Eli Lilly Group
Pension Plan

CONTACT DETAILS

MYREWARD.LILLY.COM

ELILILLYGROUPPENSIONPLAN.CO.UK

The Lilly Plan: Making retirement better

Lilly employees

The Lilly Plan is a defined benefit (or final salary) pension plan. This means that the pension you earn is based on your Pensionable Earnings whilst you are employed with Lilly and the length of time you work for us — your Pensionable Service.

The Plan provides different benefits for Pensionable Service before and after 1st January 2011. Your total pension is the sum of the pre 2011 and 2011 benefits added together.

The Plan's Normal Retirement Age is 65. You can access your pension early with consent from Lilly. Unless you are suffering from ill health you must be over 55 to do this. This rises to 57 in 2028.

If you take your benefits early they will be reduced to take account of the fact that they will be paid for longer. You can also continue to earn pension benefits after age 65 if you are still employed with Lilly.

The good news is that, although it can be a bit complex, you don't need to do the retirement calculations yourself. You can use the Pension Modelling tools on **myReward** to estimate your total pension at different retirement ages.

Elanco employees

If your employment transferred to Elanco UK AH Limited (Elanco) on 1st January 2019 and you remain employed by Elanco until you draw your benefits, you will be treated as an Elanco deferred member at retirement. This means that the early retirement benefits set out on page 15 will apply, but service will only be counted up to 1st January 2019.

Please contact the Plan Administrator directly with any queries about your benefits.

Novartis employees

If your benefits transferred to the Lilly Plan from the Novartis UK Pension Scheme in 2015, this booklet does not reflect the benefits payable to you from the Plan. If you were a member of the Novartis UK Pension Scheme, the Vericore, Sandoz, CIBA or Wander Schemes and you have questions about your pension benefits, please contact the Plan Administrator directly for details of your benefits.

From 2011

From 1st January 2011, pension benefits build at an Accrual Rate of 1/80th. This benefit is provided at no cost to you. You may have decided to make a contribution and build your pension at an Accrual Rate of 1/60th (for further details, see definitions on page 25). These are called the 1/80th and 1/60th sections of the Plan. An example of the pension benefit you might earn in each section is set out below.

If you retire at Normal Retirement Age (age 65) with Pensionable Earnings of £50,000 and Pensionable Service of 15 years from 1st January 2011, your pension from the 2011 Plan would be either:

1/80th Section

Make no contribution and have your pension build up at a rate of 1/80th

1/80 x 15 x £50,000

= £9,375

a year

Assuming you remain in the 1/80th section for the full 15 years

OR

1/60th Section

Make a contribution (currently 5%) and have your pension build up at a rate of 1/60th

1/60 x 15 x £50,000

= £12,500

a year

Assuming you remain in the 1/60th section for the full 15 years

If you are in the 1/60th section you can move to the 1/80th section in LillyFlex and contributions will stop. You can no longer move to the 1/60th section. Contributions are made by Salary Sacrifice.

Pre 2011

Pre 1st January 2011 your Accrual Rate was 1/60th of your Pensionable Earnings (for further details, see definitions on page 25). There was also an adjustment known as the State Integration Element which was 1/80th of the Basic State Pension for each year of Pensionable Service.

If you retire at Normal Retirement Age (age 65) with Pensionable Earnings of £50,000 and Pensionable Service of 15 years prior to 1st January 2011, your pension from the pre 2011 Plan would be:

Pre 2011 pension		State Integration Element		Total estimated pre 2011 pension
1/60 x 15 x £50,000 = £12,500 a year	Less	1/80 x 15 x £10,000 = £1,875 a year	=	= £10,625 a year

Note: Basic State Pension is shown as £10,000 — this figure is illustrative only and does not reflect the current rate of Basic State Pension.

Your Total Pension

Your total pension is the sum of your pre 2011 and 2011 benefits.

