



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.

Welcome

This site gives you access to important information about your pension. Have a question?

[Contact us »](#)

Nominate your beneficiaries

Protect your loved ones for that rainy day.

[Nominate now »](#)

Let us know

It's really important for us to have your latest personal details so we can stay in touch.

[Check your details »](#)

My Progress

- Review your beneficiaries details [▶](#)
- Review your spouse and dependants details [▶](#)
- Tell us your personal email address [▶](#)
- Add your personal phone number [▶](#)

My Beneficiaries

The Latest Expression of Wish form was dated 30/09/2019

Name	Relationship
Xxx XXXXXXXX	OTHER

[My Beneficiaries](#)

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