

Pension
Protection
Fund

A guide to the
Pension Protection
Levy 2009/10

About this booklet

This booklet is designed to help you understand your pension protection levy invoice and tell you what to do if you have any questions. It is intended to complement the invoice so you should try to keep them together.

Inside, we make frequent references to pages on the Pension Protection Fund's website, www.pensionprotectionfund.org.uk

If you need more printed copies of this booklet, please contact EC Group, quoting reference PPF0902 on 020 8867 3297 or pensionprotectionfund@ecgroup.uk.com

Pension Protection Fund (PPF)

In April 2005, the Pension Protection Fund was set up to protect members of eligible defined benefit and hybrid pension schemes when the sponsoring employer goes bust and the scheme cannot afford to pay members' benefits at PPF levels of compensation.

The PPF was established by Parliament in the Pensions Act 2004 and is a public corporation, independent from Government.

Pension Protection Levy

The annual levy on schemes eligible for PPF protection is one of four ways that the PPF is funded. We also generate income from:

- recoveries of money and other assets from insolvent employers of schemes that we take on
- taking on the assets of schemes that transfer to us, and
- returns on our own investments.

Dun & Bradstreet (D&B)

Dun & Bradstreet is the business information supplier that provides the PPF with failure scores and associated probabilities of insolvency for the sponsoring employers of schemes that pay the pension protection levy. You can find out more about your failure score and probability of insolvency in this booklet.

The Pensions Regulator (the Regulator)

The Pensions Regulator is the UK regulator of work-based pension schemes. It is a separate body from the PPF and has many different functions. It works to improve confidence in work-based pensions by protecting members' benefits, promoting good administration of pension schemes and reducing the risk that scheme members may need PPF protection.

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1 A summary of the 2009/10 levy

Introduction

You have received a pension protection levy invoice because we believe your scheme members would be eligible for PPF compensation if the sponsoring employer(s) becomes insolvent and there are not enough assets remaining in the scheme to pay benefits at PPF levels of compensation.

The invoice you received details the amount of 2009/10 pension protection levy due from your scheme under sections 175-181 of the Pensions Act 2004.

How can I pay this levy invoice?

You can pay by BACS, CHAPS or internet banking, quoting your scheme name and invoice number. These are the simplest, most secure and effective methods, helping to reduce administration costs. Please forward your remittance advice to us at creditcontrol@ppf.gsi.gov.uk. Further details are on your invoice.

If you wish to pay your invoice by cheque, please make it payable to PPF Levy Collection Account and send it along with a copy of the invoice to:

Pension Protection Fund
Knollys House
17 Addiscombe Road
Croydon
Surrey
CR0 6SR

Please note that we do not provide an automatic payment receipt. Confirmation that a payment has been made from the relevant account should be checked with your bank in the first instance. Some schemes have paid their levy invoices twice in the past. Please ensure you are not duplicating a payment that has already been made.

When do I have to pay it?

The invoice is due for immediate payment and our credit control team will begin debt collection activities if we have not received payment within 28 days of the invoice date.

What does this invoice cover?

Pension Protection Levy

This is divided into two parts:

Scheme-based levy

Paid by ALL schemes according to their PPF liabilities.

Risk-based levy

Calculated according to the funding level of a scheme and the probability of insolvency of its employer(s).

What does this invoice not cover?

Administration levy

This covers the cost of running the PPF. The Regulator will invoice you separately for this.

General levy

This levy does not contribute to the running of the PPF. It is invoiced by the Regulator, which also invoices for a number of other levies which are separate from the PPF.

Eligibility and waivers

The criteria for levy waivers are set out in the Pension Protection Fund (Waiver of Pension Protection Levy and Consequential Amendments) Regulations 2007 (SI 2007/771) which are available at: www.statutelaw.gov.uk

Please update the details of your scheme in Exchange if there are any changes or if your scheme is winding up. This will ensure that the Pensions Regulator has access to the most up-to-date records of pension schemes.

If you think your scheme is not eligible for the levy:

Some defined benefit pension schemes are not eligible for PPF compensation and so are not liable to pay the PPF levies. The 'Eligibility' page of our website contains a summary list of the criteria which might make a scheme ineligible.

