

THE WILLIAM HILL EMPLOYEE PENSION PLAN



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WELCOME TO THE WILLIAM HILL EMPLOYEE PENSION PLAN MEMBER GUIDE, WRITTEN AND DESIGNED SO THAT YOU CAN GET THE MOST FROM YOUR PENSION.

This member guide is your one-stop-shop to everything you need to know about your pension with William Hill. We understand that pensions can be a complex subject so we have broken it down into bite size sections. We have provided information on how to join, how the Plan works, your investments and what happens when you leave or retire.

We hope you find the member guide useful in making your pension decisions.



WHY DO I NEED A PENSION?

WHAT IS A PENSION AND WHY DO I NEED ONE?

A pension is a way of saving towards your retirement.

It is important to save and make plans for your future when you retire. The State will only pay a small amount towards your retirement.

For 2024/25 the Basic State Pension is £221.20 per month, depending on NI contributions. You can check your State Pension forecast at www.gov.uk/state-pension

Having your own pension is important to help you cover your bills, food and expenses as well as providing money for anything else you want to do once you retire.

YOUR MEMBERSHIP

HOW DO I JOIN?

If you're eligible, you'll be automatically enrolled into the Plan shortly after you join William Hill. For more information on automatic enrolment go to page 8.

If you aren't eligible to be automatically enrolled, or you opted out but want to re-join, you just need to call F/Net 8355 or 0333 041 4874 for the William Hill opt in/out line.

Your membership will start at the beginning of the pay period after you opt in. You should check your payslips to make sure your pension contributions are being taken from your pay.



AUTOMATIC ENROLMENT

I'VE BEEN AUTOMATICALLY ENROLLED. WHAT DOES THIS MEAN?



Automatic enrolment simply means that you've automatically become a member of the Employee Pension Plan (EPP).

This will happen if you:

- Earn more than £10,000 per year;
- Are over age 22 but under State Pension age; and
- Work within the UK.

It's been a legal requirement since 2012 that if you meet these conditions, William Hill is legally required to automatically enrol you into the Plan.



WHAT IF I DON'T WANT TO JOIN?



If you don't want to pay into the Plan (and lose out on any money from William Hill) you can choose to opt out.

If you opt out within one calendar month from your enrolment notification date, you will receive a refund of the contribution you have paid less tax and it will be as if you had not joined the Plan. If you opt out after one calendar month, you will be classed as a deferred member, and your contributions (and William Hill's) will remain in the Plan.

