

New Airways Pension Scheme



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BA Pensions: service update – August 2020

Our Member Services team is working hard to respond to a three-fold increase in pension information requests from our members. We have been calling or emailing answers to members' questions when possible, and we've received many positive comments from members grateful that they could speak to someone about their pension options at a difficult time in their working lives.

The health and wellbeing of our Pensions Team is our top priority. However, many of the Team have voluntarily returned to the office recently so that we can provide a telephone service to support our members, particularly for those who may be affected by redundancy.

We still need to protect our essential pension services (processing our existing pension payments on time, managing new retirements and payments due following the death of members and pensioners), while tackling the very high workload of members' pension information requests. Consequently, we can only provide a reduced telephone service at this time.

A reduced telephone service 020 8538 2100 is to reopen from 10 August 2020, between 9am and 1pm Monday to Friday.


Our lines are capable of handling up to 20 calls at any time. If you can't get through, it is likely that all our lines are busy, but please be patient and try again later. Alternatively, please use our [Contact us form](#) for less urgent enquiries if you can.


If you think you may be affected by redundancy, please check our [Voluntary Redundancy FAQs](#) page as well as our [Pension options under age 55 guide](#) and [Pension options over age 55 guide](#) to find the answer to your query before contacting us. BA has also provided lots of useful information on [Planning for a different future](#) on its ONE intranet.

If you have a query not related to redundancy, please check our [FAQs](#) page for the answer to your query. If you can't find what you need in our FAQs, please continue to contact us through our online [Contact us form](#). You'll receive an on-screen message as well as an email to confirm that we've received your enquiry, and we'll respond to you as quickly as we can.

For further information

 [Mybapension.com](https://mybapension.com)

 020 8538 2100

 British Airways Pensions
PO Box 2074, Liverpool L69 2YL

 [email](#)

New Airways Pension Scheme



Do you have benefits in the British Airways Pension Plan (BAPP)?

BA introduced BAPP for existing employees from 1 April 2018. If you have a BAPP account, contact Aviva Life & Pensions on 0345 030 7964 or log into your BAPP account via the BA intranet for details of your BAPP account value and options.

Download your statements

Don't forget, if you've registered to manage your NAPS pension online, you can download copies of your online deferred pension, AVC and Annual Allowance statements (if you usually receive these), which will provide much of the information a financial adviser will need.

Pensioner members can also view, save and print Pension increase statements, P60 certificates and pension payslips.

Voluntary redundancy

If you leave BA under redundancy and wish to draw your pension straight away, we will automatically contact you to guide you through the process once BA confirms your leaving date. If we're unable to provide your pension information straight away (and if you've registered to manage your pension online on www.mybapension.com/naps), we will email you to let you know that we are working to provide you with your pension options.

If you are affected by BA's voluntary redundancy programme, and you are below the minimum retirement age (in NAPS this is age 55), we would encourage you to help yourself to your pension information online. We'll continue to provide regular online updates about your NAPS pension, usually in May each year.

Are you thinking about drawing your pension?

BA Clubs is running pre-retirement seminars, which are open to current and former employees who are interested in retirement planning. The seminars are currently being provided exclusively online, by webinar, and include presentations from BA Pensions.

To book a place, contact BA Clubs on 020 3691 3215 or email membership@baclubs.com. Wi-Fi, iPad or laptop/pc with webcam is required, and BA Clubs charges an admin booking fee of £10.

Next online seminar dates:


Date	Time
25 August 2020	10:00am – 1:00pm
24 September 2020	10:00am – 1:00pm
27 October 2020	10:00am – 1:00pm


Finding financial advice

We recommend that you seek independent financial advice before making important decisions about your pension benefits. Neither BA Pensions nor the NAPS Trustee can provide financial advice, but our [Financial advice page](#) includes details of where to find an adviser and a guide on what to ask. If you have an NAPS AVC account, you can also use some of your AVCs towards the cost of obtaining retirement advice.

For further information

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Our latest enquiry turnaround times:

Topic	Turnaround time
Death of a pensioner member	One week
Pension & tax-free lump sum payments	The first pension payment is usually paid at the end of the month after your retirement date (e.g. at the end of September for retirement dates during August). If you take a tax-free lump sum, we will usually send the payment on the first working day following your retirement date. Once we have made the payment, the money will usually be available in your UK bank account within five working days. Payment to an overseas bank will take longer.
Transfer payment made to another pension arrangement	One month following receipt of all forms.
Retirement Quotations	One month from the date of request. We are prioritising members leaving BA under voluntary redundancy or who need to draw their pension straightaway within the next three months.
Transfer Quotations	Three months from the date of request. We are currently replying to enquiries received up to 31 May 2020.
All other enquiries	Up to eight weeks from the date of request.

Keep up to date

The Association of British Airways Pensioners (ABAP)

ABAP is independent of both BA and BA Pensions. The association represents the interests of people who have pension rights with British Airways. Visit [ABAP's website](#) for more details.

BA Clubs


You can find the latest news from BA Clubs on the [BA Clubs website](#).


IAG

Visit the [IAG website](#) for the latest news about IAG and BA.

For further information

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