



# Pension Update

For members of the Defined Contribution (DC) Sections

TotalEnergies UK Pension Plan

- 1 Introduction
- 3 An interview with Liz Sumner (UK Pensions Manager)
- 6 Could you be the Plan's next Trustee Director?
- 7 Take control of your pension
- 9 Investing in the future
- 10 Useful contacts

FEBRUARY 2023

# Introduction

## Looking to the future

Welcome to our February edition of Pensions Update, which provides you with an update on the Plan's finances and other important information.

We experienced an eventful 2022 which was also felt in the world of pensions. We are expecting a busy 2023 and kick off the year by celebrating the Plan's 20th birthday. The Plan has changed a lot over the years and with this in mind, we caught up with Liz Sumner, our UK Pensions Manager, to take a look at the progression of the Plan and what is in store for the future. This year also marks the 20th year of working with our Plan Pension Administrator, Buck. Buck has been providing pension services across the globe for over 100 years and is a well-known and trusted provider. We have been extremely pleased with the service received since the inception of the Plan.

We are always trying to improve our delivery of important news and educational information, giving you the tools to manage your pension as easily as possible. We are trying to reduce the Plan's carbon

footprint by moving to an electronic format in our communications to members and urge you to view the full version of this year's newsletter online which includes information on an array of topics such as how to avoid pension scams and retrieve lost pensions. You can view the full version of the newsletter by visiting **[pensioninfo.totalenergies.uk](https://pensioninfo.totalenergies.uk)**. You are receiving this paper version because we do not have a current email address for you. Please provide one, as not all communications will be sent by post in the future and you may miss out on interesting or important information. You can find out more by reading the accompanying 'Switch to digital communications' postcard.

**Rob White**  
Chair of TotalEnergies  
Pension Trustee UK Limited



## Today's five-minute task

No one likes to think or talk about death, but it is really important that you complete an Expression of Wish form. This form allows you to tell the Plan's Trustee Directors who you would like to receive your pension benefits when you die.

If you have already completed an Expression of Wish, you should make sure that the details are up to date to reflect your current circumstances and wishes.

How can I update my Expression of Wish?

You can update your Expression of Wish for these benefits online through the TotalEnergies Portal.

## Meet the Administration Team





## An interview with Liz Sumner

To celebrate the Plan's 20th birthday we caught up with Liz Sumner, our UK Pensions Manager, to get an insight into her role and take a look at how the Plan has changed over the years.

Hi Liz, can you give us a little bit of information on your background with TotalEnergies?

I joined the in-house pensions team at TotalFinaElf in the summer of 2002 – it was just after the Golden Jubilee if I remember correctly. The merger of all the pension schemes to form the Plan was progressing well and it was a very exciting time. Prior to that I worked for Aon. I have always worked in the pensions industry having joined the pensions department at Deloitte straight out of university. It has been a great career with never a dull moment.

What do you enjoy about your role?

Where do I start! I have the best job in the world, and I tell that to anyone who asks me what I do. It has to be the people though – my colleagues, the members I speak to, our advisers and the Administration Team. It is also the work we do which is varied and interesting, I am very lucky. It might be a day at one of our sites speaking to members or a Trustee Board meeting, no two days are the same.





So, the Plan is 20 years old. What have been the key changes you have seen over this time?

I hope members see a big difference in the technology we have available now. In the early days there was no online access to member accounts and there was a lot of paper – from newsletters to benefit statements. Now it is all online and digital – so I would urge members to log on and see all the information they now have at their fingertips to plan a better retirement – it is the longest holiday you will have, after all.

What is the main focus for the Plan over the coming weeks and months, and what can members expect to hear more about?

We are looking to recruit a couple of new Trustee Directors – there is more information about that in this newsletter. I must say, it is a very rewarding role and I am hoping we will get a good group of candidates to interview. There is also the triennial valuation due later this year which always takes a lot of time and discussion with the employers. Members will get a funding update in due course, but I am pleased to say, at the moment, the position has improved significantly since the last valuation in 2020.

# An interview with Liz Sumner continued

Do you have any tips for members approaching retirement?

I do not want to sound like a broken record but for defined contribution members it is all about monitoring your investments to ensure they remain appropriate, paying in as much as you can afford and making the most of the contributions available from your employer. It is a bit easier for those members who enjoyed defined benefit accrual. However, regardless of which route you followed, we do as much as we can to make sure members make the best possible choices at retirement – you can speak to an independent financial advisor paid for by the Trustee for example, and there is also a master trust available if you want to drawdown your pension account.

What do you like to do in your spare time?