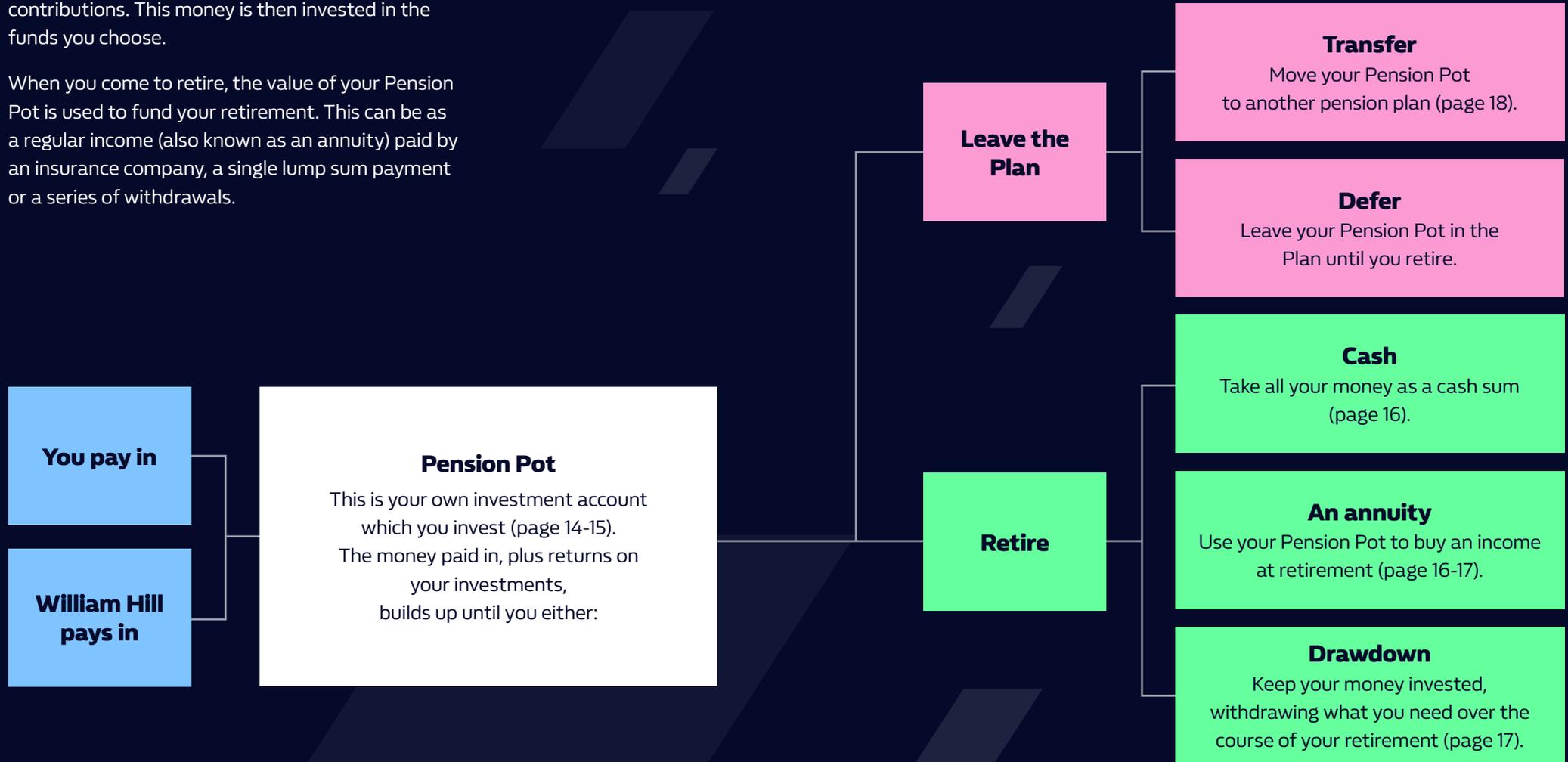
You can either transfer them to a different pension plan, or take them when you retire. If you opt out, providing you meet certain conditions you will be automatically re-enrolled every three years.

You can find out more about automatic enrolment and opting out at www.williamhillpensions.co.uk

HOW DOES THE PLAN WORK?

As a member of the Plan you and William Hill will pay a proportion of your salary into your own Pension Pot each month. This payment is deducted before tax, meaning that you get tax relief on your contributions. This money is then invested in the funds you choose.

When you come to retire, the value of your Pension Pot is used to fund your retirement. This can be as a regular income (also known as an annuity) paid by an insurance company, a single lump sum payment or a series of withdrawals.



HOW MUCH DO I PAY?



**You pay in 4% of your Pensionable Pay.
William Hill pays in the same amount.**

Your Pensionable Pay is your current gross monthly earnings, less any bonus, secondment allowances or flex payments. You also get the benefit of tax relief at your marginal rate, which means for a basic-rate taxpayer 20% of your contribution is paid by the Government and not you. *

* Different rates of tax may apply if you are based in Scotland.

For example: John earns £1,250 a month, before tax and NI, and he pays 4% of this into the pension. 20% of his contribution is paid by the Government through tax relief:

John pays:	The Government pays:	William Hill pays:	Total paid into John's Pension Pot:
£40 (£50 less, £10 tax relief)	£10	£50	£100

Can I pay more?

Yes, you can pay Additional Voluntary Contributions or AVCs. These will be paid into a separate AVC account for you. You can pay AVCs as long as you're an active member of the Plan, up to the age of 75.

You can start, stop or change the amount you pay at any time.

