

SMITHKLINE BEECHAM PENSION PLAN INTERNAL DISPUTE RESOLUTION PROCEDURE

In accordance with the Pensions Act 1995, the Trustees of the SmithKline Beecham Pension Plan have a formal Internal Dispute Resolution Procedure. The aim is to ensure that grievances are properly investigated and any disputes are resolved correctly, fairly and in good time.

Who may use the IDR?

The IDR covers any “disagreement” between the trustees and the people in the following categories:

- Plan members (active members, those with a “deferred” pension or pensioners)
- widows, widowers, civil partners and dependants of members who have died
- prospective members
- anyone who has been a member or prospective member within the last six months
- anyone *claiming* to be in one of the above categories.

What is the procedure?

There are two stages.

Stage 1

If you have a complaint, then in the first instance it should be made in writing to the UK Pensions Director, at the address shown on the enclosed Stage 1 form.

A reply will be provided within two months of receiving your written complaint. If this is not possible, you will receive an interim response, explaining the reasons for the delay and giving you an estimate of when you can expect a full reply.

Stage 2

If you wish to appeal against the response, then you must do so in writing to the Trustees within 6 months of receiving the final Stage 1 response. A Stage 2 form will be sent out with the Stage 1 reply.

Can I ask somebody else to represent me?

Yes. You just need to give the necessary details on the Stage 1 and/or Stage 2 form, as appropriate.

Your representative can be a colleague or friend, a trade union representative, The Pensions Ombudsman(see below) or anyone else you wish to nominate.

Is there anyone from whom I can seek help who is independent of the Plan?

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

The Pensions Ombudsman deals with complaints and disputes which concern 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.

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/our-service/make-a-complaint/

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

The Pensions Advisory Service
11 Belgrave Road
London, SW1V 1RB
Tel: 0800 011 3797
Website: www.pensionsadvisoryservice.org.uk/

The Pensions Ombudsman is available to assist at **any** stage of a dispute but will not normally intervene until you have first raised your complaint, in writing (letter, fax or e-mail), with the Plan (in practice this will be the plan administrator). Your approach to the plan administrator can be informal – it does need not to be under Stage 1 of the IDRPs.

If you do feel that you need to use the IDRPs, we would strongly advise you to contact The Pensions Ombudsman at the earliest opportunity to ensure that you have free, impartial and expert assistance to help you.

**SMITHKLINE BEECHAM PENSION PLAN
INTERNAL DISPUTE RESOLUTION PROCEDURE**

Stage 1 form

Details of Plan member

Full name

Address

.....

.....

Date of birth National Insurance Number

Details of person making the complaint

Please complete this section ONLY if the person making the complaint is the spouse, civil partner or dependant of a deceased member

Full name

Address

.....

.....

Date of birth National Insurance Number

Details of representative acting on behalf of the complainant (if any)

Full name

Address

.....

.....

Is this the address to be used for correspondence? Yes/No (please delete as applicable)

Please remember that The Pensions Ombudsman is available to provide free, impartial and expert help if you need any assistance in completing this form. The Helpline number is 0800 917 4487

Full name of Plan member

Details of the complaint

Please provide details in the space below of your disagreement, giving enough information to explain why you are aggrieved (continue on a separate sheet of paper if necessary).

Signed

Date

Please return the completed form to:

UK Pensions Director
GlaxoSmithKline Services Unlimited
980 Great West Road
Brentford, Middlesex
TW8 9GS