



Useful contacts

An at-a-glance guide to help you find the right contact details for advice whenever you need it.

Queries about your Barclays pension, pensioner benefits and estate planning

Barclays Bank UK Retirement Fund Pensions Administration

+44 (0)1737 227567

Email: barclaysteam@wtwco.com

The Barclays Bank UK Retirement Fund, Sunderland SR43 4JU

Manage your Barclays Bank UKRF pension at barclaysbankUKRF.co.uk

Register or log in to check your monthly pension payment, view your tax and P60 details, amend your address and view Trustee updates, reports and newsletters.

You can contact the Barclays Team at WTW by post, email or telephone with queries about your pension or to report any changes to your bank details.

If you wish to change your address and are unable to do this via the website, you must send notification in writing, signed and dated, to WTW. You will need to confirm your old and new addresses and provide your date of birth, NI (National Insurance) number and payroll/employee ID number for identification purposes.

The helpline number operates from 9:00am to 5:00pm (UK time), Monday to Friday. You can also use this number if you want to opt out of receiving *connection* magazine. When contacting the helpline, you will need to provide your date of birth, NI number and payroll/employee ID number for identification purposes.

Barclays HR Operations

Write to HR Operations, Barclays, 1234 Pavilion Drive, Northampton NN4 7SG for employer reference queries or HR issues.

ZEDRA UK Trusts

+44 (0)1565 748799

Probate enquiries – option 1

Willsafe enquiries – option 2

Trust/Power of Attorney or any other enquiries – option 3

Email: uktrustsmailbox@zedra.com

Advice and information on trusts and estates administered by Zedra Trust Company UK Limited.

Barclays pensioner welfare support

Barclays Welfare Team

+44 (0)1737 273149

Email: barclayswelfare@wtwco.com

Contact the Welfare Team for information relating to Barclays Pensioners' Clubs. If you have any queries about your pension, please contact the Barclays Team at WTW (see above).

Barclays exclusive offers and discounts

YOUniquely Barclays

+44 (0)345 075 6575

You can access YOUniquely Barclays offers by calling the team on the number above. You can also access a range of discounts on Barclays products and services through Barclays Online banking and the mobile app.

Perks at Work

Perks at Work is designed to help you find the perks that matter to you – from pensioner pricing of brands, to exclusive Barclays clubs and societies.

Access your account at perksatwork.com/login/index/o/4950

If you are a first-time user, click 'sign up for free' and follow the instructions on the screen. Make sure that you select 'Barclays UK Pensioners' from the 'Your Company' list and enter company code **B4RCL4Y5N3XTJUM9**

Barclays Employee Community Programmes

If you would like to speak to the Employee Community Programmes team, please email with your telephone number and they will call you back.

Matched Fundraising

Email: community.investment@barclays.com

Visit: barclays.givingforce.com

You can apply for matching of any funds you have raised for one charity/community organisation, up to £750, for one activity per year. UKRF pensioners who took their benefits on or before 31 December 2013 are eligible to take part.

Payroll Giving

Email: community.investment@barclays.com

Visit: barclays.givingforce.com

Payroll Giving is the most tax-efficient way of giving as donations are taken from your pre-tax payments. UKRF pensioners who took their benefits on or before 31 December 2013 are eligible for matching up to £750 a year.

Pennies from Heaven

+44 (0)1737 227567

Email: barclaysteam@wtwco.com

Visit: barclays.givingforce.com

A scheme that lets you donate pennies from your pension to the Spread Eagle Foundation charity (run by the Bank Workers Charity).

Barclays news and financial reporting

Barclays Group website

Visit: barclays.com

For in-depth updates on developments within the Barclays Group, including investor information and share-price details.