

# Surrey Pension Fund

## Communication Policy Statement

This Policy Statement provides an overview of how we communicate with members, representatives of members, prospective members and scheme employers. Any enquiries in relation to this policy should be sent to the Pensions Manager, Surrey County Council, PO Box 5, County Hall, Penrhyn Road, Kingston-upon Thames KT1 2EB.

<b>Method of Communication</b>	<b>Media</b>	<b>Frequency of Issue</b>	<b>Method of Distribution</b>	<b>Audience Group (Active, Deferred, Pensioner, Employer or All)</b>
Scheme overview & Joiner Form	Paper based	On commencing employment and by request	Via Employer	Active
Scheme Booklet & Joiner Pack	Paper based and on website	On joining the scheme and by request	Home address or via Employer	Active
Factsheets	Paper based and on website	On request	Post to home address or email	Active and deferred
Newsletters	Paper based and on website	Annually and after material scheme changes	Via employers	Active and pensioner
Estimated Benefit Statements	Paper based	Annually	Post to Employer or home address	Active and Deferred
Pension Clinics / Roadshows	Face to Face	As requested by employer and employee	Via Employer	Active
Pre retirement courses	Face to face	As requested by employer	Via Employer	Active
Briefing Reports	Paper based and electronic	As and when required	Email or hard copy	Employers
Formal Dispute resolution Procedure	Paper based or electronic	As and when a dispute arises	Email or hard copy	All
Annual Report and Accounts	Paper based or electronic	Annually	Email or hard copy	All
Pension Fund Valuation Report	Electronic	Every three years	Email	All