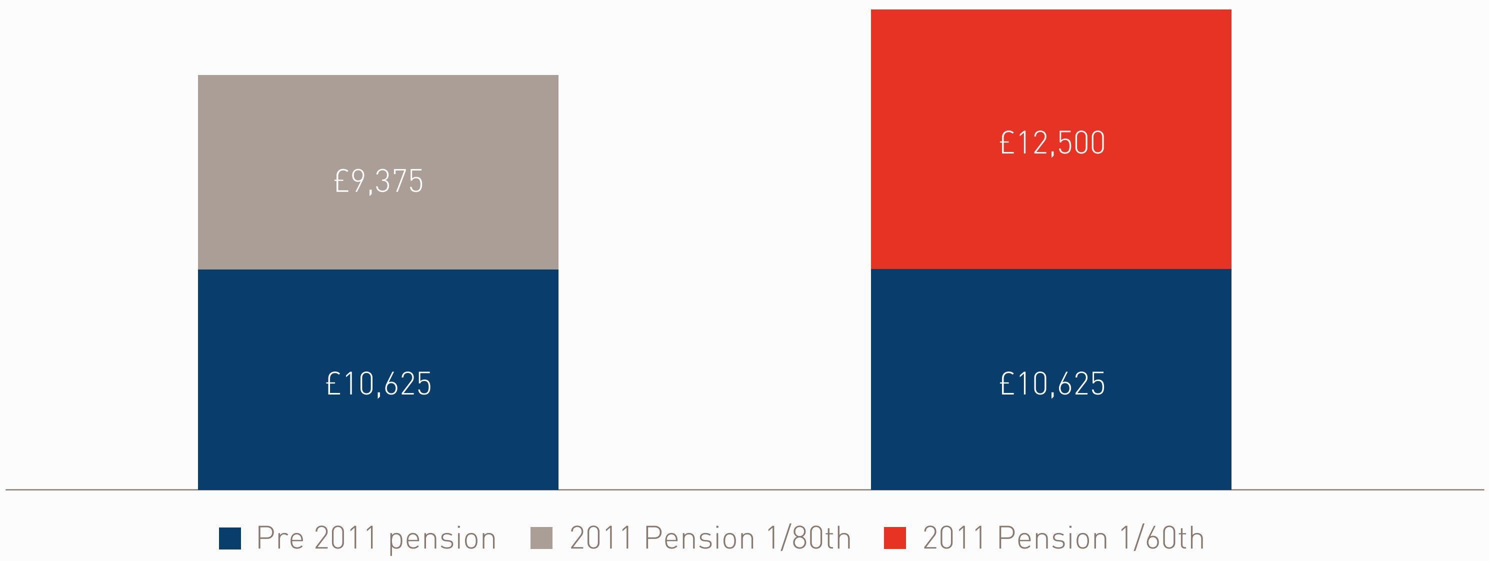
Using the examples above for a member with 15 years of service in the pre 2011 section and 15 years of service in the 2011 section, their total pension, payable at age 65, would be:

No Employee Contribution

Total Pension at 65: £20,000

With Employee Contribution from January 2011

Total Pension at 65: £23,125



Saving More

Voluntary contributions are a good way of boosting your retirement benefits. You can make these to the Lilly Plan if you are employed by Lilly.

At Lilly, voluntary contributions through payroll are called Special Employer Contributions or SpECs. These are made by Salary Sacrifice. You give up part of your pay and in return Lilly will pay the corresponding amount plus an extra 5% of the amount you are contributing to your SpECs account. So if you give up £100, Lilly will pay £105. You can change the amount of your SpECs contribution every month on LillyFlex.

The additional benefits that you may receive from SpECs depend on many factors including the amount that you save, the investment return, any charges payable, the age at which you take your benefits and the cost of converting your SpECs savings into an annuity.

SpECs limits and state benefits

You cannot sacrifice your pay below the National Living Wage. If you want to pay more into your pension, you can do this by making an Additional Voluntary Contribution (AVC).

