

# ELI LILLY GROUP PENSION PLAN INTERNAL DISPUTE RESOLUTION PROCEDURE

We are happy to put right any mistake that has been made. If you have a complaint about your pension the best way to resolve it before making a formal complaint is to contact the Pension Administration team directly. This may save you time and trouble.

If your query is not resolved to your satisfaction you may ask for your complaint to be considered under the Eli Lilly Group Pension Plan's Internal Dispute Resolution Process (IDRP).

**You may make a complaint if you have an interest in the Plan. You may have an interest if you are:**

- A member or beneficiary of the Plan, e.g. a spouse, partner or dependant
- A person who is entitled to be paid benefits from the Plan on the death of a member
- A prospective member
- Someone who has ceased to be a member, beneficiary or prospective member
- Someone who claims to be in one of the categories above and the dispute relates to whether you are such a person

**A complaint may be submitted by one of the following:**

- You, as the complainant
- A representative you have nominated to act on your behalf
- The personal representative of a complainant who has died
- Someone acting on behalf of a complainant who is incapable of acting

**Your complaint should be in writing and addressed to the Plan Secretary.**

Email: Mark your email for the attention of the Plan Secretary at [elililly@buck.com](mailto:elililly@buck.com)

Post: Plan Secretary  
Eli Lilly Group Pension Plan  
Lilly House  
Basingview  
Basingstoke  
RG21 4FA

**You should provide sufficient information to allow investigation.**

- Your name, address, telephone number and email
- Your national insurance number
- If you are a dependant your relationship to the member
- Details of the complaint: what and when it happened, why you are dissatisfied and the effect on you
- Copies of any documentation and/or correspondence that relates to the complaint

- Your communication preferences: e.g. email, telephone, letter and details of any adjustments you may need to assist you with your complaint such as large print, use of a deaf interpreter service or preference for video communication with close captioning
- Details of your personal representative if you have asked someone to act for you and whether their address is to be used in connection with your complaint.

Any information you provide to us will be processed in line with the Plan's Privacy Policy. A copy of this can be obtained from the Plan website or from our administrator.

We may pass information you provide in relation to this dispute to the Plan's Trustee Board, Eli Lilly and Company (the Plan's principal employer) and to our appointed legal, actuarial and investment consultants or to the Plan's Administrator.

We may need to process sensitive personal data for the purpose of considering and making a decision in relation to your complaint. This includes data concerning racial or ethnic origin, religious beliefs, health or sexual orientation. We may process your complaint (including this sensitive information) where it is necessary in order to comply with our legal obligations or to defend a claim.

## **The Process**

- If you are not a current member or beneficiary of the Plan, your complaint must be made within 6 months beginning immediately after the date on which you (or the member) ceased to be a member of the Plan. The Trustee Board may (in its absolute discretion) accept a complaint outside the 6-month period.
- On receipt of your complaint the Plan Secretary confirms that it can be dealt with under the IDRP. We cannot deal with complaints that:
  - o relate to the terms in your employment contract, your pay, or any other benefits that may have been provided by your employer;
  - o have already started in the Courts or a Tribunal;
  - o the Pensions Ombudsman (except its Early Resolution Service) is currently or will start investigating,

in which case we will let you know at this stage if your complaint cannot be dealt with under the IDRP.

- If we can deal with your complaint the Plan Secretary, or a suitably qualified person will consider the information provided, the Plan's Trust Deed and Rules and relevant legislation. You may be asked for further information at this stage.
- Details of your complaint, the research and evidence collected will then be sent to the Trustee Board for a decision.
- Every effort is made to ensure the Trustee Board has sufficient information to make a decision but the Trustee Board may also ask for additional information from you at this stage. The Trustee Board aims to resolve all complaints within four months of the date of receipt. If it is appropriate to take more than four months to reach a decision you will

receive an interim reply setting out reasons for the delay and an expected date for issuing the decision.

- You will be notified no later than 21 days after the decision.

### **Support through the process**

Staff at MoneyHelper (previously known as the Money and Pensions Service) are available to provide free and impartial advice in relation to your pensions.

**Tel:** 0800 011 3797

**WebChat:** [www.moneyhelper.org.uk/PensionsChat/](http://www.moneyhelper.org.uk/PensionsChat/)

### **Subsequent action**

If you are dissatisfied with the decision of the Trustee Board you may refer your claim to the Pensions Ombudsman (“**TPO**”).

TPO deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes. An application to TPO must be made within three years of when the event(s) your complaint refers to happened or, if later, within three years of when you first knew (or ought to have known) about it. Although TPO has the discretion to extend these time limits.

The Pensions Ombudsman  
10 South Colonnade  
Canary Wharf  
E14 4PU

**Tel:** 0800 917 4487

**Email:** [Enquiries@pensions-ombudsman.org.uk](mailto:Enquiries@pensions-ombudsman.org.uk)

**Website:** [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)