If you have received an invoice but think that your scheme may be ineligible, you should consult section 126 of the Pensions Act 2004 and the Pension Protection Fund (Entry Rules) Regulations 2005 (SI 2005/590), as amended, which are available on the UK Statute Law Database at: www.statutelaw.gov.uk.

If you still think you are ineligible, you should contact the PPF Stakeholder Support Team. Contact details can be found at the back of the guide.

If you think your scheme should have its 2009/10 levy waived:

There are a limited number of circumstances where the PPF may waive either your scheme-based or risk-based levy, or both. If applicable, the levy is waived for one year and a separate application must be made in subsequent years.

The criteria for levy waivers are set out in the Pension Protection Fund (Waiver of Pension Protection Levy and Consequential Amendments) Regulations 2007 (SI 2007/771) which are available at: www.statutelaw.gov.uk.

You can find a list of the circumstances under which the PPF has discretion to waive the levies on the 'FAQs' page of the PPF website. Please note that we have no discretion to waive the levy in other cases.

If your scheme meets the criteria to have the levy waived, you should send your completed waiver application form and the required supporting evidence to the waiver team at eligibilityandwaivers@ppf.gsi.gov.uk, clearly indicating that you are applying for a waiver. You must make your application **before** you pay the invoice and **within 28 days** of the date of your invoice.

Alternatively, if you require further information or have any additional questions about applying to have your levy waived, you can contact the Stakeholder Support Team within 28 days of the date of your invoice and before you pay your invoice.

The levy in 2009/10

Your 2009/10 levy has been calculated in a similar way to last year, and the calculation is explained on pages 7-12. **This year, we have used the scheme return and section 179 valuation information that was submitted to the Regulator on or before 31 March 2008**, which is the same information and measurement date that we used for the 2008/09 levy.

We have taken into account **contingent assets** and **deficit reduction contributions** that were certified correctly to meet the requirements of the 2009/10 determination by the 2009/10 deadlines (see page 11) when calculating your levy.

Full block transfers that occurred before 31 March 2009 have also been taken into account. However, where schemes received a full transfer of assets and liabilities from another scheme before 1 April 2009 and did **not** notify the PPF of the transfer in the way specified in the 2009/10 determination by the correct deadline, the new value of the assets and protected liabilities of the scheme have been calculated using the formula set out in Appendix 2A to the Schedule to the 2009/10 determination. This formula reduces the value of the transferred assets by at least 5 per cent.

Partial block transfers that took place up to 31 March 2008 have been taken into account, provided they were notified to the PPF correctly by the 2008/09 deadline.

Underfunding risk has been measured as at 31 March 2008. The funding level above which a scheme's underfunding risk is calculated as a fixed percentage of liabilities remains the same as last year, at 120 per cent, as does the funding level at which no risk-based levy is payable, at 140 per cent.

Your **D&B failure score** or probability of insolvency as at 31 March 2008 has been used again in this year's risk-based levy calculation. If you successfully appealed your D&B failure score in 2008/09, the revised score has been carried forward into the 2009/10 calculation. Please note that there are some restrictions on D&B appeals in 2009/10 — see page 14 for details.

This is the first year in which we have used underfunding and insolvency risk information from 12 months before the start of the levy year. This change allowed for the levy scaling factor to be calculated well in advance of the start of the year, giving schemes the ability to calculate their bills in advance and plan accordingly.

**This year's levy
scaling factor
is 2.22**

We have generally used the same data that was used last year to calculate the levy. We will generally not be considering updates to the information submitted after the deadlines listed on this page.

The determination and its annexes and appendices can be found in the document library and on the 'About the Levy' page on our website.

