



In light of the recent update from the UK government, Options UK would like to reassure our clients that our services and responding capabilities remain unaffected and here to service all our clients.

We have a dedicated team to co-ordinate any planning, risk management, day to day operations and communications which meet on a weekly basis to review the risks to the business and any national updates.

We have managed to deploy staff to work from home where they are well equipped to work remotely.

OPTIONS: PLANNING

We have implemented the following procedures

- A full review of our office risk assessment and implemented any further mitigating action as appropriate.
- Identified key functions which can work at home effectively and key functions which must remain in the office to provide the continuation of service to our customers
- We had already made adjustments to our office working environment and these continue to remain in place
- All staff have been and will continue to use face masks / shields, anti bac wipes and will maintain social distancing.
- We will continue to use video conferencing facilities for client meetings.
- Our telephone lines remain open

We will keep you updated for any significant changes and please refer to the Contact Us page on the website at www.optionspensions.co.uk/contact-us or below for the most up to date information.

Thank you for your continued support and understanding at this time.

<<<<< END OF SECTION_4th NOVEMBER 2020 >>>>>>>>>>

Please continue to contact us using the following:

For your Options Workplace pension

Enquiry type	Preferred contact method	Contact point
Sending us your employee payments schedules	Email	CPUKcorporateprocessteam@optionspensions.co.uk
All type of enquires	Email	If you are a member of the Options Workplace pension please contact us using workplacepensions@optionspensions.co.uk If you are a member of Amber, please contact us using amber@optionspensions.co.uk
All investment company queries should be sent to	Email	workplacepensions@optionspensions.co.uk

You can still call us on +44 (0) 330 124 1510 and if you are not sure, please send an email to workplacepensions@optionspensions.co.uk

If you are part of the TLWPT please use the following:

Enquiry Type	Preferred contact method	Contact point
All type of enquires	Email	lewis@optionspensions.co.uk

For all SIPP / SSAS enquiries relating to your Options or London & Colonial pension, please use the following:

Enquiry Type	Preferred contact method	Contact point
Illustrations	Email	Illustrations@optionspensions.co.uk
New business	Email	newbusiness@optionspensions.co.uk
Investments	Email	investments@optionspensions.co.uk
Pension benefits and payroll	Email	Benefits@optionspensions.co.uk
Property	Email	property@optionspensions.co.uk
Transfer Out	Email	Sipptransfers@optionspensions.co.uk
All other enquiries	Email	customerrelations@optionspensions.co.uk

You can still call us on +44 (0)330 124 1505 and if you are not sure, please send an email to enquires@optionspensions.co.uk

Last updated: 4th November 2020