

For the attention of NR CARE and NRDC Members,

I'm pleased to confirm that the transition of administration services from Capita to Willis Towers Watson is complete and effective from 1st February 2021.

The restrictions on processing member transactions which was implemented on the 8th January 2021 has now been lifted. Willis Towers Watson will begin to work through the backlog of requests submitted during the restricted period as well as other outstanding work that they have inherited from Capita. Due to the volume of requests received, if you have recently asked for information about your NR CARE or NRDC pension please be aware that this may take a little longer to receive than normal in the short term.

From the 1st February 2021 NR CARE and NRDC members will be able to contact the Willis Towers Watson administration team via the following:

Email: NetworkRailPensions@willistowerswatson.com

Telephone: 01737 230487

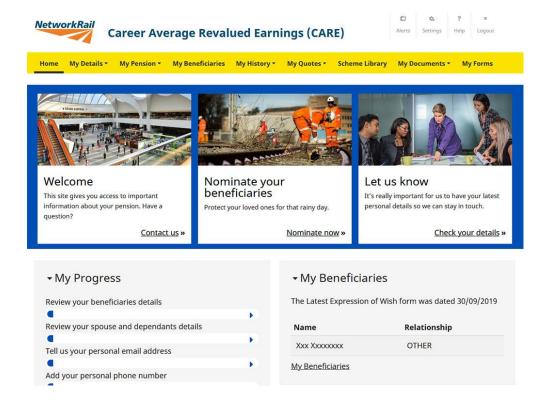
Write: Willis Towers Watson,

Network Rail PO Box 545 Redhill Surrey RH1 1YX

In addition to this you can also contact the in-house Network Rail Pensions Team who are able to answer questions on all three of the Network Rail Pension Schemes. Our contact details are:

Email: Pensions@networkrail.co.uk

You will shortly receive a correspondence to your home address from Willis Towers Watson with your individual login details for the new and improved NR CARE and NRDC member portal, known as ePA.



Although the member portal is not the finished article just yet, Network Rail Pensions and Willis Towers Watson have a development roadmap over the coming months to deliver enhancements to the portal to enable you to manage your NR CARE and NRDC pension benefits better than you have before.

I would like to thank you for your patience during this period of transition and hope any inconvenience experienced has been minimal.

Kind regards

Mark Engelbretson Head of Pensions