2 Levy calculation

Information used in your levy calculation:

Data from the following sources goes into your levy calculation:

- section 179 valuation information from your annual scheme return, submitted via the Regulator's Exchange system, and subsequent updates made on or before 31 March 2008
- section 179 valuation information provided to the PPF as a voluntary certificate on or before 31 March 2008, where applicable
- the failure score, risk indicator or equivalent for each scheme sponsoring employer as at 31 March 2008, provided by D&B
- where there is a Type A contingent asset, the failure score, risk indicator or equivalent for each guarantor as at 31 March 2008, provided by D&B
- any partial block transfer certificates provided to the PPF on or before 7 April 2008
- any valid contingent assets certified for 2009/10 on or before 31 March 2009
- any relevant deficit reduction contributions and certified on or before 7 April 2009, and
- any full block transfers, where the required information has been provided to the PPF on Exchange on or before 7 April 2009 with full details reported by 30 June 2009.

How we use this information:

The determination

The 2009/10 determination made under section 175(5) of the Pensions Act 2004 contains the rules for calculating the scheme-based and risk-based levies in respect of the financial year 1 April 2009 – 31 March 2010. The 2009/10 determination is a legal document that details how we must calculate the levies, and the scheme and employer data we must take into account for the purposes of calculating the levies.

The roll-forward methodology

When calculating the scheme-based levy and the underfunding risk factor of the risk-based levy, we used the asset and liability figures from section 179 valuations submitted on or before 31 March 2008.

We measured assets and liabilities for the 2009/10 levy as at 31 March 2008, so your valuation was rolled forward (or backward) to this date. This is done using the methodology detailed in appendix one to the 2009/10 determination.

The scheme-based levy

The scheme-based levy (SBL) is based on a scheme's liabilities to members on a section 179 basis.

It is calculated using the formula:

$$\text{SBL} = 0.000162 (h) \times \text{estimated liabilities (L)}$$

h is the multiplier that has been applied to every scheme, so that the scheme-based levies will make up an estimated 20 per cent of the total pension protection levy collected in 2009/10. This year the multiplier is 0.000162.

L is the scheme's estimated liabilities on a section 179 basis rolled forward or backward to 31 March 2008 as described above.

The risk-based levy

The risk-based levy (RBL) is based on the likelihood of a scheme making a claim on the PPF and the potential size of that claim.

It is calculated using the formula:

$$\text{RBL} = \text{underfunding risk (U)} \times \text{insolvency risk (P)} \times \text{levy scaling factor (c)} \times \text{proportion risk-based (R)}$$

Underfunding risk represents the potential size of a scheme's claim on the PPF.

U is the underfunding amount of the scheme determined using the scheme's rolled-forward assets and liabilities, taking account of any valid contingent asset arrangements and deficit reduction contributions.

Schemes were required by law to submit their first section 179 valuation to the PPF or the Regulator by 31 March 2008. If you didn't do this, we used your old Minimum Funding Requirement (MFR) valuation, but reduced the value of your assets by 5 per cent in each year of the roll-forward. This was done using the methodology detailed in appendix two to the determination.

Insolvency risk represents the likelihood of a scheme's sponsoring employer(s) becoming insolvent and the scheme making a claim on the PPF.

P is the probability of insolvency of the sponsoring employer or employers, taking into account the scheme structure. Probabilities of insolvency are provided to the PPF by D&B. P may be modified where there is a Type A contingent asset (see page 11).

The levy scaling factor (LSF) scales up the amount based on short-term risk exposure to ensure that the total levy collected matches the levy estimate, which is based on long-term risk exposure.

In the levy formula, this is represented as *c* and is 2.22 in 2009/10.

The proportion risk-based represents the proportion of the levy that is to be risk-based.

R is 0.8, because the risk-based levy is 80 per cent of the pension protection levy.

The risk-based levy is capped to protect the most vulnerable schemes. The cap for 2009/10 is one per cent of liabilities. Where the risk-based levy calculated using the above formula exceeds one per cent of liabilities, the cap is applied and the risk-based levy is calculated using the following formula:

$$\text{RBL} = 0.01 \times \text{L}$$

Underfunding risk

To determine the underfunding risk factor in the risk-based levy calculation, we first establish the funding level of a scheme as follows:

$$\text{funding level (f)} = \frac{\text{value of assets (A)}}{\text{value of liabilities (L)}} \times 100\%$$

The value of assets is inclusive of any type B or C contingent assets and deficit reduction contributions.

