



Firstly, we would like to reassure you that we remain fully operational and our phone lines remain open. Our administration team in Poole are now working remotely from home and are continuing to process pension contributions and deal with queries.

We have added Coronavirus (COVID-19) [Guidance and some frequently added questions](#) to our website for your information.

As you are aware Lewis Investment is The Lewis Workplace Pension Trust scheme sponsor and provider of financial advice to the scheme and its members. Their offices have been temporarily closed following Government guidance. A statement concerning continuing operations can be located on their website or by [clicking this link](#).

You can contact us via the usual communication channels:

Poole based TLWPT Admin Team

Telephone: 01202 738650
Email: mypension@TLWPT.co.uk

Options Corporate Pensions - Scheme Administrator

Email: lewis@optionspensions.co.uk

Whatever the method, please be reassured that we are here for you. We are just operating a bit differently.

We will not be arranging any individual or site appointments until Government guidance permits but rest assured we are continuing to communicate with our clients by phone and email.

We are aware that the administrators to the Scheme, Options Corporate Pensions, do not have a fully operational telephone system at this time. Should you wish to contact them, please email them at lewis@optionspensions.co.uk and a member of their team will respond or call you back if you include your telephone number.

If you wish to speak to the Poole based Workplace Pension Team, please call 01202 738650 where your call will be answered directly by a member of our staff.

Should members need to re-set their password to TLWPT portal please refer to the instructions on our website. In the event that this does work please email us at mypension@TLWPT.co.uk and we will endeavour to resolve the situation for you.

Stay safe and follow Government guidelines.

Lee van Hoyland, Trustee on behalf of TLWPT Trustees