

### Internal Disputes Resolution Procedure (IDRP)

If you are dissatisfied by our response, you may refer the matter to the Trustee of the Plan.

You should send your letter, including any copies of relevant correspondence, to:

The Trustee of the Hilton UK Pension Plan  
c/o The Secretary to the Trustee  
Hymans Robertson LLP  
Exchange Place One  
1 Semple Street  
Edinburgh  
EH3 8BL

Alternatively, you may email Joanne Gyte at [HiltonSecretariat@hymans.co.uk](mailto:HiltonSecretariat@hymans.co.uk), who will pass your query to the Trustee.

The Trustee will reply directly to you within two months.

### Pensions Ombudsman

You also have the right to refer your complaint to The Pensions Ombudsman free of charge.

The Pensions Ombudsman deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes.

Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about happened – or, if later, within three years of when you first knew about it (or ought to have known about it). There is discretion for those time limits to be extended.

The Pensions Ombudsman can be contacted at:  
10 South Colonnade, Canary Wharf  
London, E14 4PU  
Tel: 0800 917 4487

Email: [enquiries@pensions-ombudsman.org.uk](mailto:enquiries@pensions-ombudsman.org.uk)

Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

You can also submit a complaint form online:

[www.pensions-ombudsman.org.uk/our-service/make-a-complaint/](http://www.pensions-ombudsman.org.uk/our-service/make-a-complaint/)

### The Pensions Advisory Service (TPAS)

If you have general requests for information or guidance concerning your pension arrangements contact:

The Pensions Advisory Service

11 Belgrave Road  
London, SW1V 1RB  
Tel: 0800 011 3797

Website: [www.pensionsadvisoryservice.org.uk/](http://www.pensionsadvisoryservice.org.uk/)