If your funding level is less than 120 per cent, your underfunding risk is calculated as the difference between 121 per cent of the value of the liabilities and the value of the assets:

$$U = (1.21 \times L) - A$$

If your funding level is above 120 per cent, your underfunding risk is calculated as a fixed percentage of liabilities:

funding percentage:	U as a percentage of liabilities:
$120 \leq f < 125$	1
$125 \leq f < 130$	0.75
$130 \leq f < 135$	0.5
$135 \leq f < 140$	0.25
$f \geq 140$	0 (zero risk-based levy)

Insolvency risk

D&B provides the PPF with a probability of insolvency for every sponsoring employer of a scheme eligible for PPF protection. The probability of insolvency is an estimate of the likelihood that within the next 12 months a company will close down operations without paying all creditors. The probability of insolvency that D&B calculated last year for sponsoring employers will be carried forward and used again in 2009/10.

Failure scores

Most sponsoring employers have an individual failure score on a 1 to 100 percentile scale, where 1 represents the businesses with the highest probability of insolvency and 100 the lowest. Each failure score has an associated probability of insolvency, the factor used in the levy calculation. **In 2009/10 we will be using the same failure scores that we used to calculate the 2008/09 levy**, which will help to stabilise levy bills.

Probabilities of insolvency for employers based outside the UK

D&B's international branches or associates are able to provide a failure score and probability of insolvency for most employers based outside the UK. In the absence of a failure score, they will provide a 'risk indicator' which also corresponds to a probability of insolvency, and is treated in the same way. You should contact D&B directly if this applies to you and you have any questions on this.

The table of failure scores and their associated probabilities of insolvency for 2009/10 can be found on the 'Insolvency Risk' page of our website.

Industry average probabilities of insolvency

In a minority of cases, where D&B is unable to provide a failure score or risk indicator for a scheme's sponsoring employer, an industry average probability of insolvency is used in the risk-based levy.

This is calculated as the median probability of insolvency of all UK sponsoring employers of defined benefit schemes sharing the same 1972 Standard Industry Classification code as the employer in question.

This is explained in more detail in paragraph 32 of the schedule to the determination.

Multi-employer scheme probabilities of insolvency

For schemes with more than one sponsoring employer, the calculation uses an average of the employers' probabilities of insolvency, weighted by the number of members for each employer as listed in the scheme return.

The weighted average may then be adjusted according to the type of scheme.

If the scheme's rules include an option or requirement to segregate if an employer ceases to participate, the weighted average probability of insolvency is not adjusted.

If the scheme's rules do not include an option or requirement to segregate if an employer ceases to participate (i.e. the scheme is "last man standing"), but the scheme is not a centralised scheme for non-associated employers, the weighted average probability of insolvency is multiplied by 0.9.

If the scheme is a last man standing, centralised scheme for non-associated employers, the probability of insolvency is multiplied by the proportion which the number of members employed by the employer with the most members bears to the total number of scheme members.

Scheme average probabilities of insolvency

For a multi-employer scheme with more than 10 employers, where D&B is able to provide a failure score for 90 per cent of those employers (or 50 per cent if a scheme has more than 100 sponsoring employers), the probability of insolvency used in the risk-based levy for any employers of the scheme with no failure score is the mean probability of insolvency of the scheme's employers that do have a failure score or risk indicator.

Risk Reduction

Underfunding risk or insolvency risk have been adjusted for schemes that made deficit reduction contributions or put in place contingent assets in accordance with the requirements of the 2009/10 determination.

Deficit Reduction Contributions

In 2009/10, additional contributions paid into the scheme between valuations, improving the scheme's funding and reducing underfunding risk, have been recognised in the levy calculation if they were certified correctly by 7 April 2009.

Contingent Assets

In 2009/10, the following types of contingent assets have been recognised in the levy calculation, provided they satisfy the requirements of the determination and were certified correctly by 31 March 2009.

A **Type A** contingent asset is the only way the probability of insolvency of a group company or another entity related to the scheme's sponsoring employer can be taken into account in the levy calculation.

The formula for recognition of Type A contingent assets has been calibrated so that a percentage guarantee of at least 105 per cent funding on a s179 basis will continue to result in a complete switch from the employer's insolvency probability to the guarantor's insolvency probability.

