

Your FAQs

Your pension in the DHL Group Retirement Plan (the Plan) is going to be administered by WTW from 1 January 2025.

These FAQs provide answers to some additional questions you may have. We will review any questions we receive from members and keep this document updated.

Changing the Plan administrator

Question:

What is changing?

Answer:

To ensure that the members of the DHL Group Retirement Plan (the Plan) receive the best service possible in the long term, DHL UK businesses and the Trustee of the Plan agreed to move the administration of the Plan to WTW – a leading global pensions organisation. WTW was selected from a number of potential organisations offering administration services.

The change will happen in January 2025 and will not affect your pension savings in the Plan. The administration team will still be called the DHL Group Pensions Department and will continue to benefit from the expertise and knowledge built up by the team that have transferred employment to WTW.

The administration services provided by the team include all day-to-day Plan processes (for example, logging changes to your contact details or processing your retirement when you retire) and responding to member queries.

If you have a query about your pension savings, please continue to direct these queries to the same email address and telephone number. Note that if you contact us via email, you will receive a response from a WTW email address. There will be no change to your website and app access – however, we are planning further improvements to these for 2026.

Question:

Is my pension affected?

Answer:

No. If you have not retired, your pension savings in the Plan will not be affected. If you are a retired Defined Benefit (DB) member, the way you receive your pension savings will not change as a result of the Plan administration moving to WTW.

Question:

What is the Plan administrator responsible for?

Answer:

The Plan administrator works on behalf of the Trustee and is responsible for providing your pension smoothly and securely, and answering your questions in a timely and helpful manner. This also involves holding data about your pension in a secure way. Examples of the types of processes the Plan administrator carries out in relation to your pension include: (i) enrolling new DHL employees into the Plan when instructed by DHL UK businesses; (ii) logging changes to your contact details; (iii) processing your retirement; and (iv) if you are a Defined Contribution (DC) member, processing your instructions if you change your contribution amount.

Question:

How was WTW chosen as the new Plan administrator?

Answer:

DHL UK businesses and the Trustee held a competitive appointment process to choose a new administrator. They invited a number of companies that specialise in pension plan administration to present to them. They then took time to carefully review which administration company would provide the best quality and scope of service to members, following which WTW was chosen as the new Plan administrator.

Question:

Can you share more about WTW?

Answer:

WTW is a leading global advisory, broking and solutions company that helps clients around the world. With roots dating to 1828, WTW has 48,000 employees serving more than 140 countries. In the UK, WTW has been providing pension administration services for over 40 years and is a market leader in this area. WTW looks after the pension administration needs of over 2.5 million pension scheme members and provides services to some of the UK's largest pension schemes. WTW has a reputation for quality of service supported by great technology, and people who focus on each member's experience at each stage of their pensions journey. You can find out more about WTW's service at wtwco.com/en-gb/solutions/services/administration-services.

Question:

Who does this change impact?

Answer:

All members of the DHL Group Retirement Plan, including those with Defined Benefit (DB) and/or Defined Contribution (DC) pension benefits. DB and DC pension benefits are both managed by the same Plan administrator, which means that from January 2025 WTW will be the administrator for all members of the DHL Group Retirement Plan.

Question:

Will my personal data be kept safe under the new Plan administrator?

Answer:

Yes. We have strict data protection requirements to ensure your personal data is stored and used in a secure manner.

Question:

I need to get in touch about my pension. Is there a new email address or phone number?

Answer:

No. Please use the same email address and telephone number when you need to get in touch about the Plan or your pension. Note that if you contact us via email, you may receive a response from a WTW email address.

Email: dhl.uk.pensions@dhl.com

Call: 0161 425 7370

Post: DHL Group Pensions Department, Howard House, 40-64 St Johns Street, Bedford, MK42 0DJ

Question:

Will there be a new website or app?

Answer:

There will be no change to your website and app access in 2025. We are planning further improvements to these in 2026.

Question:

Will the Trustee change as a result of the new Plan administrator?

Answer:

No, the Trustee will continue to carry out its role in overseeing the Plan on behalf of members, adhering to UK regulations and government guidance.

For members in the Defined Contribution (DC) Section of the Plan**Question:**

I'm an active member (employed by DHL and making contributions). Will the change affect the contributions I pay in any way?

Answer:

No. The change of administrator will not affect your contributions or the level that you or DHL UK businesses pay into the Plan as an active member of the Plan.

Question:

Will my investment selection change as part of the move to the new Plan administrator?

Answer:

No, the change of administrator will not affect your current investment selection. To view your current investment selection, log in to the website at mypension.dhl.co.uk/LoginPage

Question:

Will I still have access to the same range of investment options after the change has taken place?

Answer:

Yes. The change of administrator will not affect the investment options available to you. To view your investment options, read the Member Guide at wtw.bz/dhlmemberguide

Question:

Will there be a change to any investment charges as a result of the change?

Answer:

No. The change of administrator will not affect any current investment charges. To view the latest available fund charges, refer to the fund factsheets on the Plan website [at mypension.dhl.co.uk/fundfactsheets](http://mypension.dhl.co.uk/fundfactsheets)

Question:

Do I need to provide WTW with any information?

Answer:

No, you do not need to provide any further information. The information already held by the DHL Group Pensions Department will be securely transferred to WTW.

For Pensioner members**Question:**

Will there be any change to how I receive my pension savings from the Plan?

Answer:

No. You will continue to receive your pension savings in the same way as you do currently.

Still have questions?

Reach out to us and we'll answer your questions as soon as we can.

Email: dhl.uk.pensions@dhl.com with subject line 'Member query about Plan administrator change to WTW'

Call: 0161 425 7370

Post: DHL Group Pensions Department, Howard House, 40-64 St Johns Street, Bedford, MK42 0DJ