



PENSION
FUND

Suspect phone calls; staying safe from scams

The Trustee Board would like to draw to your attention suspect phone calls that a few pensioner members of the Fund have recently received. We understand that members have been called by individuals purporting to be acting on behalf of the Fund and have been asked to provide personal information in connection with their pensions.

The Trustee and ICI Pensions Services take the security of your pension information very seriously.

We will never phone you unsolicited to request personal information from you. If you phone our helpline, we will always ask a number of questions to verify your identity before disclosing information to you and addressing any queries you may have. If we phone you back, we will always reference your earlier call. The Trustee only accepts changes to personal details in writing, with your signature and we will never ask you for personal details over the phone.

In order to help keep information about your finances safe, the Trustee recommends you read the following information from the Financial Conduct Authority, which offers some useful tips to help you protect your money:

www.fca.org.uk/consumers/scams

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