Type B and **C** contingent assets are added to scheme assets to determine the total assets for use in the underfunding risk calculation.

We will only recognise contingent assets that have been put in place using our standard forms of documentation and have been certified correctly.

More information on each type of contingent asset can be found on the 'Contingent Assets' page of the PPF website.

Contingent assets

Type A	Parent or group company guarantees
Type B	Security over cash, UK real estate and securities
Type C	Letters of credit and bank guarantees

Guidance on the treatment of contingent assets, and how to certify them can be found on the 'Contingent Assets' page of the PPF website.

Schemes or parts of schemes in assessment

If the sponsoring employer of an eligible scheme goes bust, the scheme will enter an assessment period, during which we will determine whether the scheme will enter the PPF.

The levy for schemes in a PPF assessment period is nil, provided that a scheme failure notice was issued by 31 March 2009, that it became binding, and that no withdrawal notice has been issued.

If an eligible scheme has multiple employers and one of the employers goes bust, the part of the scheme linked to the insolvent employer will enter the assessment period. The rest of the scheme will continue as normal. In this case, the levy for the part(s) of the scheme in assessment is nil, and it will be excluded from the calculation of the levy for the continuing part(s). The continuing part will pay a levy based only on the risk that it poses to the PPF.

Where part of a scheme entered assessment after 31 March 2008, and the section 179 valuation has not been updated to reflect the change, we have calculated the levy for the continuing part by apportioning the assets and liabilities between the parts according to the number of members for each part of the scheme.

3 Querying your invoice

In 2009/10 we are generally using the same information that was used to calculate 2008/09 invoices. If your 2008/09 invoice was calculated correctly in accordance with the 2008/09 determination, you should not need to query your 2009/10 invoice.

If there is something you need to know about the calculation of your invoice, you should first refer to the explanations in this booklet or to our website, where we have published extensive FAQs.

If you then believe your invoice amount is incorrect, you can:

- Contact **D&B** to check that they have correctly matched your employer(s) to records in their system and that the failure score and associated probability of insolvency in your 2009/10 invoice matches the score used in your 2008/09 invoice.
- Contact the **PPF** to query your **scheme-based** levy or the **underfunding risk** factor of your risk-based levy, or with any other query.

All queries or appeals must be made **within 28 days** of the date of issue of the invoice. Your 28 day deadline is also stated on the invoice. In either case, you will then have a maximum of 28 days to escalate your appeal to each subsequent stage.

If you wish to raise an appeal with D&B and a query with the PPF, you need to do so **simultaneously**.

If exceptional circumstances prevent you from making an appeal on time, you should contact the PPF or D&B, as appropriate, and be prepared to provide evidence as to why you have not made the appeal on time. We would not usually consider any of the following to amount to exceptional circumstances: poor scheme management, administrative failure, or the planned absence of trustees or their advisers.

If you are considering whether to appeal your invoice, please be aware that successful appeals can cause bills to increase as well as decrease, or can have no effect on the amount of the bill at all.

If your scheme's circumstances change, you can update Exchange with any new information on an ongoing basis. This will save you time when it comes to submitting your next scheme return. However, the information **will not usually be used** in 2009/10. The information stored in Exchange at 5pm on 31 March 2009 will be used in the 2010/11 levy calculation.

If you have submitted incorrect data to the PPF or the Regulator:

We will not generally accept corrections or updates to data that has been submitted via Exchange, voluntary certificates, or in any other form by the relevant deadlines. We think schemes ought to be used to using the Regulator's Exchange system by now and are in a position to submit correct data by the relevant deadlines. It's also generally in the best interests of scheme members that the PPF is able to collect the levy as quickly and easily as possible.

However, we can make exceptions to this policy, for example where it is clear that a scheme has experienced a problem using Exchange which has prevented data from being entered. We must be satisfied that there is a good reason in all the circumstances of the case before we make an exception to our policy of not allowing data corrections.

If you notice any discrepancies in the data used in your invoice, you should contact our Stakeholder Support Team on 0845 600 2541 or at levyinvoice@ppf.gsi.gov.uk within 28 days of the date of your invoice.