If you choose to pay AVCs, they will not be matched by William Hill. Your AVCs will be taken from your pay before tax, so you will get tax relief on them just like your normal contributions.

Transfers in

If you have other pensions in different schemes, you might want to transfer them to your William Hill pension to keep all your money together. Please contact the Group Pensions Department for more details. Their contact details can be found on page 20.

We would strongly recommend that you speak to an Independent Financial Adviser before going ahead with any transfers. You can find one in your area by visiting www.unbiased.co.uk



WHAT DO I NEED TO KNOW ABOUT INVESTING?



The money that you and William Hill pay goes into your Pension Pot. You can choose how your pot of money is invested, and change your investments whenever you want. You can view your pot and how your investments are doing by going to portal.hartlinkonline.co.uk/williamhill

The Plan offers a range of funds for you to invest in. The Trustee regularly review the investment options available, ensuring they continue to be suitable for members.

The Plan offers two options for investing:

Lifestyle Options:

Lifestyle Options are ideal if you are uncomfortable choosing your own funds and want your investments to switch as you reach retirement.

You have the following options:

- Cash Lifestyle Option
- Annuity Lifestyle Option
- Drawdown Lifestyle Option

With a Lifestyle Option, how your money is invested depends on how close you are to retirement. You can tell us the age you plan to retire at, and your investments are made with that in mind.



If you are a long way from retirement, then your money is invested with the aim of making it grow as much as possible. This means, investing in funds that are likely to go up and down in value over the short-term.

As you get nearer to your retirement age, your investments will be moved into funds that are less likely to lose their value, but which have less opportunity for big returns. What funds you are moved to depends on the Lifestyle Option you have chosen.



You can find out more about your investment options by reading the Member Investment Leaflet. You can find this at www.williamhillpensions.co.uk

Self-Select:

If you want to actively choose and move your money around depending on your age and market conditions, then this is the option for you.

You can find more details at www.williamhillpensions.co.uk

If you do not tell us where to invest your contributions, they will be automatically invested in the Cash Lifestyle Option.



WHAT DO I GET WHEN I RETIRE?

When you retire you can use the money in your Pension Pot to provide you with an income. You can currently take your benefits at any time after age 55. However this will increase at age 57 from 2028. If you are invested in one of the Lifestyle Options, make sure your selected retirement age matches the age you plan to retire. The normal retirement age for the Plan is age 65.

How much you have at retirement will depend on several factors, including the amount that was paid in, how your investments have performed, the age at which you retire and the cost of any fees based on what you decide to do with the money you have saved. The main options are:

CASH

You can take all of your fund as a cash lump sum.

25% will be paid tax-free and the rest will be taxed as income.

You'll need to consider whether taking all your cash in one go is the best choice for you, as you will not get any more money from your Pension Pot if you do.

AN ANNUITY

This is where you use your money to buy an income payable for life from an insurance provider. You can use all of your Pension Pot to buy an annuity, or take up to 25% of it as a tax free lump sum and use the rest to buy an annuity.

You'll have lots of choices when it comes to buying an annuity, such as:

- Which insurance company you choose;
- Whether you want to leave your dependants a pension if you die before them;
- Whether you want a flat rate income or whether you want it to increase every year.

AN ANNUITY Continued

There are a lot of annuity providers and options available, so it's important that you think carefully about what you need. The annuity you buy will decide how much money you have to live on for the rest of your life, we would recommend that you speak to an Independent Financial Adviser before you make any decisions. You can find one in your area at www.unbiased.co.uk

DRAWDOWN

This is where you keep your money invested and take lump sums or a regular income from it as required. If you do this, you need to monitor your investments, and decide how you are going to make your money last for the whole of your retirement. You can still take up to 25% of the value of your Pension Pot, tax-free with this option. Any other money you take will be taxed as income.

The Plan doesn't offer drawdown, so if you want to take this option, you would need to make arrangements to transfer the value of your Pension Pot to another provider.

