

**Pfizer Group Pension Scheme
The Wyeth Group Pension & Life Assurance Scheme (1997)
(Collectively, "the Schemes")
INTERNAL DISPUTE RESOLUTION PROCEDURE ("IDRP")**

INTRODUCTION

The Trustees hope that all queries and complaints can be resolved to your satisfaction with ISIO, the Schemes' administrator. However, where this is not possible the following sets out the Trustees' formal dispute procedure and includes an application form if you wish to use the procedure.

WHO CAN USE THE IDRP?

You can use the procedure if you fall into any of the categories below:

1. A member of one of the Schemes or a pension credit member following divorce;
2. The widow, widower, surviving civil partner or surviving dependant of a deceased member of one of the Schemes;
3. A person who is entitled to the payment of benefits under one of the Schemes on the death of a member;
4. A prospective member of one of the Schemes;
5. A person who has ceased to be in any of the categories above within the last six months of making your complaint (a former beneficiary); or
6. A person who claims to be in one of the categories above and the dispute relates to whether that person falls within one of those categories.

If you are eligible to use the dispute procedure, you can nominate a representative to act for you.

A dispute can be made or continued on behalf of an eligible person (a) where the person dies, by his personal representative; and (b) where the person is a minor or is otherwise incapable of acting for himself, by a member of his family or some other suitable representative.

You cannot use this procedure if proceedings relating to your dispute have begun in any court or tribunal or if your complaint is already under investigation by The Pensions Ombudsman.

In addition, you cannot use this procedure for any complaint about your employment.

MAKING A COMPLAINT

Please complete the attached IDRP Application Form and send it to the address shown below.

Trustees of the Pfizer Group Pension Scheme and
the Wyeth Group Pension & Life Assurance Scheme (1997)
Pegasus Pensions PLC, Secretary to the Trustee
8th Floor
100 Bishopsgate Street
London EC2N 4AG

Alternatively, please email Mandy.Seal@lawdeb.com or Andy.Peek@lawdeb.com

Your application will be acknowledged within 10 working days from receipt.

DECISION

The Trustee will try to make a decision as soon as possible, and the response time will depend on the complexity of your complaint. We normally aim to respond within two months. If your complaint cannot be addressed within this timescale we will tell you the reason for the delay and when you can expect to hear further.

We will let you know the Trustee's decision in writing within 10 working days of a decision being made. The decision will include:

1. A statement of the decision made;
2. A reference to any legislation and/or scheme documentation which has been relied on; and
3. A statement that the Pensions Ombudsman is able to assist any member or beneficiary.

The Trustee's decision concludes the IDRP, but if you are not satisfied you have the right to refer your complaint to The Pensions Ombudsman.

FURTHER INFORMATION

You have the right to refer your complaint to The Pensions Ombudsman free of charge.

The Pensions Ombudsman deals with complaints and disputes concerning the administration and/or management of occupational and personal pension schemes.

Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about happened – or, if later, within three years of when you first knew about it (or ought to have known about it). There is discretion for those time limits to be extended. While you can contact The Pensions Ombudsman at any time, they will usually expect you to have raised your complaint through the Trustee's IDRP first.

The Pensions Ombudsman can be contacted at:

10 South Colonnade
Canary Wharf
London
E14 4PU
Tel: 0800 917 4487
Email: enquiries@pensions-ombudsman.org.uk
Website: www.pensions-ombudsman.org.uk

You can also submit a complaint form online:
www.pensions-ombudsman.org.uk/making-complaint

If you have general requests for information or guidance concerning your pension arrangements contact:

MoneyHelper
Bedford Borough Hall
138 Cauldwell Street
Bedford
MK42 9AP

Telephone: 0800 011 3797
Website: www.moneyhelper.org.uk
Pensions problems page: <https://www.moneyhelper.org.uk/en/pensions-and-retirement/pension-problems>

**Pfizer Group Pension Scheme
The Wyeth Group Pension & Life Assurance Scheme (1997)
IDRP APPLICATION FORM**

You can complete the form yourself or ask a representative to do it for you. Please complete all of the following sections.

Please tick the box to indicate which of the Schemes your complaint relates to:

1.	Pfizer Group Pension Scheme	
2.	The Wyeth Group Pension & Life Assurance Scheme (1997)	

Please tick the box that describes your membership status:

1.	A member of one of the Schemes (including a pension credit member)	
2.	The widow, widower, surviving civil partner or surviving dependant of a deceased member of one of the Schemes	
3.	A person who is entitled to the payment of benefits under one of the Schemes on the death of a member	
4.	A prospective member of one of the Schemes	
5.	A person who has ceased to be in any of the categories referred to above within the last six months (a former beneficiary)	
6.	A person who claims to be in one of the categories above and the dispute relates to whether you fall within one of those categories	

Personal details:

Full Name	
Address	
Post code	
Email address	
Date of birth	
National Insurance number	
Membership number	
Relationship to member (if you are not the member)	

If you are completing this form on behalf of someone else as their representative, please provide your details below:

Full name of representative	
Address	
Post code	
Email address	
Relationship to complainant	<i>Correspondence will be sent to the representative with a copy to the complainant</i>

Details of Complaint:

Please provide full details of your complaint, including:

- Any telephone or face to face conversations you have had regarding your complaint, including names and dates, if known.
- Refer to any written correspondence about your complaint and if possible attach copies of letters.
- If you cannot fit everything you want to say on this page, continue on a separate page and attach it to this form.

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Declaration:

I confirm the information provided in this form is complete and correct to the best of my knowledge.

I acknowledge that the information on this form is held and processed by the Trustees, and their advisers and administrators for the purpose of administering the Schemes and conducting the IDRPs in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

I understand that the Trustee and its advisers and administrators may need to process certain special categories of ("sensitive") personal data about me (and, if applicable, my spouse, partner or dependants or representative) in connection with my IDR application, as outlined above.

I agree to this processing taking place and to the Trustee liaising with my representative (named above) on my behalf¹

Full name of complainant	
Signature of complainant	
Date	

¹ You may withdraw your consent at any time. However, this may limit the Trustee's ability to resolve your complaint. Withdrawing your consent will not apply to data that is not classed as sensitive data or processing that took place before you withdrew your consent.