Your entitlement to certain state benefits, such as Maternity Allowance, Statutory Adoption and Paternity Pay, may be affected if your gross pay, after participating in SpECs, falls below specific amounts. For more information please consult the relevant section on the Government websites.

Investing your savings

You will need to decide how to invest the money you save. Your investment choices are set out in the separate Investment Choices Guide available on **myReward**.

Flexible Working

Reduced Hours

If you work reduced hours, your years of Pensionable Service will be adjusted in the proportion of your actual hours to standard hours, but your Pensionable Earnings will be the full-time equivalent.

Family Leave

If you are on family leave, such as Maternity Leave, Adoption Leave or Parental Leave, your Pensionable Service will continue. You will continue to make payments to the Plan (if you are a 1/60th Section member), or receive a taxable salary supplement (if you are a reduced accrual 1/120th member — see page 10 or — a salary cap member), based on your actual earnings with the exception that no deduction will be made from any statutory elements of pay. If, however, you choose to leave Lilly after a period of unpaid leave, the period of unpaid leave will not count as pensionable.

Career Breaks

If you take a career break, this period will not be counted as Pensionable Service. When you return to work from your break, your two periods of Pensionable Service will be added together for the purposes of calculating your pension.

Life assurance will continue during your career break at two times your basic salary at the start of your career break.

Higher Earners

The taxation of pensions is complex. Retirement savings are tax free up to certain limits but tax may be payable if your retirement savings exceed the Annual Allowance.

It is your responsibility to report to HMRC if you have exceeded the Annual Allowance. You may be able to ask the Plan to settle any tax bill arising at the end of each tax year. If you do this, your pension will be reduced at a later date.

Paying tax

These rules are complex and you may wish to contact the Plan Administrator if you have questions about how this would work in practice.

If your base pay is over £62,500, you have some additional LillyFlex choices. These result in lower pension benefits being earned.

Reduced Accrual

You may select a lower 1/120th accrual rate and receive a non-pensionable, taxable, salary supplement of 6.5% of Pensionable Earnings from the Company in lieu of pension benefit.

Salary Cap

You may select a cap of £62,500 on your Pensionable Earnings. Pay in excess of the cap will not be pensionable. The Company will provide an alternative benefit in lieu of providing pension benefit on Pensionable Earnings in excess of the cap. The alternative benefit will be communicated by the Company. This may take the form of a taxable cash supplement or alternative remuneration.

Once you have selected either the 1/120th accrual rate or the salary cap, you may not de-select these at a later date.

The cap does not apply to any lump sum paid out in the event of your death whilst in the service of Lilly.

If you are concerned about these issues you may wish to take Independent Financial Advice.

Dependants' Benefits

If you die while you are working for Lilly and you are a Plan member, the following benefits will be payable:

- **A cash lump sum:** equal to two times your basic annual salary at death — this can be increased to up to eight times through LillyFlex. This is payable, at the discretion of the Trustee, to one or more of your beneficiaries. You can increase your level of cover through LillyFlex, but as these benefits are insured, the increased level of cover is subject to the insurer's terms and conditions. If benefits cannot be insured under this policy, they will not be provided. The maximum total benefits under this policy is £1.25m.
- **A pension for your spouse/partner/civil partner and/or other dependant:** 50% of your prospective pension. The Trustee would consider any individuals (other than a child of the member) who were, at the time of your death, financially dependent on you because of disability or had a financial relationship of mutual dependence with you. The pension is reduced by an amount of up to 2% for each year over ten by which your spouse/partner/civil partner or dependant is younger than you.
- **A child's pension:** 12.5% of your prospective pension may also be payable to up to four children. Childrens' pensions are payable up to the age of 16, or 23 if the child remains in full time education. Pensions may continue during gap years. They are paid indefinitely to any child who was dependent at the time of your death on account of disability. An eligible child may include any of your children including genetically related children, adopted children, step children and, at the Trustee's discretion, any child to whom you stood in loco parentis.
- **A return of SpECs and AVCs:** If you have made any additional retirement savings in the Plan, the balance in your account will be paid to one or more of your beneficiaries.