There may be more options available to you when you actually retire, you will get full details of your options closer to the time. You should speak to an Independent Financial Adviser to make sure you get the most out of your money. To find an Independent Financial Adviser in your area please visit www.unbiased.co.uk. You can also get guidance on your options from the Government's service, Pension Wise, please visit www.pensionwise.gov.uk to find out more.

WHAT HAPPENS IF I TAKE TIME OFF?

If you take paid leave (e.g. paid sick leave, paid parental leave), then you will pay 4% of the pay you actually receive for this period into your Pension Pot. For any periods of unpaid leave, you can stay a member of the Plan, but no money will be paid into your Pension Pot.

William Hill will continue to pay into your Pension Pot while you are on paid leave. If you are on maternity, paternity or adoption leave, William Hill will pay contributions based on your annual salary before you went on leave. If you are on sick leave, contributions will be based on the pay you are actually receiving.

WHAT HAPPENS IF I LEAVE THE PLAN?

You can leave the Plan and keep working for William Hill, or when you leave William Hill. As long as you have been in the Plan for more than a month, you can keep your Pension Pot in the Plan, or transfer it to another pension provider.

Once you leave, your Pension Pot will stay invested as you choose. You can change your investments as usual, but you won't be able to pay any more money into your pot.

You can transfer your pot out of the Plan to another pension arrangement at any point before you retire. When you do want to retire, you have the same options as explained on pages 16-17 of this guide.

If you have been in the Plan for less than a month, then you can have your contribution refunded when you leave.

WHAT HAPPENS IF I DIE?

Your Pension Pot will provide benefits for those you leave behind if you die before you take any money from it. If you die whilst working for William Hill, then a lump sum of at least 3 times your salary will also be payable.

The lump sum you get if you're still working at William Hill is only payable after 12 months service. It is based on your Life Assurance Pay, which is the highest of your gross pay over the tax year before you died (excluding lump sum bonuses) or your basic annual salary.

This cover is provided even if you decide to opt out of the Plan membership, so please ensure you have completed an 'expression of wish' form. A link to the form can be found on the GO2HR page or at www.williamhillpensions.co.uk/forms/expression-of-wish

If you die after you've taken your money from your Pension Pot, the benefits for those you leave behind will depend on how you have taken your pension. For example, if you decide to buy an annuity you can choose whether or not the insurer will continue to pay a pension to your spouse.



CONTACT DETAILS

Group Pensions Department

For enquiries and to contact the Plan Trustee:

William Hill Organisation Limited,
1 Bedford Avenue, London,
WC1B 3AU

 020 8918 3881 (3881 Internal)

 pensions@williamhill.co.uk

The Pensions Regulator (TPR)

TPR is able to intervene in the running of plans where trustees, employers or professional advisers have failed in their duties.

Customer Support
The Pensions Regulator,
Telecom house, 125-135 Preston Road,
Brighton, BN1 6AF

 0870 606 3636

 customersupport@thepensionsregulator.gov.uk

 www.thepensionsregulator.gov.uk

MoneyHelper

MoneyHelper joins up money and pensions guidance to make it quicker and easier to find the right help, bringing together the support and services of three government-backed financial guidance providers: the Money Advice Service, the Pensions Advisory Service and Pension Wise. MoneyHelper is available at any time if you have questions about your pension arrangements.

 0800 011 3797

 pensions.enquiries@money-helper.org.uk

 www.moneyhelper.org.uk

The Pensions Ombudsman (PO)

The PO may investigate and determine any complaint or dispute of fact or law in relation to the Plan referred to them in accordance with the Pension Schemes Act 1993.

11 Belgrave Road, London, SW1V 1RB

 020 7630 2200

 enquiries@pensions-ombudsman.org.uk

www.pensions-ombudsman.org.uk

Independent Financial Adviser

For details of your nearest Independent Financial Adviser please visit:

 www.unbiased.co.uk

Capita Pension Solutions

The Plan is currently administered by Capita Pension Solutions and information is available on the Trustee website.

 www.williamhillpensions.co.uk

William Hill Administration Team,
Capita Pension Solutions Ltd,
PO Box 555, Darlington, DL1 9YT

 0333 041 4874

 wmhillpensions@capita.co.uk

The Pensions Tracing Service

This service may be able to help if you have lost contact with a former employer's plan in which you have benefits.

