



Unilever

**Unilever
UK
Pension
Fund**

Pensions Brief

June 2024

Pensioner members

From the Trustees of the Unilever
UK Pension Fund

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Changes to your Trustees

The Trustees look after the Fund's assets. We run the Fund in line with its rules and UK pension law.

We'd like to thank Charles Nichols who stood down as a company-appointed Trustee at the end of last year. We are in the process of appointing a new company-appointed Trustee to take his place. We'll let you know who the replacement will be in the next edition of Pensions Brief.

We'd also like to congratulate Chris Winn who continues in her role as pensioner-member Trustee following her successful re-election last year.

Meet the full Trustee Board at
unileverpensionhub.co.uk/trustees/retired

Check that your details are up to date

We keep some information about you on file so we can stay in touch throughout your life and pay you the right benefits.

This includes your address, email address, bank details and information about any spouses or children.

If any of these details have changed recently, please update them as soon as possible. You can update most of your details on our new online portal (see page 9). To update your bank details contact the Unilever Pensions Team (details on the back page).

Be ScamSmart: avoid pension scams

If you get a suspicious phone call out of the blue about your Unilever pension, hang up immediately and contact us. If you get a suspicious email, report it as spam or junk mail and tell Capita. The contact information for the Unilever Pensions Team at Capita is on the back cover.

We will never contact you to ask for your bank account details, your PIN or to ask you to move any money. If someone asks you for any of these things and says that they are us, it's probably a scam.

If you think you have been the victim of a pension scam, tell us immediately. We might be able to help you.

For more help spotting the tactics scammers use, go to unileverpensionhub.co.uk/scams/retired

Get help with money



MoneyHelper moneyhelper.org.uk

Get free and impartial information on money matters, including workplace and personal pensions.



GroceryAid groceryaid.org.uk/finances

GroceryAid's Financial Wellbeing services include a range of free tools and advice, including cost of living advice, debt management, financial grants and a benefits calculator. It's available to everyone in the grocery industry, past or present.



Member survey results

It's important to us that we give you the communications that you need to get the most out of your Unilever pension.

In last year's Pensions Brief we asked you to complete an online survey to tell us how you feel about your pension and the communications you get from us.

Thank you to everyone who completed the survey. Lots of people responded. We want to continually improve what we do, so taking part in future surveys and providing feedback will help us to make sure we're getting our communications right.

What you told us:

Our communications are useful, clear and relevant

Useful

99%

Almost all of you

Clear

87%

Almost 9 out of 10 of you

Relevant

68%

Over 2 out of 3 of you

You're happy with how often you hear from us

About right

94%

Over 9 out of 10

You'd still like to get some communications by post

69% Almost 7 out of 10 of you would prefer to get statements and important communications by post

You're comfortable managing your pension online

57%

Over half of you would like to be able to manage your pension online

"I'd most like to see information about pension increases online"

"I'd like to be able to update my details online"

What we're doing to help you get the most out of your Unilever pension

We've reviewed and improved the language that we're using across our communications so that it's easier to understand and more consistent.

We've created an online portal where you can view your payslips, P60s and pension increase information online. You can also update your details and tell us who you'd like to get your pension when you die.

We've also created a new website **unileverpensionhub.co.uk** that has specific information relevant to pensioners. It's easier to use and includes information about:

- how you can update your details online
- how you can keep in touch with former colleagues
- how we're investing the Fund's money responsibly

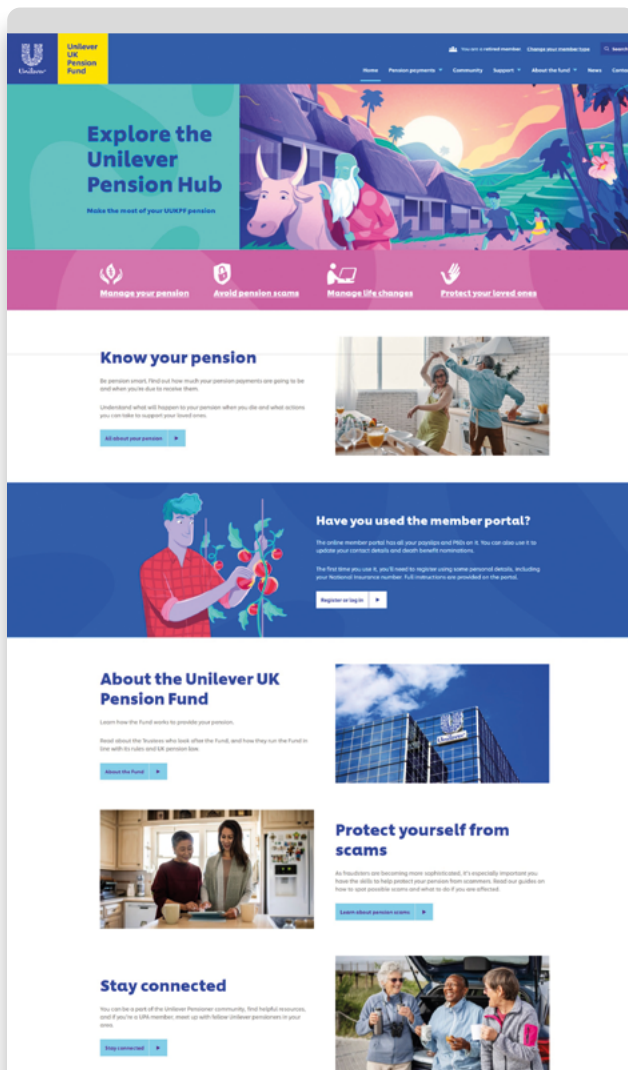
We'll continue to keep you updated with news about the Fund, changes to pensions legislation and relevant topics through Pensions Brief and on our new Fund website, Pension Hub. For now you'll still receive printed copies of Fund communications but you can change this if you want, when you register for the new online portal.

