

# BA Pensions: service update and new NAPS FAQs

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**Last updated: 8 April 2020 at 14:00 GMT**

Click to read our [17 March 2020 update](#)

Click to read our [20 March 2020 update](#)

Click to read our [27 March 2020 update](#)

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## BA Pensions: service update

We are continuing to operate a reduced service while we prioritise our essential services and our Waterside office and telephone service remain closed. However, the whole Pensions Team is now equipped to work from home and we are working to clear the backlog of enquiries as quickly as we can. Our response for many queries, including new retirement quotes, general Scheme enquiries and transfer out quotations, will continue to take longer than usual (up to eight weeks for less urgent enquiries). Please help us to get back up to date by not chasing up your enquiry. We appreciate your patience.

The best way to contact us is by filling in our online '[Contact us](#)' form.

### **You can still write to us**

All mail received at our PO Box in Liverpool is scanned and delivered to us electronically each day, so we are continuing to receive all our post as normal, including any enquiries or pension forms that you send us in the post.

### **We're still sending replies by post**

Unlike many other UK pension schemes, we send almost all of our outgoing mail through an online facility that we can access remotely. So, we're in the fortunate position of being able to continue to provide pension statements and quotations by post. However, the postal system in some countries is severely affected by the current COVID-19 situation and we can't guarantee that any information we send by post will reach you within the timescale we'd normally expect.

### **We can now email pension quotations to you**

If you've registered to manage your pension online on [www.mybapension.com](http://www.mybapension.com), we can email your pension quotations to your registered email address via an encrypted email system. For security reasons, you must access any secure emails we send to you within three days, after which access will expire. We cannot send personal information to an email address not registered on [Mybapension Online](http://Mybapension Online) as sending personal information by regular email is not secure.

If you would like us to reply to your enquiry by secure email, please request this when you contact us.

On 27 March 2020, we wrote to our members and pensioners, who have not yet registered to manage their BA pension online on [www.mybapension.com](http://www.mybapension.com), to update them on our service and provide a reminder of their registration password. We're pleased that many more members have been able to support our request to keep up-to-date online. Some members have contacted us who are having difficulty in registering on our website. We have tackled some of the common registration issues in our FAQs below and we ask you to please persevere and to use the '[Contact us](#)' form to get in touch if you're unable to register successfully.

## **Pension Increase Statements are due in April**

Our 2019/20 P60 certificates are already available within the secure section of our website, [Mybapension Online](http://Mybapension Online), for all eligible pensioners who are receiving a pension from NAPS.

We are aiming to have your 2020 pension increase statements available online by the third week of April. If you are eligible for a pension increase, we'll send you an email alert as soon as your statement is available.

If you have not registered to manage your pension online and you usually receive a pension increase statement by post, your P60 certificate will be included with your statement, as usual.

## Pension Statements for active and deferred members

We are currently aiming to provide your 2020 pension statement at the end of May (if you usually receive one of these). Your online pension modeller will also be updated with your latest pension figures at the same time. The pension modeller enables you to check the amount of tax-free lump sum and yearly pension you can take at retirement ages up to age 65.

## New frequently asked questions (FAQs)

### Registering on our website [www.mybapension.com/naps](http://www.mybapension.com/naps)

**My password is not recognised.**

**The on-screen message says, "Invalid reference number or password."**

**I have not received the confirmation email.**

**I received the email but saw an error message when I clicked the link in the email.**

You can find answers to these questions, and more, in our [registration FAQs](#), displayed at the bottom of the registration screen.

#### **Can I use a shared email address?**

We recommend that you register with a unique email address that is not shared with anyone else. Our email programme automatically removes duplicate email addresses. So, if you use the same email address as another registered member, you may not receive email alerts about your pension.

If you cannot set up a personal account with your existing email provider, there are plenty of free email account providers available, including Gmail, Yahoo, Outlook and iCloud mail that are quick and easy to set up.

## I'm about to draw my pension, will my tax-free lump sum be paid on my retirement date?

Yes. We are continuing to make retirement lump sum and pension payments on time and we will usually send the payment on the first working day following your retirement date. Once we have made the payment, the money will usually be available in your UK bank account within five working days. Payment to an overseas bank may take longer.

If you have AVCs, and you are retiring before the last day of the month, we pay the portion of your tax-free lump sum relating to your NAPS pension on the first working day following your retirement date. We pay the portion relating to your AVCs at the end of the month, once we know your final AVC balance.

We will usually make your first pension payment at the end of the month after the month in which you start to draw your pension. For example, if you are drawing your pension from 21

April, we will make your first payment at the end of May, and it will include your pension from 21 April to 31 May.

## I'm currently saving Additional Voluntary Contributions (AVCs) – can I stop saving these?

NAPS closed to future build-up from 1 April 2018 and members ceased to make both Scheme contributions and AVCs from that date. If you are currently saving AVCs from your BA pay to the British Airways Pension Plan (administered by Aviva), you can change these via the ['Select'](#) portal on the BA intranet.

## Does the Scheme offer flexible retirement so that I can draw only part of my NAPS pension?

No. The Scheme does not currently include an option that allows a deferred member to draw only part of their pension.

