



The City of London Pension Fund

Communications Policy

July 2025

Introduction

Effective communication between the City of London as the Administering Authority and its stakeholders is essential to the delivery of the pensions service. This document sets out the aims and the target audiences of the policy and the method of delivery (application) of the policy. The Pensions Committee and Local Government Pensions Board reviews all communications with scheme members on an on-going basis.

Aims

Accuracy & Timeliness	Information needs to be compliant with legislation and supplied at an appropriate time.
Effective Information	Messages need to be clear and understood by target audience.
Accessible	Communication should be available to all and should meet the needs of a wide range of recipients.

Audiences

- Scheme Members and Potential Members.
- Pensioners and Deferred Members.
- City of London Departmental Personnel and Administration.
- Other Employers Within the Fund
- Corporate Services Committee
- Local Government Pensions Board
- Staff

Application

Scheme Members and Potential Members

Scheme Guides	Available to all eligible employees via website, direct mail or email.
Forms and leaflets	Available on our website and appropriate forms supplied to all new employees and leavers via personnel/administration officers.
Newsletters	Produced as appropriate and in particular as scheme changes occur.
Annual Benefit Statements	Pension Statements supplied to those scheme members who are active at year end (31 st March) as soon as possible after year end. <u>Statements in relation to scheme member Additional Voluntary Contributions (AVCs) will be issued by the relevant AVC provider.</u>

Presentations	One-off seminars, regular pension “top-up” sessions, insight lunches and pre-retirement courses.
Induction	Supply support to the Employers Induction courses as appropriate.
Intranet & Internet	Provide news on scheme changes, develop and maintain internet with links to relevant sites. Publicise website updates and newsletters via the Intranet.

Pensioners and Deferred Pensioners

Pensioners should be supplied with monthly payslips as appropriate, Newsletters and annual pensions increase letters. Deferred Pensions will be provided with an annual benefit statement. Both will be supplied with information on scheme changes as they affect the appropriate category of ex-scheme member.

City of London Personnel and Payroll

Guides on technical, legislative and general day-to-day administration requirements and responsibilities issued as and when required and as scheme changes affect procedures, including links to centrally produced guides.

Presentations – Personnel Group meeting updates and individual departmental sessions as appropriate.

Other Employers within the fund

Guides on technical, legislative and general day-to-day administration requirements and responsibilities issued as and when required and as scheme changes affect procedures, including links to centrally produced guides.

Presentations for appropriate personnel staff, committees & groups of employees.

Pensions Committee and Local Government Pensions Board

Reports	Update Pensions Committee and Local Government Pensions Board on scheme changes and developments and provide reports in a clear and accurate manner in order that appropriate responses and actions follow.
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Presentations	Provide Pensions Committee and Local Government Pensions Board with updates where appropriate.
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Staff

Provide updates and information on scheme and legislative changes.

Team Meetings Maintain staff's awareness and knowledge via
– monthly meetings and one-off sessions as appropriate.

General Communication

Letters, emails and phone calls answered clearly, accurately and timely.

If you wish to contact the City of London Pensions Office:

Write: Pensions Manager, City of London, Guildhall, London EC2P 2EJ

Telephone: 07864 959 555

Email: Pensions@cityoflondon.gov.uk

Website: <https://www.cityoflondonpensions.org/>

This Policy Statement Will Be Kept Under Review.