What is that?! I have a busy family and a kitten to keep me occupied. I am waiting for the day when the weekend means a lie in, some relaxing time with the papers and a walk in the countryside around where I live, that is my ideal – but for now it is trying to fit in the 'mum' stuff after a busy week at work. I like cooking and spending time with family and friends as we all do, that is what matters most, after all.



# Could you be the Plan's next Trustee Director?

The Plan is currently seeking nominations for a Member Nominated Trustee Director (MNTD). If you are looking for a rewarding challenge then this may be perfect for you.

The Board is currently made up of 11 Trustee Directors and legislation requires that at least a third of the Board should be nominated by the membership of the Plan. These Trustee Directors are known as MNTDs.

From 17 May 2023 there will be several vacancies for active members as the terms of office for the existing MNTDs expire.

## What next?

We have launched an online hub to provide you with all the information you will need about the MNTD role, what it will involve, information on the current Trustee Directors and a form you will need to complete to nominate yourself. Access the hub by visiting: [totalenergies-mntd.concertconsult.co.uk](https://totalenergies-mntd.concertconsult.co.uk)

Although we would prefer members to apply online, we do not want this to be a barrier to anyone. If you are interested in applying but cannot do so using the online hub, please contact the UK Pensions Department on 01224 297 000.

The deadline for receipt of applications is **29 March 2023**. Please note: **You cannot nominate yourself for the role unless you are an active (contributing) member of the Plan.**

# Take control of your pension

No matter what stage you are at in your life, it is important to plan ahead and gain a good understanding of how your pension works and the benefits that it brings.

There is no better place to start than the TotalEnergies UK Pension Plan website at [pensioninfo.totalenergies.uk](https://pensioninfo.totalenergies.uk)

We are regularly adding new content to help you better understand your pension and benefits as well as provide insights into how the Plan is run.

Visit the Plan website to:



Get an understanding of how your pension works



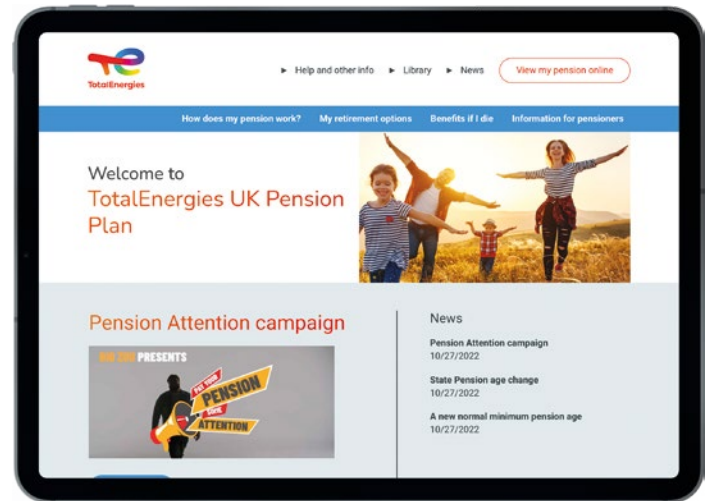
Access useful information and documents



View your options at retirement  
(if you are yet to take your pension from the Plan)



Access your pension portal



We are keen to hear your feedback about the site so we can make ongoing improvements. We recently added a survey to the homepage to capture why you have visited the site and how useful you find it. Please take two minutes to complete the survey here: [pensioninfo.totalenergies.uk](https://pensioninfo.totalenergies.uk)



