
**We put our members
at the heart of every
decision we make and
we aim to provide
brilliant service.**

It's now two years since we brought FAS member services in-house and since then we've been working hard to make the service even better.

Our work was recognised in a number of ways last year – we were very proud to win awards for our customer services and training, among others. You can find out more at www.ppf.co.uk

Discover why thousands of members are choosing our online services in this newsletter. If you haven't yet registered for the FAS member website, you'll need your unique FAS reference number, which is printed on the back page.

In this newsletter you can also read about our new member forum and find out how we can support you if you need a helping hand managing your details or payments.



Looking ahead, we will continue to offer an important service for our members, and to play a worthwhile role in our community as well as the pensions industry.

I hope you enjoy reading this newsletter.

Oliver Morley
Chief Executive

Manage your benefits online

ppf.co.uk/fasmembers

Our member website puts you in the driving seat. It gives you the freedom to access and manage information about your benefits, and make informed decisions, at a time that best suits you. Over 12,000 FAS members are already using the website, with over 45 per cent of transactions completed online where possible.

What can I do online?

When you sign up to the member website you'll be able to:

- ▶ update your address and contact details (don't forget to tell us if you move so we can keep in touch)
- ▶ nominate a beneficiary
- ▶ contact us out of hours via our secure messaging service
- ▶ view your correspondence with us. If you're expecting a letter from us, you can even read it online before it arrives through your letterbox

If you're already receiving your payments then you'll also be able to:

- ▶ change your bank details online
- ▶ view and print your P60s and payslips

Update your details

You will be asked to verify your address details when you log in to the member website. If you confirm where you live, our tracing partner, Target, won't then need to write to you to check that we have the right address.



Log in at
ppf.co.uk/fasmembers



Approaching retirement age? Start your payments online!

Starting your FAS payments has never been easier. In fact, close to 20 per cent of members starting their payments choose to do so online – it's the quickest way to receive your money from us and avoids paperwork.

Simply select the Retire Online feature to begin the short process. If you're within three months of your former pension scheme's retirement age, why not start your payments online? It's quick, easy and saves paper!

Remember



Never disclose any passwords, sensitive information, or security answers to anyone.



For further guidance on staying safe online visit:
www.getsafeonline.org

A helping hand

Please let us know if you, or someone you care for, need a helping hand when it comes to managing personal details or payments. We want to make sure we're doing everything we can to support all our members.

Last year we asked the Alzheimer's Society and Croydon Dementia Action Alliance to provide Dementia Friends training to our member-facing employees. This has given us a greater awareness of the kinds of experiences someone living with dementia may have, and better understanding of the support we can provide.

If you'd prefer to have someone else deal with us on your behalf for any reason, you can send us your power of attorney, if you have one. Alternatively, please send us a letter of authority, which is valid for 12 months. Please get in touch if you'd like to know what details you need to include in your letter of authority.

We can also accept verbal authority for phone calls, provided you're there to answer some security questions and give permission for someone to speak to us on your behalf.

If you need help don't hesitate to let us know. We can then take extra care to make sure we understand and can meet your needs.



No more paper payslips and P60s

To help reduce our carbon footprint and become more efficient, we're significantly cutting down on the amount of paper we use.

We will no longer print paper payslips after April 2020, and this will be the last year of sending paper P60s.

All payslips and P60s can be viewed, downloaded and printed from our member website. If you haven't yet registered, follow our handy step-by-step guide to set up your account today.

If you'd like to continue receiving a paper copy of your P60 please contact us.



Get updates by email



We are issuing this newsletter by email to members who have given us their email address. Would you like to receive all your updates and information from us by email? Let us know your preferred method of contact by sending us an email or letter or giving us a call. You can also tell us on our member website.

Tax questions?

Your payments from FAS are a taxable benefit. HMRC tells us which tax code to apply and this determines how much tax is deducted.

If you have a tax-related question, you should contact HMRC first.

Please make sure you quote our PAYE reference which is 406/JA34863.

Call **0300 200 3300** or **+44 (0) 135 535 9022** from outside the UK.

Phone lines are open from Monday to Friday, 8am to 8pm, and Saturday 8am to 4pm.

Write to: Pay As You Earn and Self-Assessment, HM Revenue and Customs, BX9 1AS.



What members say about our website

Easy as pie.

Clear and simple
with good security.
Well done.

Very easy to
understand and
plain English.
Thank you.

Very easy to use,
even for those
who may not be
computer savvy.

We want to hear from you

New member forum

Our members are our number one priority. We exist to protect your financial future and we aim to provide excellent customer service. We want to know what matters to you, your views on the service we offer and your thoughts about changes we could make in future.

We've created a new 'member forum' so we can hear directly from members like you.

We hope this forum will help us to provide an even better service for all our members, for many years to come.

If you're interested in taking part in this forum please email us at:

fasmembers@ppf.co.uk

or write to us at:

Financial Assistance Scheme

PO Box 287, Wymondham
NR18 8EZ

Registering online for the first time?

Follow our simple two-step login process to access your FAS benefits and information online:

ppf.co.uk/fasmembers

Step 1

When you register to use our member website for the first time, you'll need to provide your date of birth, National Insurance number and your unique FAS reference, which you'll find printed on the back page of this newsletter. Your FAS reference is included in all correspondence from us.



Step 2

We'll ask you to answer three security questions, and these will be used as prompts if you forget your login details. We'll also ask for your phone number and email address. You'll then be able to set your username (many people use their email address) and password.

To make sure no-one else can access your details, every time you log in, we'll send you a unique, temporary security code which is valid for 10 minutes. You may have used a similar process when signing into your online banking or HMRC account.

The code is sent via text message to the phone number you've registered your account with (mobile or landline – although it's easier to use a mobile number if you have one).

Contact us

Send us a secure message through
ppf.co.uk/fasmembers

Email us at
fasmembers@ppf.co.uk

Telephone
0330 678 0000

Or if calling from overseas
+44 (0)20 8406 2121

Lines are open 9.00am to 5.30pm,
Monday to Friday

Or by mail

Financial Assistance Scheme

PO Box 287, Wymondham, NR18 8EZ

Contact us when it suits you

The most effective way to contact us in writing is by using the Secure Messaging feature on the FAS member website. As you will have logged in to use it, we'll be able to provide specific personal information without any worries, which we can't do by email. You can send us any queries you have and one of our dedicated administrators will get back to you the next working day.

Join us on social media

Now there are even more ways to connect with us.

Follow us on Facebook to find all the latest FAS news and updates.

You can also find us on YouTube, Twitter and LinkedIn: just search for 'Pension Protection Fund' or follow the links on our website.
www.ppf.co.uk/fasmembers