Dependants' Benefits

Your prospective pension is the pension you would have received had you remained in Pensionable Service until your Normal Retirement Age (age 65) but based on your Pensionable Earnings at the date of death. Your prospective pension will be based on your choice of accrual rate and whether you have selected the salary cap.

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Opting Out

You may opt out of active membership of the Plan whilst you are employed by Lilly. You must give one month's notice to the Trustee to do this. You may start to build pension benefits in the LillySIPP or in certain circumstances you may opt out of all future pension benefit and receive cash in lieu of pension. The rules related to this are outlined on **myReward**.

If you are under 55

You will become a deferred member of the Plan and the rules that relate to payment of benefits to deferred members will apply.

If you are over 55, rising to 57 in 2028

You may opt out of the Plan and with Company consent may draw your benefits. The rules that relate to early retirement from active service apply.

Summary of your choices

The Plan allows you to build up benefits at a slower rate and the Company requires a contribution or makes a payment to you based on your choice.

Less pension earned

Accrual rate	Impact on pay
1/60th	5% sacrifice of pensionable pay
1/80th	No sacrifice of pay and no pay supplement
1/120th	6.5% taxable supplement to pensionable pay

If you move from 1/60th to 1/80th or 1/120th you cannot later decide to change your mind.

You can request that a salary cap of £62,500 is applied to any of the accrual rates. If you opt to have the salary cap applied then you will earn an 11.5% taxable supplement to any pensionable pay in excess of the cap. You will continue to pay or receive the amounts set out in the table on pay up to £62,500. The 11.5% taxable supplement is set by the Company and may change.

You may change your accrual rate in LillyFlex ahead of the new calendar year or ahead of the new tax year.

Early Retirement

You may be able to take your pension from age 55. This rises to 57 in 2028. Lilly's consent will be needed if you are younger than 62. The annual pension you are entitled to will be reduced because it will be paid for longer.

Early retirement — 2011 benefit

The pension you earned after 1st January 2011 would currently be reduced by 3% per year for each year of early retirement before age 65. This reduction factor is reviewed from time to time and may change in the future.

For example, if you wanted to retire at age 60 your pension earned from 1st January 2011 would be reduced by 15%.

Early retirement — pre 2011 benefit

A points system applies to pension earned in the pre 2011 Plan and you may benefit from this if you have long service. Points are calculated by adding age at retirement to total years of Pensionable Service. E.g. retiring at age 60 with 28 years of service gives 88 points.

- 90 points or more: no reduction to your 2011 pension
- Between 80 to 90 points: a 1.5% reduction for each point below 90

If you do not have long service, the early retirement reduction is 3% for each year of early retirement before age 62. The 3% reduction may also be applied if this is more favourable than the points basis. E.g. if you are 60 with 25 years of service, you have 85 points. The points reduction is 5 points x 1.5% = 7.5%. But the age-based reduction is 2 years x 3% = 6%.

If you take your benefits early, the State Integration Element is paid as a supplement until age 65.

Late Retirement

You may continue to earn benefits past your Normal Retirement Age of 65.

Your pension will become payable when you request it.

You may also continue to make additional retirement savings by paying SpECs.

Taking a Pension

If you have left Lilly, or leave in the future before drawing your pension, you will have a deferred pension.

Your pension will be calculated at the date of leaving and will be increased between the date of leaving Pensionable Service and retirement (increases are currently calculated broadly in line with inflation up to 2.5% a year for benefits earned from 6th April 2009, and in line with inflation up to 5% a year for benefits earned up to 5th April 2009).

