



In light of the COVID-19 outbreak and recent update from the UK government, Options would like to reassure our clients that our services and responding capabilities remain unaffected.

We have a dedicated team to co-ordinate any planning, risk management, day to day operations and communications. This page will be kept up to date as appropriate.

Our employees are equipped to work remotely, and this has been actioned.

We have implemented the following procedures

- Unless essential, all employees are working from home.
- For essential transactions a small number of employees will be in the office on a rota basis and maintaining the social distancing guidance.
- Our telephone lines remain open and we will be operating a call back service. We prefer you to contact us via email at this time. The details of who to contact can be found later on in this communication.

Message from the Trustees of the Options Workplace Pension Trust

- The Trustees have been in regular contact with their Investment Adviser following the volatility in the financial markets. Investment fund managers are continually monitoring the situation and will be managing their portfolios to limit the impact of the market downturn. The advice to the Trustees at present is to not make any drastic changes to portfolios as the impact is global and switching investments during this period of volatility is not recommended. The performance of the scheme funds will be continually monitored throughout this period.
- It is important to remember that pension investments are very much targeted for growth over the long term and in the past they have recovered from short term crises.
- If you are considering taking retirement benefits or transferring your pension at this time, we strongly recommend seeking the advice of an Independent Financial Advisor.
- The Trustees recognise there will be Employers that will suffer significant financial hardship during this period. If you are struggling to pay pension contributions please contact us using the information provided here.

Contact us

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
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

We wish you well

Stay safe

Last updated: 24th March 2020