contributory Pension Fund you now have two new pension numbers, one for each Fund. You should quote both pension numbers when corresponding with the Pensions Administration Team. However, the two pension records are linked in our new system and so it won't be a problem if you only quote one pension number.

2. Pension Payment Advice

The layout of the pension payment advice slip has changed with the payments and deductions shown in separate columns. In addition, the different elements which make up your total pension payment are shown separately. This should make it easier for you to understand how your net payment is arrived at. Of course, this change in presentation to your pension payment advice slips makes no difference to your pension. If you need any clarification, please do not hesitate to contact the Pensions Administration Team on telephone number: 020 7934 1190.