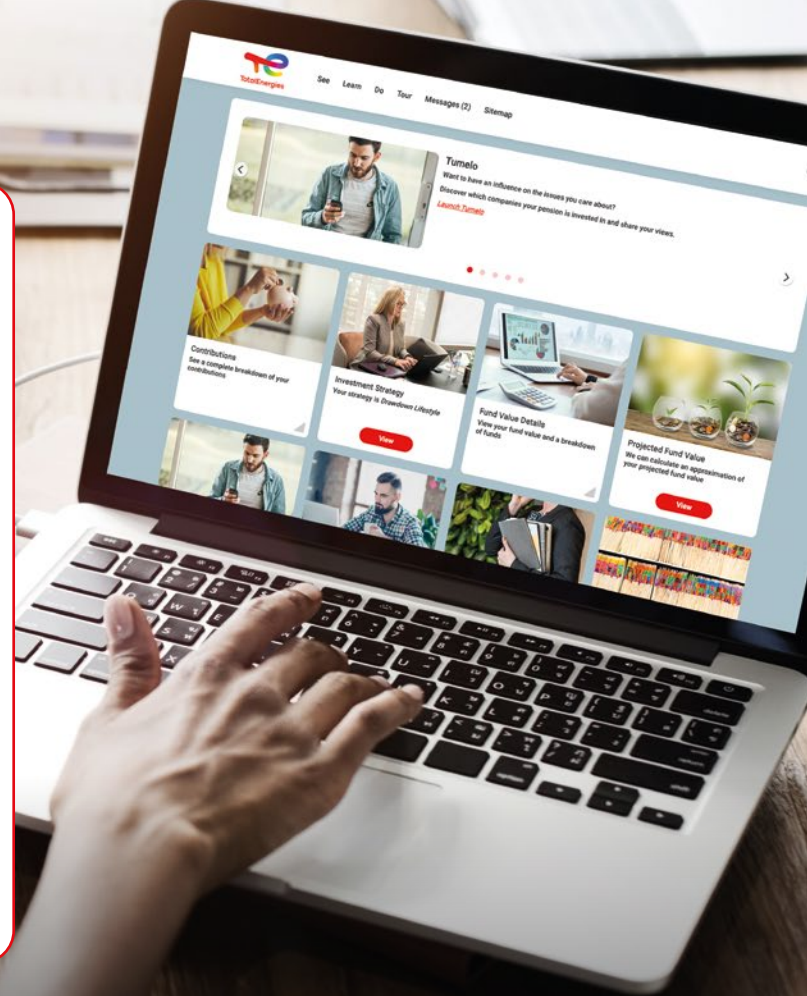
## TotalEnergies UK Pension Plan Portal (the Portal)

The Portal is the easiest and most secure way to manage your pension. Log in to the Portal via the Plan Website and click on the 'View my pension online' button in the top right hand corner.

The Portal has a wide range of tools and functionality to manage your pension where you can:

- View the value of your pension
- Use tools to see how your pension is performing
- Manage how your pension is invested
- Access member and Plan documentation
- View and update your Target Retirement Age

If you are yet to register for the Portal, you can view our instructional 'How to Register' video at [pensioninfo.totalenergies.uk](https://pensioninfo.totalenergies.uk) to help you gain access to the system. We will be adding further 'How to' animations to the site over the coming months.



# Investing in the future

As a member of the Plan, you are building up valuable savings in your Pension Account — this shows you are invested in your future. But how invested are you in shaping the world you will retire into?

## Find out where you are investing

Your Pension Account is invested in global companies whose products and decisions will shape our future. Your savings are pooled together with other people's savings into 'funds' which buy shares in brands that you are probably very familiar with.

Our investment monitoring tool, Tumelo, lets you see exactly which companies you are investing in, and allows you to have your say on key decisions those companies are making.

So, if you are curious whether your money's invested in the likes of Netflix, Nike, Tesla and Starbucks, or in industries like healthcare, tech, fashion houses and pharmaceuticals — you can use the tool to find out.

## Use your pension power

The tool also has a 'voting' feature which allows you to have a say on key decisions being made at the annual general meetings of companies that your pension money is invested in.

Tumelo is accessed from the pension portal, so you will need to register and log in to use it. Go to [pensioninfo.totalenergies.uk](https://pensioninfo.totalenergies.uk) and click on the "View my pension online" button in the top right-hand corner to get started.



# Useful contacts

**Buck is the Plan Administrator for the TotalEnergies UK Pension Plan.**

If you have any further questions about your benefits held within the Plan, please use the following contact details:

-  **0330 123 9570**
-  **totalenergies@Buck.com**
-  **Buck (Bristol)  
PO Box 319  
Mitcheldean  
GL14 9BF**



## Useful contacts

### MoneyHelper

MoneyHelper is the one-stop shop for all your money and pension queries. It is an independent service set up by the Government to provide a range of information on consumer finances and obtaining financial advice. It also provides guidance across the whole range of pensions, including State, occupational and personal. Head on over to **moneyhelper.org.uk**. If you have any pension questions, you can contact them by using their contact hub at **moneyhelper.org.uk/en/contact-us/pensions-guidance**. Here you can have a live web chat, you can call them on **0800 011 3797** or you can fill in their online enquiry form.

### The Pensions Ombudsman

The Pensions Ombudsman can look into and resolve complaints about how pension plans are run. Before contacting the Ombudsman, you will need to have first tried to resolve your complaint using the Plan's complaints process. Money Helper can help you complain to the Ombudsman – visit **moneyhelper.org.uk/en/pensions-and-retirement/pension-problems** for more information.

-  **020 7630 2200**
-  **pensions-ombudsman.org.uk**