Diagram 1:
D&B appeals process



Appealing your D&B failure score

If you want to know more about your failure score, probability of insolvency or DUNS number, you should contact D&B directly on 0870 850 6209.

In 2009/10 we will be using the same failure scores and associated probabilities of insolvency as were used in the 2008/09 levy, which will help to stabilise levy bills. **If you did not successfully appeal your failure score within 28 days of receiving your 2008/09 invoice, you will not be allowed to appeal your score when you receive your 2009/10 invoice.**

New schemes being invoiced for the first time or schemes that receive their 2009/10 invoice before their 2008/09 invoice can appeal within 28 days of receiving their invoice.

If you want to appeal your failure score you must do so in writing by emailing customerhelp@dnb.com, with 'PPF' in the subject line. You can only appeal against D&B's use of information that was publicly available at one of D&B's standard sources before 31 March 2008. Any information that wasn't publicly available from those sources at that time will not be taken into account in your appeal. Please see the PPF website for more information.

You should make it clear to D&B that you wish to appeal the failure score and quote the employer's DUNS number (this can be found on your levy invoice). They will then conduct your appeal in accordance with their five stage process (Diagram 1).

Should your appeal be rejected at any of stages one to four, you have a maximum of **28 days** to escalate your appeal to the next level. If exceptional circumstances prevent this, you should contact D&B and be prepared to provide evidence as to why you are appealing after the deadline. We have instructed D&B that they should not generally regard any of the following as amounting to exceptional circumstances: poor scheme management, administrative failure or the planned absence of trustees or their advisers.

Querying and reviewing your scheme-based levy or underfunding risk calculation

If you think the PPF has made a mistake when calculating your scheme-based levy or the underfunding element of your risk-based levy, you should contact our Stakeholder Support Team on 0845 600 2541 or at levyinvoice@ppf.gsi.gov.uk. They will treat your query as an **informal review** of your levy invoice.

When raising a query, please ensure that you quote your scheme name and invoice number so that we can identify your scheme correctly. You can only appeal against the PPF's use of information that was submitted to the PPF or the Regulator on or before 31 March 2008 (or the relevant deadlines that apply for that year to transfers, deficit-reduction certificates and contingent assets). Any information that wasn't submitted at that time will not generally be taken into account in your review.

Most issues with invoices can be resolved by an informal review, but you also have the option of a **formal review**.

If you query your invoice with the PPF after 28 days, we will still respond to your query, although you may be too late to apply for a formal review.

Please note that the PPF cannot at this stage change the levy determination for 2009/10, including the levy formula, or any of the policies or rules contained in it. These rules include use of D&B scores in the calculation, the levy scaling factor and the deadline for submitting data. If you apply for a review on the grounds that the determination itself is unfair or unreasonable, it will not be successful.

Formal reviews

The calculation of a levy invoice is considered to be a 'reviewable matter' under section 207 of the Pensions Act 2004. The formal review process considers whether the PPF has followed the rules of the determination when calculating your levy.

We consult annually on the levy rules and anyone with an interest in the PPF can respond. See 'Keep in touch with PPF developments & have your say' on page 18 for information on how you can hear about and respond to all of our consultations.

The formal review process does not cover your D&B failure score, which is not determined by the PPF, but is an independent measure used by the PPF. You can only appeal your failure score with D&B.

How to request a formal review

Information on the statutory requirements for a review application, and an application form, can be found on the PPF website under 'Reviews and Appeals' in 'Invoicing'.

This page also contains details of the other reviewable matters.

Formal pension protection levy review applications must:

- be raised by a trustee, or authorised representative
- include your scheme name and invoice number
- be raised within **28 days** of the date on your invoice or the conclusion of an informal review (unless you can show exceptional reasons for delay)
- **not** be about your D&B failure score, and
- **not** be about the underlying formula, or methodology used to calculate the levy.

If you are not satisfied with the result of your formal review, it is possible to appeal first to the PPF's Reconsideration Committee and ultimately to the Pension Protection Fund Ombudsman. Each body will consider only whether the rules set out in the determination have been correctly applied, and has no power to modify or depart from those rules.

