

Coronavirus (Covid-19) – an update on our service to our members

Last updated: 17 March 2020 at 14:00 GMT

Following the recent updates on Coronavirus (COVID-19) and the possibility of emergency workplace closures, you may have questions or concerns about how you can access our services in such circumstances. We are continuing to follow and monitor official guidance from the UK Government and Public Health England carefully. The wellbeing of our Pensions Team is one of our top priorities. We are encouraging colleagues to follow best practices such as frequent hand washing, staying home if they (or family members) are feeling unwell and working from home where possible.

We have business continuity measures in place, including:

- a contingency plan so that our colleagues can operate our critical systems and processes remotely and we can continue to provide our primary services to our members if our offices need to be closed for any length of time
- continued provision of member self-service options via the secure, Mybapension Online section of our website, and
- communications with updates to our members via the 'Latest news' page of our website.

To ensure we can continue to provide these primary services:

- we have temporarily closed our telephone service from 14:00 GMT on Tuesday 17 March 2020 until further notice
- we are prioritising our essential services to ensure that we can continue to process our existing pension payments on time, manage new retirements and payments due following the death of any members and pensioners
- We have closed our Waterside office to visitors (members and visitors will not be able to visit or access our Waterside office)
- our response times for less urgent enquiries may be longer than our members have come to expect.

Managing your pension online

If you have registered to manage your pension online, you can continue to access your information 24/7. You can view your pension statements, pension payslips and P60 certificates online. You can also make changes to your AVC investments (if you have an AVC account), update your email and postal address and/or bank details for your existing pension payments. We will continue to email you to alert you as soon as a new statement or news item is available to view on our website.

If you haven't already signed up to manage your pension online, we encourage you to do so now. You can view and manage your pension online using any computer or mobile device. We have included a reminder of your password in several of your recent pension statements. If you no longer have this to hand, please contact the Pensions Team via the 'Contact us' page of the website to receive a reminder.

We recommend that you take the following action to help us to keep in touch with you:

- make sure your registered email address is up-to-date on [Mybapension Online](#) to ensure you receive any email alerts about your pension
- if you're not registered online, check the 'Latest news' page of our website for updates, and
- register to manage your BA pension online, so you have access to your pension statements, can keep your address and bank details up-to-date for your pension payments and we can contact you quickly by email.

For up-to-date information and advice on the Coronavirus, visit:

- The [NHS website](#)
- The [Government website](#)

We are committed to continuing to provide services to our members and beneficiaries. Your Scheme's Trustee Directors are continuing to monitor the situation as it develops.

We will ensure we keep you updated on any changes to our services.

Issued on behalf of British Airways Pensions

17 March 2020