



Date: 31 March 2020

Dear Member

AXA UK Group Pension Scheme (the “Scheme”)

Coronavirus update

In response to the potential spread of coronavirus (COVID-19), we continue to closely monitor the situation and take action to minimise any impact on the day to day operation of the AXA UK Group Pension Scheme

Both AXA and Capita have robust measures in place so that we are prepared to respond to the evolving situation. This includes establishing contingency plans to safeguard the staff who look after the AXA UK Group Pension Scheme and our priority remains making sure that pensions are paid on time.

The Capita Pension Administration Team helpline is equipped to answer any queries about your pension in the coming weeks and months. However, we ask members to consider whether your query is urgent and if it could be answered by another method ie. email or website.

We will continue to keep a close eye on developments and if the situation or advice changes, then we will issue further communications.

Your health

Please continue to follow the advice of the government about your own health. Information can be found at www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public

If required you can contact the Administration team using the following email address axa-pensions@capita.com or call the AXA Helpline on 03701 234 701.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Rebecca', is positioned above the printed name.

Rebecca Shevill
Head of Pensions Administration and Trustee Services