

# novia / Governance Advisory Arrangement for Group Personal Pensions

If your personal pension plan is, or was, part of a group arrangement where your employer paid across contributions via payroll for 2 or more employees, then it is treated by the financial authorities as a “workplace pension scheme”.

From 6 April 2015, all providers of workplace pensions must establish or appoint an independent committee to represent the interests of members of workplace pension schemes. Novia has chosen to appoint Pitmans Trustees Limited (PTL) to establish this committee, which is called a Governance Advisory Arrangement or GAA. The GAA is independent of Novia and will act for a number of different workplace pension scheme providers.

The main role of the GAA is to assess the ongoing value for money for the members, and raise with the Provider any concerns it may have about this. If the provider does not address the concerns to the satisfaction of the GAA, the GAA can escalate those concerns to the Financial Conduct Authority. Each year, starting from April 2016, the GAA will publish an annual report on its work, which will be made publicly available.

The full terms of reference of the GAA are available on request by emailing [clientservices@novia-financial.co.uk](mailto:clientservices@novia-financial.co.uk). More information about PTL is available from their website [www.ptluk.com](http://www.ptluk.com).

As a member, you are able to make your representations on any aspect of your pension policy known directly to the GAA, but please note that they are not able to deal with individual complaints. If you wish to make a representation to the GAA, please do this in writing to:

The Compliance Department,  
Novia Financial Plc,  
Cambridge House,  
Henry Street,  
Bath  
BA1 1JS

If your representation is a query or complaint, we will deal with it under our usual process but otherwise we will acknowledge your comments and they will be passed in full to the GAA for their consideration. You will not normally receive any individual response from the GAA, unless they wish to seek more information or clarification from you. However, the GAA will ensure that all such representations reach them.