


# United Norwest Co-operatives Employees' Pension Fund

## Pensioner Reference Guide

Your Reference: United Norwest Co-operatives Employees' Pension Fund  
(please quote your pension payroll number on all correspondence)

<b>Contact Information</b>	
<p><b>Secure digital portal</b> Contact Aptia Pension <a href="https://pensionuk.aptia-group.com/">https://pensionuk.aptia-group.com/</a></p>  <p><b>Contact us</b></p> <p>Contact Aptia Pension is a secure digital portal where you can raise new requests with Aptia or respond to a request from Aptia to complete a form or provide supporting documentation. The site allows you to upload scanned photos or images of the completed documents rather than send them by post. Any information provided by you to the site will be encrypted and is only accessible by authorised Aptia employees.</p> <p>Contact Aptia Pension can be accessed via a laptop, PC or mobile device.</p> <p><b>In writing</b> Pension Payment Department Aptia UK Limited Maclaren House Talbot Road Stretford Manchester M32 0FP</p> <p><b>By Telephone:</b> 0345 602 4710 If calling from abroad: + 44 345 602 4710</p>	<p>Contact for queries relating to the payment of your pension, including:-</p> <ul style="list-style-type: none"><li>• Change of address</li><li>• Change of bank</li><li>• P60 queries</li><li>• Notification of death</li></ul> <p>When contacting Aptia, you will need to provide the following pieces of information to verify your identity for security and data protection purposes:</p> <ul style="list-style-type: none"><li>• Full name, plus two of the following:<ul style="list-style-type: none"><li>○ First line of your address, including postcode</li><li>○ Date of birth</li><li>○ National Insurance number</li><li>○ Pension payroll number</li></ul></li><li>• The month and year you joined the company or this pension fund (or left the pension fund in the case of a deferred member) <b>[this is only required if you would like to change your address]</b></li></ul>
<p>Pay As You Earn HM Revenue &amp; Customs BX9 1AS United Kingdom</p> <p>0300 200 3300 If calling from abroad: +44 135 535 9022</p> <p>Your tax office reference is: ZE81062</p>	<p>Contact for queries relating to the taxation of your pension, including tax codes.</p> <p>Please note that queries regarding an individual's taxation are confidential, and therefore Aptia UK Limited cannot become involved.</p>