Deferred benefits can be paid from age 55, rising to 57 in 2028, with Lilly's consent provided they meet contracting-out requirements. Your pension will be reduced. The early retirement reduction is currently 4.0% for each year of early retirement, because the pension is being paid for longer. Early retirement reductions are calculated as follows:

Pre 2011 pension — reduction applied for every year below age 62

2011 pension — reduction applied for every year below age 65

These rules may seem complicated but you don't have to work out your pension yourself. You can run a quote on the Lilly Plan Portal at any time and see an estimate of your pension at different retirement ages.

If you die leaving deferred benefits, a pension may be paid to your spouse/partner/civil partner, or dependant, or any qualifying children. Separate children's pensions are not payable under the Lilly Plan rules to deferred members; however children could receive benefits as dependants if there is no spouse/partner/civil partner. The amount will be based on your deferred benefits and paid at the date of your death. The value of any additional retirement savings, such as SpECs, will also be paid to one or more of your beneficiaries.

Taking a Transfer

If you have left Lilly, or leave in the future before drawing your pension, you will have a deferred pension.

You can take your pension with you. A "cash equivalent transfer value" will be calculated and you can pay this into a Personal Pension, Stakeholder Pension or SIPP, or into your new employer's scheme, if they agree to accept it. If you transfer out your final salary pension, you will also have to transfer out the value of any additional retirement savings you have made.

You will be able to see an indicative, non-guaranteed transfer value on the Lilly Plan Portal each month.

You may request a guaranteed cash equivalent transfer value from the Plan Administrators at any time up to one year before your Normal Retirement Age. The Trustee may also agree to a transfer out after that time. You may request one free transfer value quote a year but a charge will be made for additional quotes. If you wish to consider a transfer and the value is over £30,000, you will be required by law to take Independent Financial Advice.

When considering a transfer value you should make sure you understand what you would be giving up. More help and guidance is available on the Financial Conduct Authority website (**fca.org.uk**).

We also draw your attention to the risk of Pension Scams. Be wary of any adviser contacting you out of the blue, promising high or guaranteed returns, offering a free pension review or access to your pension before 55.

Do not be pressured to act quickly.

Lilly Plan Benefits

"Pension Freedoms" is the name given to the increased flexibility introduced in 2015, which applies mainly to Defined Contribution benefits. As a member of the Lilly Plan you have certain options about how you take your final salary benefits from the Plan.

- You can receive an annual pension paid into your bank or building society monthly in advance.
- You can take a tax-free cash lump sum in exchange for part of your pension (subject to the maximum amount allowed by HM Revenue & Customs) and receive the rest paid as a monthly pension.
- You can transfer out the value of your pension to another pension provider. If you transfer out you will receive no further benefits from the Plan.

SpECs and AVCs

If you have made additional retirement savings, such as SpECs:

- You can use the savings to fund any tax-free cash lump sum at retirement.
- You can transfer the value of your savings to another pension provider.
- You cannot leave your additional retirement savings invested once you have started to take your final salary pension or if you have transferred your final salary pension benefits to another provider.

You can see the value of your SpECs and AVC on the Lilly Plan Portal at any time. You can also use the Portal to run retirement quotes at different ages and see an indicative, non-guaranteed transfer value.

Dependants' Benefits

If you die after you retire and have started drawing your pension, the following benefits will be payable:

- **A pension to your spouse/partner/civil partner or dependant:** equal to 50% of your pension entitlement calculated as if you had not taken any tax free cash in exchange for pension. The pension is reduced if your spouse/partner/civil partner or dependant is more than ten years younger than you, by an amount of up to 2% for every year over ten.
- **A child's pension:** equal to 12.5% of your pension entitlement calculated as if you had not taken any tax free cash in exchange for pension. The child's pension is payable to up to four children under the age of 16, or 23 if they are in full-time education.
- In certain circumstances, **a cash benefit:**
  - If no spouse/partner/civil partner or dependant's pension is payable, and you die within five years of retirement, a cash benefit equivalent to the unpaid balance of your first five years' pension is payable at the discretion of the Trustee to one or more of your beneficiaries.
  - If you joined before October 1991, and you die in retirement before you reach 65 years of age, a cash benefit equal to the greater of twice your annual early retirement pension at retirement (after deducting any pension surrendered for a lump sum) or the unpaid balance of your first five years' pension is payable.

