

NortelPensionsUK

Internal Disputes Resolution Procedure (IDRP)

To ensure that members have a means to formally discuss any problems or misunderstanding that may arise in connection with their membership of the pension plan or benefits under it, the Trustee has set up an internal procedure for members to follow. This does not preclude a member from initially trying to resolve any issues directly with Watson Wyatt or from contacting TPAS.

The procedure is available to all contributing members, deferred and pensioner members, and to the dependants of all members and to prospective members. If a member ceases to be in any of the above categories he may still use the procedure so long as he applies under Stage 1 below within six months of ceasing to be in one of the above categories. The procedure is not available if alternative proceedings have already begun, or the Pensions Ombudsman has started an investigation into a complaint made or a dispute referred to him.

Preliminary Stage

If a member has a problem relating to the Pension Plan he should, at the earliest opportunity, discuss the matter with the Nortel Pensions Administration Team at Watson Wyatt (address: c/o Watson Wyatt Limited, PO Box 545, Redhill, Surrey RH1 1YX), or with the UK Pensions Manager at Nortel Networks. A member may also discuss any matters with their Consultative Committee representative. If the matter cannot be resolved, a member may invoke the formal Internal Disputes Resolution Procedure (IDRP).

Internal Procedure – Stage One

An application should be made in writing to the Secretary, Administration Discretions and Benefits Committee (ADB), c/o Watson Wyatt at the above address. The letter should set out the nature of the member's disagreement with details of why he feels aggrieved. A member may nominate a representative to deal with the complaint on his behalf.

In keeping with the new Pensions Regulator's guidance which permits a period of four months for reaching a decision, the ADB Secretary will normally aim to reach his decision within four months of receiving the letter (previously the timeframe was two months). A member can expect to be notified by the ADB Secretary no later than 15 working days after the ADB's decision on the matter. The decision will include references to any legislation or Plan Rule relied on and the member's rights under Stage Two below. If a decision cannot be reached within four months, the ADB Secretary will advise the member explaining the reasons for the delay and the expected date for a decision.

Internal Procedure – Stage Two

If a member is dissatisfied with the Stage One decision or any action which may have followed it, he should write to the Secretary, Nortel Networks UK Pension Trust Limited, c/o Watson Wyatt at the above address. This letter should include the information provided at Stage One, a copy of the ADB's decisions, and reasons why he is dissatisfied with the decision or the action following it, and should state that he wishes the Trustee to reconsider the decision.

In keeping with the new Pensions Regulator's guidance which permits a period of four months for reaching a decision, the Trustee will normally aim to reach a decision within four months of receiving the letter (previously the timeframe was two months). The Secretary to the Trustee will write to the member no later than 15 working days from the reaching of the decision, informing the member of the Trustee's decision and explaining whether, and to what extent, the Trustee's decision confirms or replaces the ADB's decision. The decision will include references to any legislation or Plan Rule relied on and to the member's right to resort to external resolution (see below).

External Resolution

If, despite going through the above internal procedure, the member remains dissatisfied, The Pensions Advisory Service (TPAS) at 11 Belgrave Road, London, SW1V 1RB is available to assist members with unresolved difficulties. The member may also put his case to the Pensions Ombudsman who can be contacted at the same address as TPAS. He normally insists before accepting any matter for investigation that it has been raised previously with TPAS and still remains unresolved.

The services of TPAS and the Pensions Ombudsman are available free of charge.

June 2015