

**FRS PENSION TRUSTEE COMPANY LIMITED (the Trustee), trustee of the FTSI LIMITED  
PENSION PLAN (the Plan)**

**INTERNAL DISPUTE RESOLUTION PROCEDURE (IDRP)**

**Scope**

Any person listed below (or the representative of any such person) may make a complaint under this IDRP about a matter relating to the Plan:

- a) Any pensioner or deferred member of the Plan and any dependant of a deceased member of the Plan.
- b) Those who ceased to be in any of the above categories within the six calendar months preceding the date of making a complaint.
- c) Those who have a disagreement relating to their claim to be in one of the above categories.

A complaint must normally be made within six months of the date of the decision or event which is the subject of the complaint unless there is a good reason, at the discretion of the Trustee directors, acting reasonably, for the delay.

**Exceptions**

The following matters are not within scope of this IDRP:

- a) A dispute about a matter relating to the Plan which is not with the Trustee.
- b) A dispute that is the subject of proceedings that have already started in any court or tribunal.
- c) A dispute in respect of which the Pensions Ombudsman has commenced an investigation.

**Complaints Procedure**

- a) A formal written complaint should be sent by letter or email to the Chair of the Trustee board (details set out below). A complaint should give sufficient details of the grievance and the name, address, date of birth, National Insurance number and, if possible, the email address of the complainant. If the complaint is made by a representative, the representative's name address and, if possible, email address, must also be given.
- b) Having received the formal complaint, the Trustee Directors (or an appropriate delegate) will take the following action:
  - i) Acknowledge receipt of the complaint within 14 days. The complainant must as soon as reasonably practicable be informed that the Money and Pensions Service (MAPS) is available to assist members and beneficiaries of the Scheme in connection with any difficulty with the Scheme (and be given MAPS's contact details).
  - ii) Ask the complainant (or any other relevant person) for any additional information considered appropriate in order to deal with the complaint.
  - iii) Investigate the matter and consult and obtain advice from other parties such as the Plan actuary or solicitors) as appropriate.

- c) The Trustee Directors may delegate the investigation of the complaint to a sub-committee of the Trustee. However, the sub-committee must report to the Trustee Directors and the complaint must be considered and decided on by the Trustee Directors.
- d) The Trustee Directors will notify the complainant of their decision in writing no later than 15 working days after the decision was made. The decision of the Trustee board will include:
  - i) A statement of their decision and an explanation setting out how that decision has been reached.
  - ii) Reference to any relevant legislation or Plan documentation and where any discretion has been exercised.
  - iii) A statement that MAPS is available to assist members and beneficiaries with any difficulty with the Scheme, and MAPS's contact details.
  - iv) A statement that TPO may investigate and determine any complaint or dispute of fact or law in relation to a Scheme made, or referred to, under the Pension Schemes Act 1993, and TPO's contact details. (See below)

The Trustee board's decision will be sent within 4 calendar months of receiving the complaint. If this is not possible, an interim reply will be sent with reasons for the delay and an expected decision date.

#### Contact details

Chair of the Trustee	Money and Pension Service (MAPS)
Chair of the Trustee of the Fujitsu Technology Solutions International Limited Pension Plan c/o Hymans Robertson LLP 20 Waterloo Street Glasgow G2 6DB <a href="mailto:fujitsu@Hymans.co.uk">fujitsu@Hymans.co.uk</a>	Holborn Centre 120 Holborn London EC1N 2TD  contact@maps.org.uk
	Pensions Ombudsman
	10 South Colonnade Canary Wharf E14 4PU  enquiries@pensions-ombudsman.org.uk

A complainant may seek advice from the Money and Pension Service at any time during the dispute resolution procedure. However, the Pensions Ombudsman will not consider a complaint until the full IDRP has been completed.

October 2025