## Can I draw my deferred pension while I'm still employed by BA?

Yes, from age 55. Most members can log in to [Mybapension Online](#) and use the online pension modeller to check the amount of tax-free lump sum and yearly pension they can take at various retirement ages up to age 65.

If you wish to draw your deferred pension, simply contact us around three months before your planned retirement date.

If you are approaching your normal retirement age (NRA), we will write to you automatically with full details of your pension options about four months before you reach your NRA.

## I have other pensions, but I don't know which company they're with.

If you think you may have benefits from another pension scheme that you might have lost track of, you can contact The Pension Tracing Service through the [GOV.UK website](#).

## Fraud Alert: Fraudsters and scammers are still operating

Sadly, and inevitably, the current Coronavirus outbreak also provides fraudsters and scammers with opportunities to take advantage of the situation.

### Look out for:

- Fake emails (often pretending to be from financial companies such as banks) asking you for personal or security details.
- Fake products for sale on websites - with so many items sold out in the shops, it's easy to be caught out by an online "bargain" that seems too good to be true.
- Suspicious phone calls: It's a good idea to never respond to a request for personal information over the telephone.
- Burglars posing as health workers. Anyone who usually visits your home should have photo-ID. If they're there legitimately, they should not mind you taking time to check this before you allow them into your home.
- Pension scams: People are being contacted out of the blue and encouraged to take their money out of their pension pots.

### Find out more:

The **Pensions Advisory Service** has issued its [guidance on pensions and investments](#).

The **Pensions Regulator** has issued [advice for savers](#).

The **Financial Conduct Authority** has also issued guidance on [how to avoid Coronavirus scams](#).

## Pension Protection Fund myth-buster

We've received more questions about the Pension Protection Fund ("the PPF"), following our 20 March 2020 update. Here we debunk some common misconceptions about the PPF.

### ✘ **The PPF takes on a scheme as soon as an employer goes bust.**

Following an employer's insolvency, the scheme enters an assessment period. During this time the trustees of the scheme remain in control of the day-to-day management of the scheme, but the PPF exercises the scheme's creditor rights in the employer's insolvency.

### ✘ **When an employer goes bust, the pension scheme always goes into the PPF.**

If a scheme has enough funds to pay at least the level of benefits provided by the PPF, it is unlikely that it would be accepted into the PPF. The PPF would decide what action would be appropriate; whether the scheme should be wound up (i.e. the benefits should be secured via insurance companies) or continue to run on as a closed scheme. If an employer goes bust, the level of the scheme's funding would need to be assessed at that time before a decision could be made to run the scheme on or to enter the PPF. This is a complicated process that can take around two years to complete.

### ✘ **Everyone loses if a scheme enters the PPF.**

Broadly, if members are over their scheme normal retirement age (NRA) at the date their employer entered insolvency, they get 100% of what was in payment. If a member was under their scheme NRA, they get 90% of what they were promised, subject to the PPF compensation cap. Yearly increases paid during members' retirements are likely to be less than they would have received from their employer's scheme.

- ✗ **100% of any pension already in payment is protected by the PPF.**  
Only someone who has reached their scheme NRA would receive 100% of the pension already in payment from the PPF. An individual who has not yet reached their scheme NRA, even if they have drawn their pension, would receive up to 90% protection, subject to the PPF's compensation cap.
- ✗ **The PPF is funded by taxpayers.**  
The cost of running the PPF and the compensation it pays is funded from levies, which are paid to the PPF by UK occupational pension schemes.

## Pension Protection Fund facts

- ✓ **The PPF has a 'compensation cap'.**  
From 1 April 2020, the cap at age 65 is £41,461. As the cap is set before compensation is reduced to 90%, the actual amount an individual would receive as a capped member at age 65 is £37,315 a year. For an individual aged 55, the maximum amount the PPF would pay would be £26,884 a year, and at age 50 it would be £24,370 a year.
- ✓ **There is a minimum level of compensation the PPF will pay.**  
Although the compensation cap applies to each member of a scheme, the compensation paid by the PPF is subject to a minimum level of 50% of the individual's accrued pension.
- ✓ **Higher compensation caps apply for individuals with more than 20 years' service.**  
A long-service compensation cap applies for individuals who have service of more than 20 years. If this applies, the compensation cap is increased by 3% for every full year of service above 20 years, up to a maximum of double the standard compensation cap.

### Find out more about the PPF.

You can find more information about the PPF at [www.pensionprotectionfund.org.uk](http://www.pensionprotectionfund.org.uk). For full details of the compensation cap at individual ages, download the [compensation cap factsheet](#).

#### Contact us

##### If you need to ask for a quotation or ask a question about your pension

Please use the '[Contact us](#)' form on [www.mybapension.com/naps](http://www.mybapension.com/naps). Our telephone service remains closed while we prioritise our essential member services.

##### If you need to report the death of a pensioner

Please download, fill in and send the '[Death notification form](#)', available on the 'Forms' page of our website [www.mybapension.com/naps](http://www.mybapension.com/naps).

##### If you need to write to us

Our postal address is British Airways Pensions, PO Box 2074, Liverpool, L69 2YL.

#### Stay up to date

Please visit the '[Latest news](#)' page of our website to keep up to date.