

# Financial Assistance Scheme: appeal of a decision made by the Scheme Manager

Before we can process your application you must complete all relevant sections of this form and provide the information requested.

### Appointing a representative

If you are appointing a representative you must complete sections 3 and 11 of this form. Your representative must sign section 4. The rest of the form can be completed by you or by your representative.

### Scheme notification and scheme eligibility decisions

Trustees or managers must sign section 9 of this form if the scheme has not completed winding up and they are NOT making the appeal.

### Member notification and member eligibility decisions

If you are (or might be) eligible for benefits because a scheme member has died, or because the person who is the subject of this application is incapable of acting for themselves, you must complete section 6 of this form as well as all other relevant sections.

### 1. Your details (the person making the appeal)

Surname  First name  Title

Address

Postcode

Date of birth / /   Telephone

Email address (if you have one)

### 2. Your role (the person making the appeal)

Please indicate the role in which you are making this appeal:

Scheme member       Trustee       Manager       Employer

Other (please specify)

### 3. Appointing a representative

If you are appointing a representative you must complete this section of the form.

I appoint  to act as my representative.

We will only write to you or the person you have appointed to represent you. Where would you like correspondence to be sent?

My address  My representative's address

Signed  Date   /   /

#### 4. Representative details

Name

Address

Postcode  Telephone

Email

Signed  Date   /   /

#### 5. Communication preferences

How would you, or your representative, prefer to be contacted?

Email  Letter  Telephone

Do you need information in another language or format?  Yes  No

If yes, please specify:

Braille  Large print  Translator Other

(please specify)

Do you have any other communication needs we can help with?  Yes  No

If yes, give details.

#### 6. If you are (or might be) eligible for benefits because a scheme member has died, or the person who is the subject of this application is incapable of acting for themselves, please provide their details below.

Surname  First name  Title

Address

Postcode

What is your relationship to this person?

#### 7. About your appeal

Please tell us the name of the pension scheme to which your appeal relates:

Please tell us the date of the Financial Assistance Scheme Manager's decision:

/   /

## 8. Reason for appeal

Give details of why you are appealing the Scheme Manager's decision, specifying the points you are appealing.

**9. Trustee(s) – if the scheme is under trust – otherwise manager(s) must sign below if the scheme has not completed winding up and they are NOT appealing the decision.**

Name(s)

Address

Postcode  Telephone

Email

Trustee(s) or manager(s) signature(s)

Date   /   /

\* Any trustee or manager signing on behalf of their fellow trustees or managers must be so authorised.

**10. Supporting information**

To process your application we need a copy of the Scheme Manager’s decision along with any other documents that are relevant to your application.

**11. Declaration**

I consent to The Pensions Ombudsman obtaining necessary information to deal with my appeal from other bodies, including the other parties to my appeal. I confirm that I have read and understood the Privacy and Personal Information Policy (see below).

Signed  Date   /   /

**Keep a copy of this form for your records and send the completed form along with supporting documentation to:** Pension Protection Fund Ombudsman, The Pensions Ombudsman, 10 South Colonnade, Canary Wharf, London E14 4PU.

**Alternatively, you can email the completed form along with supporting documentation to:** [CentralSupportMailbox@pensions-ombudsman.org.uk](mailto:CentralSupportMailbox@pensions-ombudsman.org.uk)

## Privacy and Personal Information Policy

Under the General Data Protection Regulation - GDPR - we must comply with various duties in relation to any personal information that we hold about you.

The following is a short explanation of why we collect personal information from you, how we use it and the conditions under which we may disclose it to others. It should be read in conjunction with the more detailed [Privacy and Personal Information Policy](#) that is published on our website.

Any queries concerning our Privacy and Personal Information Policy should be sent to our Data Protection Officer at [InformationManagement@pensions-ombudsman.org.uk](mailto:InformationManagement@pensions-ombudsman.org.uk) or by writing to 10 South Colonnade, Canary Wharf, London E14 4PU. Alternatively, you can telephone 0800 917 4487.

The information that you provide to us will be used to help us reach a decision about your complaint. Incidental to that, other uses may include: publishing decisions; dealing with any appeals or any other legal action concerning our decisions; dealing with any service complaints; training our staff; monitoring; carrying out customer satisfaction surveys; and improving our service.

It is likely that we will need to share the information you provide to us with, and receive information about you from, other individuals or organisations connected to the case. By law, we also have the power to share information about a complaint with a small number of other organisations if we think it necessary in helping them carry out their own functions.

Please note that all calls we make and receive are recorded for security, reference and quality purposes.

Our legal basis for processing your personal information will usually be: our statutory function under Part X of the Pension Schemes Act 1993; our legal obligations and reasons of substantial public interest; and/or that we are acting in our judicial capacity. On those occasions where we are not relying on any of the above, we will ensure that a suitable alternative legal basis is used, which could include obtaining your explicit consent.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including to satisfy any legal, accounting, or reporting requirements.

You may request access to, deletion of, correction of or transfer of your personal information. However, due to the nature of the work that we do, there are circumstances where we are permitted by law to decline such requests.

We aim to carry out our work openly and transparently and for this reason we usually publish Ombudsman determinations, as well as some opinions made by our adjudicators, on our website. While our published decisions will usually have identifying personal information removed, relevant information about you will remain to explain what decision has been reached and why.

If you have any issues or complaints about the way that we have handled your personal information, please contact us on [InformationManagement@pensions-ombudsman.org.uk](mailto:InformationManagement@pensions-ombudsman.org.uk). You also have the right to make a complaint to the [Information Commissioner's Office](#).