



Northern Bank Pension Scheme

September 2025 Update

Dear Member

In the Northern Bank Pension Scheme Spring/Summer 2025 Member Report, members were informed of the Trustee's decision to change Scheme Administrators and also of the next Townhall meeting dates, venues and times. The purpose of this communication is to provide members with an update in relation to the Scheme Administrator transition and also a reminder of the Townhall meeting details.

Update on Scheme Administration Transition

We previously informed you that, after a period of close monitoring and discussions with Equiniti, the Trustee decided in January 2025 to issue a termination notice to Equiniti. We also informed you that Isio was selected as the preferred supplier to deliver Scheme Administration services to the Scheme and its members, with an initial planned transition date of 1 October 2025.

The transition work from Equiniti to Isio commenced and is well underway. However, the transition date to Isio has now been confirmed as 1 December 2025.

The logo for Isio, consisting of the word 'isio.' in a bold, green, lowercase sans-serif font.

As part of the transition, the Trustee agreed that the Pensioner Payroll administration function, currently carried out by Midland HR (MHR), would also move to Isio. This decision was made to keep the administration of both elements under one operational umbrella, ensuring increased efficiencies and data quality resilience, which were key factors in the Trustee's decision-making process in moving Scheme Administrators.

To make the transition of the full end-to-end pension administration operations as efficient as possible, it has been agreed that the Scheme Administration and Pension Payroll transition dates will be combined so that the take on by Isio for both are the same. Therefore, the full Scheme Administration and Pension Payroll transition dates have been set for 1 December 2025.

Do I need to do anything?

Whilst the date for Isio assuming responsibility for Scheme Administration has been moved, nothing else changes and, as previously informed, you will receive a Welcome letter from Isio as we approach the confirmed transition date of 1 December 2025. To be clear, you will not receive anything from Isio until this time. This will provide more information, including how to contact Isio, who to engage with if you need a retirement or transfer quotation, or wish to raise any general queries. ***For now, please continue to contact Equiniti with any queries in relation to your benefits (see contact details below).***

/ continued overleaf

Before and during the transitional period should you have any queries about the transition which you wish to raise with the Trustee, or if you have any concerns, please contact the Scheme Secretary on northern.bank.ps@wtwco.com

Equiniti contact details

By post: Equiniti, Sutherland House, Russell Way, Crawley, RH10 1UH

By email: Danske.administration@equiniti.com

To telephone: 0203 997 6720

Web Queries: Member.web@equiniti.com or 0345 408 2991

Townhall Meetings – November 2025

As previously communicated, the upcoming Townhall Meetings will be taking place on Wednesday 26 November 2025 and Thursday 27 November 2025 at the following venues and times:

Start and finish time	Venue name	Venue Address and directions
Wednesday 26 November 2025		
14:00 to 15:00	Armagh City Hotel, Armagh	2 Friary Road, Armagh, BT60 4FR. Located around 15 minutes south of the M1 and 45 minutes from Belfast. Free car parking is available. When using a satnav, please do not use the postcode, this will take you outside Armagh, please use 2 Friary Road, Armagh.
18:30 to 19:30	City Hotel Derry, Derry / Londonderry	Queens Quay, Derry / Londonderry, BT48 7AS. Located in the City Centre close to train/bus routes. There is limited parking onsite (mostly for hotel guests) although there is a multi-story carpark adjacent to the hotel.
Thursday 27 November 2025		
14:30 to 15:30	Crowne Plaza, Belfast	117 Milltown Road, Shaw's Bridge, BT8 7XP Located c.2 miles outside the city centre, and close to all main transport links. There is also free parking available at the hotel.
18:00 to 19:00		

In order for us to provide numbers for catering purposes in the respective venues, could you please let the Scheme Secretary know if you would like to attend by emailing on Northern.Bank.PS@wtwco.com

The Trustee looks forward to meeting as many you as possible there.

Nicholas Chadha
Chair of the Trustee