Pension Increases

If your State Pension age is before 6th April 2016

Pensions earned after 6th April 2005	Increased each year in line with RPI up to a maximum of 2.5% each year
Pensions earned after 6th April 1997 but before 5th April 2005	Increased each year in line with RPI up to a maximum of 5% each year
Guaranteed Minimum Pension earned after 6th April 1988	Increased annually in accordance with figures determined by the Government up to a maximum of 3% each year Increases above 3% are effectively provided through the State Pension
Pensions earned before 6th April 1997, in excess of the Guaranteed Minimum Pension	This is reviewed each year and may be increased from time to time at the discretion of the Company
Guaranteed Minimum Pension earned from 6th April 1978 to 5th April 1988	Increases are effectively provided through the State Pension

Pensions in payment for less than one year will be increased pro-rata with the exception of GMP which will be increased in full.

Spouse/partner/civil partner's, dependants' and children's pension will be increased at the same rate as members' pension.

Pension Increases

If your State Pension age is on or after 6th April 2016

Pensions earned after 6th April 2005	Increased each year in line with RPI up to a maximum of 2.5% each year
Pensions earned after 6th April 1997 but before 5th April 2005	Increased each year in line with RPI up to a maximum of 5% each year
Guaranteed Minimum Pension earned after 6th April 1988	Increased annually in accordance with figures determined by the Government up to a maximum of 3% each year
Pensions earned before 6th April 1997, in excess of the Guaranteed Minimum Pension	This is reviewed each year and may be increased from time to time at the discretion of the Company
Guaranteed Minimum Pension earned from 6th April 1978 to 5th April 1988	No increases are paid on this amount

Pensions in payment for less than one year will be increased pro-rata with the exception of GMP which will be increased in full.

Spouse/partner/civil partner's, dependants' and children's pension will be increased at the same rate as members' pension.

State Pensions

From 6th April 2016, the single tier State Pension replaced the Basic State Pension and the State Second Pension. The single tier State Pension is payable to those reaching State Pension age on or after this date. The amount of single tier State Pension you receive will be based on your record of contracted in National Insurance contributions.

The 2011 Plan provides benefits on a contracted in basis; benefits earned in the pre 2011 Plan were on a contracted out basis. You can get a State Pension statement from **gov.uk/check-state-pension**.

When calculating pre 2011 benefits under the Plan, the State Integration Element will continue to be calculated based on the Basic State Pension rather than the new single tier State Pension.

Guaranteed Minimum Pension

Part of your pension earned between 17th May 1990 and 5th April 1997 will be designated as Guaranteed Minimum Pension. A court ruling in 2018 required us to remove any inequality due to the different build up of Guaranteed Minimum Pension for men and women. Your benefits will be automatically adjusted to comply with this court ruling. Equalisation will be allowed for within your retirement quotation on myReward and an annual check will be carried out when your pension is in payment.

Definitions

Accrual Rate

This is the rate at which you earn benefits. It's written as a fraction of your Pensionable Earnings. So an accrual rate of 1/80th means that you earn 1/80th of your Pensionable Earnings for every year of Pensionable Service. Accrual rates in the Plan are 1/80th of Pensionable Earnings and 1.67% of Pensionable Earnings which is referred to as 1/60th. Some higher earners at Lilly may also be able to select an accrual rate of 1/120th.

Divorce

Your pension benefits may be "shared" with a spouse/civil partner. Contact the Plan Administrator for more information.

Eligibility

Permanent employees who had joined the Plan before 31st December 2009 may continue as members. The Plan closed to new hires from 1st January 2010.