New Fund website

Your new Pension Hub is now live. This website replaces the Unilever UK Pension Fund website. You can access Pension Hub at unileverpensionhub.co.uk

What you'll find on Pension Hub

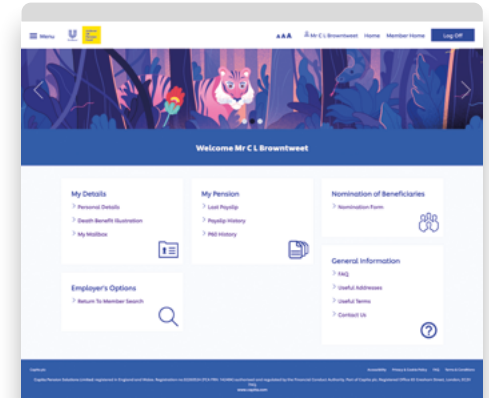
- ✓ Learn how to avoid pension scams
- ✓ Find out about how your pension can protect your loved ones
- ✓ Find out how your pension increases and when it's paid
- ✓ See how you can connect with former colleagues



New online portal

You can now manage your pension online. Use our online member portal to:

- view your payslips
- view your P60 certificates
- view your pension increase information
- update your address or contact details
- nominate beneficiaries to receive lump sum benefits when you die



How to register

You will need your email address, mobile phone number and National Insurance number to hand.

1. Go to portal.hartlinkonline.co.uk/unilever
2. Create a login name – this cannot be your email address
3. Create a strong password
4. Tell us where you'd like us to send your PIN to – we will ask you to confirm who you are each time you log in by sending this to you by email or text message
5. Fill in your personal details. This will include your:
 - National Insurance number
 - surname
 - gender
 - date of birth
6. Enter the security code that we share on the screen.

Once you've done this, you'll be able to use the online portal.

Latest DB funding update

Every year the Trustees of the Unilever UK Pension Fund (the Fund) publish a Summary Funding Statement to tell you about the Fund's funding position.

Most years, including this year, the Statement is a summary of a report called an 'annual funding update'. It tells us whether the assets of the DB section are expected to be enough to pay members' benefits now and in the future, using certain assumptions.

The DB section has a 'shortfall' if the assets are less than the amount we expect to need to pay benefits, and a 'surplus' if it has more. The most recent funding update was on 31 March 2023. It reports that the DB section had a:



The funding level has stayed the same, even though the surplus has gone down. This is because of the way that we invest the Fund's money.

We aim to protect the funding level by investing the Fund's money in assets whose value will move in a similar way to the Fund's liabilities (money we need to pay members' benefits). Over the last year both the assets and liabilities have moved in the same way. So the Fund's financial health remained strong.

You'll find more detail about these figures in our latest Summary Funding Statement. You can download the Statement at unileverpensionhub.co.uk/documents/retired. If you'd like a paper copy, contact the Unilever Pensions Team – details on the back page.

Company updates

Company shops now open to pensioners

You can now shop for all of your Unilever essentials at the following sites:

Sites available	Opening times
Burton	Monday and Wednesday, 12.30pm-1.30pm Friday, 12pm-1.30pm
Colworth	Monday-Friday, 8am-3.30pm (Please avoid 11.30am-1.30pm)
Gloucester	Monday-Thursday, 5pm-7pm Friday, 2pm-7pm
Port Sunlight	Friday, 11.30am-13.30pm
100VE	Monday, 2pm-4pm
Kingston	Friday, 2pm-4pm

Before you go

You'll need to tell the site that you're coming. To do this call the UK Workplace Helpdesk on 0207 822 9300. You will need your Pensioner ID.

When you are there

Please report to reception when you arrive.

Payment at the sites is by credit or debit card only.

There is no visitor parking at Kingston or 100VE.

Stay in touch with old colleagues

On Pension Hub you can find out more about the Unilever Pensioners Association. Go to unileverpensionhub.co.uk/community to find out how you can join and what events are happening in your local area.

Contact us

If you have a question about your pension please go to
unileverpensionhub.co.uk

Can't find the answer online? Use the contact details below.

Unilever Pensions Team
Capita
PO Box 420
Darlington
DL1 9WU

Phone: 0800 028 0051

If calling from overseas, please dial: +44 (0)1473 622 307

Email: unileverpensionsteam@capita.co.uk

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