

Avon Pension Fund

Local Government Pension Scheme

Post: Avon Pension Fund, Bath & North East Somerset Council,
Lewis House, Manvers Street, Bath, BA1 1JG

Web: www.avonpensionfund.org.uk

Tel: 01225 395100

Email: avonpensionfund@bathnes.gov.uk

Fax: 01225 395258



COVID-19 Update – New administrative procedures

Due to the ongoing COVID-19 health crisis, and in line with the Government's recommendation, all our staff are now homeworking. Consequently, we have limited access to both our building and incoming post. We have therefore introduced a number of new online services to help process the payment of retirement benefits.

This includes a service by which you can receive and return your documents electronically plus a new facility for the Fund to conduct identity checks, without the need to provide original documents.

If you haven't received your correspondence yet you will receive it in the new way as described below. If you have already received your paperwork in the post you can still return the documents to us electronically and we can still carry out an electronic identity check so that you don't have to send your original documents.

Sending and receiving documents electronically

You can receive and then return your completed documentation, forms & certificates, where appropriate, electronically via secure portal software. We are using **SecureShare**, provided to us by Bath and North East Somerset Council. As a security measure we will email you the link to access the software and the password separately. A comprehensive guide to this software, which details how to upload and download documents is available on our website as follows <https://www.avonpensionfund.org.uk/secureshare-guide-scheme-members>.

If you have not received your paperwork from us via **SecureShare** but you wish to return your completed documentation using this secure portal you will first need to contact us to request for a link to be emailed to you to allow access to the software.

If you are not able to communicate digitally you can send the documents to the Avon Pension Fund at the usual address, however, incoming post is currently retrieved on a limited basis, and we must therefore make you aware that this may change as the situation with COVID-19 continues to unfold, and as such there may be a significant delay in our ability to retrieve your documents for action.

After your completed paperwork has been received, we will have to carry out an identity check in certain circumstances. See the 'Identity Checking' section below for further details of when this will be required.

Identity Checking

This will be required to proceed with the payment of any pension entitlement or death benefits. In these circumstances, it is necessary to carry out an **identity check** to ensure we are paying the correct benefit to the correct person. Our current practice is to request original birth, marriage and death certificates, passports or driving licences to prove identity. However, as we have explained above, it may not be possible for our staff to access the council building to retrieve the certificates sent via post; Or indeed it may not be possible for members to go out and post their certificates and other documents.

We have therefore adopted a secure electronic identity checking service operated by LexisNexis. If you live in the UK this will enable us to carry out the necessary identification check online rather than asking you to send us original certificates or documents. The check is only used to confirm your identity and ensure your benefit entitlement is credited into the correct bank account, but it will leave a 'soft footprint' on your credit file. This means that you will be able to see that we have performed the check, but no future lender will be able to see that the check has been performed and it will **not** affect your credit score in any way.

If you do not want us to confirm your identity electronically, or you live outside of the UK, we will require the original certificates as explained in the enclosed correspondence, which may result in a delay in us processing your case.

You have a number of data protection rights in respect of your personal data, including the right to object as explained in our Privacy Notice <https://www.avonpensionfund.org.uk/privacy-notice>

If you need to contact the Avon Pension Fund, please email avonpensionfund@bathnes.gov.uk or call 01225 395100. Our telephone service is operating weekdays, between **10am** and **3pm**.

We appreciate your understanding and support during this difficult time.

Kind Regards



Member Services

Avon Pension Fund
Bath and North East Somerset Council

Tel: 01225 395100

Email: avonpensionfund@bathnes.gov.uk

Web: www.avonpensionfund.org.uk

Data Protection: Avon Pension Fund is a Data Controller under the General Data Protection Regulations. We store, hold and manage your personal data in line with statutory requirements to provide you with pension administration services. For more information about how we hold your data, who we share it with and what rights you have to request information from the Fund, visit www.avonpensionfund.org.uk/privacy-notice