Pensionable Earnings

The highest annual average of your basic salary plus shift allowances plus any other defined payments considered pensionable, including payments from the Lilly Management Bonus Scheme, disturbance allowance and, from 1st January 2011, banked hours, over any consecutive 36-month period in the last ten years before retirement or leaving Pensionable Service.

Pensionable Service

The number of years and complete months you are an active member of the Plan. This will be measured separately before and after 1st January 2011.

Salary Sacrifice

Salary Sacrifice is a way of making contributions for your pension benefit that is tax-efficient for most employees and the Company. Making contributions this way lowers National Insurance contributions for you and Lilly, in comparison with making pension contributions through payroll deduction. You make a contribution on any amounts paid to you that are included in your Pensionable Earnings.

Transfers in

The Trustee currently will not accept any transfers in.

Legal and Regulatory Information

Amendment/Discontinuance

The Plan may be amended or discontinued at any time. If the Plan were to be discontinued, its assets would be used to provide benefits in accordance with the Rules.

Charging your Benefits

You may not charge, assign or otherwise dispose of your benefits under the Plan. If you try to do so you will lose your entitlement to the benefits.

Cross Border Employees

If you make yourself subject to the social and labour laws of another country, other than as a result of a secondment by Lilly, you will be deemed to have ended your active membership of the Plan at the date your status changed.

HM Revenue & Customs Restrictions

The Plan is registered with HM Revenue & Customs so as to allow you and Lilly to benefit from the advantageous tax status. There are, however, restrictions and tax implications if you build benefits each year over the Annual Allowance. For more information about this please go to the HM Revenue & Customs website.

If you are concerned about these issues you may wish to take Independent Financial Advice.

Internal Dispute Resolution Procedure

If you have a query or complaint regarding the Plan or your benefits you should contact the Plan Administrator.

If you are not satisfied with the answer they give you should write to:

Secretary
Eli Lilly Group Pension Plan
Lilly House
Basing View
Basingstoke
RG21 4FA

You will be advised of the Internal Dispute Resolution Procedure and how to progress your complaint.

If you are unhappy with the decisions taken on your complaint, you should contact MoneyHelper, which is part of the Money and Pensions Service (MaPS) and/or the Pensions Ombudsman at the addresses given in this guide.

Management

The Plan is managed on behalf of members by the Trustee. The Trustee has a legal responsibility to consider the interests of the beneficiaries of the Plan at all times. The Trustee is helped by advisers such as actuaries, auditors, solicitors and investment managers.

The Trustee must set guidelines for all investment managers so that any risk, which is inevitable with all investments, is kept within reasonable limits. This is one of the areas covered by the Trustee's Statement of Investment Principles. The Trustee is also required to publish an Engagement Policy Implementation Statement setting out how it ensures its stewardship policies and objectives have been adhered to.

Information relating to the management of the Plan, such as our Trustee Report to members, is available on our **Plan Website**.

Monetary Obligation to Employers

If you are found guilty of any negligent, fraudulent or criminal act or omission against the Company, the Company may recover money from your pension rights.

Personal details

In order to run the Plan properly the Trustee, the Plan Actuary, the Plan Administrator and other advisers hold certain personal information about each Plan member, including their name, address and date of birth, and other information needed to calculate Plan benefits for the member and their dependants. This information is only available to the Trustee, the Company and the Plan's professional advisers. It can only be used by them to calculate and provide benefits and for the efficient running of the Plan.

It is your responsibility to keep the Trustee informed of any changes in address. Without this information there may be delays in payment of benefits to you or your dependants. You should also regularly review your Expression of Wish Form to ensure it represents your current wishes.

Employees who have not started to take their pension benefits should update their address on **Workday**. Deferred and retired members can update their address on line on the member portal or in writing to the Plan Administrator.