During your D&B or PPF review

How we collect your levy during and after appeals or reviews:

D&B appeals:

We will not chase payment of the disputed part of your invoice while you have a D&B appeal at stage three (scoring specialist review) or higher.

PPF reviews:

We will not chase payment of the disputed part of your invoice if you have an informal or formal review with the PPF, where a dispute over the data used in the calculation or the status of the scheme could potentially result in the invoice amount changing. We may continue to chase for payment if an informal review is about a published PPF policy.

After your appeal or review:

If your appeal or review is unsuccessful and your original levy amount remains payable, we will request payment and re-commence credit control activity.

If your levy amount decreases, and you have already paid the full amount of your invoice, you will receive a credit note for your previous invoice amount followed by a subsequent revised invoice. Please contact the PPF to arrange reimbursement for the difference. If your levy amount increases you will also receive a credit note for your previous invoice amount followed by a subsequent revised invoice. You will only need to pay the outstanding balance which should be paid immediately according to the payment terms on the first page of your invoice. The same deadlines for raising queries, appeals or reviews will apply to the new invoice.

Making a complaint about the PPF

If you would like more information on how to make a statutory or non-statutory complaint about the PPF, you can refer to the booklet 'How we deal with your complaints and concerns', which is available on our website.

Criticism of our policies, such as the determination or the levy scaling factor, will not generally be regarded as a complaint, however your concern will be considered and handled by other means.

We expect schemes to pay the undisputed amount in any invoice that is being appealed.

4 Future developments: 2010/11

In 2010/11 we will continue to use underfunding and insolvency risk information from 12 months before the start of the levy year to calculate the levy. The **underfunding risk** measurement date will be 31 March 2009.

The deadlines for submission of data for the 2010/11 levy are:

- 5:00 pm on 31 March 2010 for **contingent assets**
- 5:00 pm on 7 April 2010 for **deficit reduction contributions**

The deadline for notification of full block transfers for the 2010/11 levy is:

- 5:00 pm on 30 June 2010 for certification of **full block transfers**

Your D&B failure score or **probability of insolvency** as at 31 March 2009 will also be used in 2010/11.

At the time of printing, the determination for the 2010/11 levy year has not yet been finalised. However, you will be able to access it, and all other policy documents relating to the levy, including the new PPF Levy Practice Guide, on our website. Further information on changes to the levy in 2010/11 can be found in the 2010/11 Pension Protection Levy Consultation and subsequent response.

Keep in touch with PPF developments and have your say

If you want to receive notification of new PPF publications, including consultations, press releases and guidance documents, you can sign up for automatic email alerts on our website.

Our consultations are open fully to the public. If you sign up for email alerts, you'll know when you have the opportunity to tell us what you think and influence the development of the levy and other areas of PPF work. All of our consultation documents are available on our website.

5 Contact details

Pension Protection Fund

www.pensionprotectionfund.org.uk

(click 'Document Library' for further reading)

PPF Stakeholder Support Team: **0845 600 2541**

Please note that calls to the Stakeholder Support Team are recorded to help us provide the best service for our stakeholders.

Text phone (for the hearing impaired): **0845 600 2542**

creditcontrol@ppf.gsi.gov.uk

for submitting your remittance advice for levy payments

eligibilityandwaivers@ppf.gsi.gov.uk

for waiver applications

levyinvoice@ppf.gsi.gov.uk

for levy invoice queries and informal reviews

reviews@ppf.gsi.gov.uk

for formal reviews

consultation@ppf.gsi.gov.uk

to respond to levy consultation documents

Knollys House, 17 Addiscombe Road, Croydon, Surrey, CR0 6SR

D&B

www.dnb.com/uk

Pension Protection Fund related queries: **0870 850 6209**

customerhelp@dnb.com (Quote 'PPF' in the subject line)

D&B Customer Services, Suite 5.3, Building 8, Exchange Quay, Salford, Greater Manchester, M5 3EJ

The Pensions Regulator

www.thepensionsregulator.gov.uk

Customer support: **0870 6063636**

customersupport@thepensionsregulator.gov.uk

Napier House, Trafalgar Place, Brighton, BN1 4DW

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