Tyneview Park, Whitley Road,
Newcastle-upon-Tyne, NE98 1BA

 0845 600 2537

www.direct.gov.uk

Please use this member guide to help answer those questions that you may have on your pension within William Hill.

You can also call us on 0333 041 4874 or email wmhillpensions@capita.co.uk

THE SMALL PRINT

Data Protection Act 2018 (DPA)

The Trustee is the data controller for the purposes of the DPA and takes care to ensure personal data is held securely. To administer the Plan personal data needs to be processed and held and may be shared with third parties providing services to the Plan. It may also be shared with any William Hill company for its business purposes and parties interested in any commercial transaction with any such company. It will not be transferred outside the European Economic Area unless the Trustee is satisfied that it will be adequately protected.

Sensitive personal data (e.g. medical records) will not be shared unless the Trustee considers this to be appropriate.

Notes

The Plan is part of the William Hill Pension Scheme, which is administered by the Trustee under a trust governed by a formal Trust Deed and Rules. It is a registered pension plan under the Finance Act 2004, which means you obtain tax relief on your contributions and are not taxed on the Company's contributions. Also a favourable tax regime applies to the investment of your Pension Account and any AVC Account.

This guide is a summary of the main provisions of the Plan and may not include details material to you. In the event of any difference, the Trust Deed and Rules takes precedence over this guide. If you wish a copy of the Trust Deed and Rules please contact the Group Pensions Department.

Membership of the Plan does not affect your State pension benefits. Your State Pension age may be different from your normal retirement age under the Plan. If you are unsure you can check by going to www.gov.uk/state-pension

If you require further information at any time you may contact the Group Pensions Department. Please note that whilst they will be pleased to assist you, neither they nor the Company nor the Trustee are authorised to give you financial or other advice.

If you require such advice, you should contact an Independent Financial Adviser.

Most queries and problems stem from a misunderstanding of information and normally can be quickly and informally sorted out. You should first of all refer any query or problem to the Group Pensions Department. If you are unable to resolve the problem informally, the Trustee operates an internal dispute resolution procedure. If you wish to use the procedure, please contact the Pensions Manager who is based at 1 Bedford Avenue (details on page 20). If you are unable to resolve your issue using the dispute procedure, you can contact MoneyHelper and, if necessary the Pensions Ombudsman. Their details are on page 21.

Restrictions

There are a number of restrictions including the following limits:

Earnings limit

If you are based in our Gibraltar office your Pensionable Pay cannot exceed this limit which is revised each year. For 2024 the current limit is £217,200.

Annual allowance

This is the maximum amount of pension savings which can be made in any tax year without incurring a tax charge. For money purchase arrangements account is taken of the amount contributed by the member and the Company but not changes in investment values. The annual allowance is currently £60,000, although it may be possible to carry-forward unused relief in the previous three years.

Lifetime allowance

Since 6 April 2006, there has been a limit on the pension savings an individual can build up in their lifetime without being subject to tax charges, known as the lifetime allowance (LTA).

In the 2023 spring budget, the Chancellor announced that with effect from 6 April 2023 there would be no tax charge on any benefits over the LTA and, with effect from 6 April 2024, the LTA would be removed completely.

Instead, from 6 April 2024, there will be a maximum amount you can take from all your pensions as a tax-free lump sum over your lifetime. This is the lump sum allowance (LSA) and for most people it will be £268,275.

Individuals will be responsible for checking that all the money taken from their pensions as tax-free cash doesn't go over this allowance.

If you previously applied for lifetime allowance protection from HMRC, you may be able to take more of your pensions as tax-free cash.

Any amount you take as cash over the LSA will be taxed as income.

Notices

Any notices (including any opt-in or opt-out notices) which you give the Company or the Trustee must be in writing signed by you or, if given by means of electronic communication, must include a statement that you personally submitted the notice.