Trust Deed and Rules

The information in this guide summarises the main aspects and benefits of the Plan. A full and thorough description of Lilly Plan and all the conditions under which benefits are payable is contained in the Trust Deed and Rules. In the unlikely event that the benefits and conditions described in this guide differ from those in the Rules, the Rules will prevail.

Contact Details

Contact us

Need extra help? You're not alone

If you've any questions about an existing case with Buck, the Plan Administrator, you can use our 'Case Tracker' service within the Lilly Plan Portal to contact one of the team.

You can also use our online chat functionality to speak to a member of the team — simply log in to the Lilly Plan Portal.

Plan Portal log in

Current employee

Former employee

Write, email, or call us

Address: Eli Lilly Group Pension Plan
PO Box 319
Mitcheldean
GL14 9BF

Email: **Elililly@buck.com**

Phone: 0330 123 9591

You can find an independent financial adviser (IFA) in your local area by using the Retirement Adviser Directory on the **MoneyHelper** website.

The Eli Lilly Pension Plan mobile app

To download the App simply go to the Apple Store or Google Play and search for 'Orion+ Buck'. Even though you've registered for the Lilly Plan Portal, you'll need to set up a separate account on the app. Select **'Don't have an account? Register here'** to get started, and enter **'Lilly'** when asked for a client code. If you need your Unique ID for verification, you can request this from the Plan Administrator.

Download on the App Store

GET IT ON Google Play

Retire Online

Remember, if you're looking to retire and take your benefits, you can start this process online by using our 'Retire Online' functionality. Simply log in to the Lilly Plan Portal to use Retire Online.

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MoneyHelper (part of the Money and Pensions Service)

MoneyHelper is an independent organisation that helps people with their questions and issues about pensions and may be helpful if an issue has arisen that cannot be resolved using the Internal Dispute Resolution Procedure.

You can contact them on their online enquiry form:

moneyhelper.org.uk/en/contact-us/pensions-guidance/pensions-guidance-enquiry-form

Telephone: 0800 011 3797

Address: MoneyHelper
120 Holborn
London
EC1N 2TD

Pensions Ombudsman

If MoneyHelper is unable to resolve any disputes between members or beneficiaries and the trustee or administrators of an occupational pension plan, the member or beneficiary may refer the matter to the Pensions Ombudsman. The Pensions Ombudsman may investigate and determine any complaint or dispute of fact or law in relation to the plan.

The complaint may be made by, or on behalf of, a member or beneficiary of the plan.

The Pensions Ombudsman may be contacted at:

Email: **enquiries@pensions-ombudsman.org.uk**

Address: Pensions Ombudsman
10 South Colonnade
Canary Wharf
London
E14 4PU

The Pension Tracing Service

Information about the Lilly Plan has been given to the Pension Tracing Service. This acts as a central tracing agency to help individuals keep track of the benefits they have in previous employers' pension plans. If you have difficulties tracing pension plans of which you may have been a member in the past you should contact the Pension Tracing Service online:

gov.uk/find-pension-contact-details

Telephone: 0800 731 0193

Address: Post Handling Site A
Wolverhampton
WV98 1AF

The Pensions Regulator

The Pensions Regulator has been set up to look after members' interests if those running plans do not meet their legal and regulatory obligations. You can report to them if you have concerns about your pension or suspect it is not being run properly. This is also known as "whistleblowing". The Pensions Regulator may be contacted at:

Telephone: 0345 600 7060

Email: **wb@tpr.gov.uk**

Address: Telecom House
125–135 Preston Road
Brighton
BN1 6AF

We've made every effort to ensure the information in this guide is complete and up to date. However, pensions can be an area of rapid change and it cannot be guaranteed that all changes affecting the Plan will have been incorporated at all times.

Neither the Trustee nor Lilly is responsible for any action taken by members or potential members relying on information contained in this guide. The Plan is governed by the Trust Deed and Rules. In the event of there being any difference between the information contained in this guide and the Rules, the Rules will prevail. A copy of the Rules can be obtained from **myReward**.