

September 2025



INTRODUCING GALLAGHER

Your new Pension Administrator

From Monday 6 October
2025 your pension will be
administered by Gallagher.





Coming soon...

Some exciting changes are coming to help you access and manage your pension with the Port of London Authority/Estuary Services Limited.

We're writing to let you know that the administration of the:

- Port of London Authority Pension Fund,
- Port of London Authority (Upper Division Staff) Widows', Widowers' and Orphans' Pension Fund,
- Port of London Authority Retirement Benefits Scheme; and
- Estuary Services Ltd. Pension Scheme

will formally transfer to Gallagher on **Monday 6 October 2025**.

Who is Gallagher?

Gallagher is one of the world's largest insurance brokering, risk management and benefit consulting firms. Gallagher's Benefits & HR Consulting division provides integrated HR, pensions and employee benefits consulting, technology, and administration services to millions of people around the world. Gallagher proudly administers the pensions of almost 500,000 pension scheme members.

Visit ajg.com to find out more about who they are.

From **Monday 6 October 2025**, if you have any pension queries, you'll need to get in touch with Gallagher. Their contact details are on the back page. Between now and **Monday 6 October 2025**, please continue to contact the PLA Pension Team by email on **pensions@pla.co.uk** for any help with your pension.

What you need to know

It's important to know that this change **will not** affect your benefits, entitlements and any choices you've made regarding your pension.

From Monday 6 October 2025 Gallagher will:

- ✓ Hold your pension records
- ✓ Write to you regarding your pension benefits




If you're a pensioner, the date that you receive your monthly pension will remain unchanged.

While changing Pension Administrator is a major exercise, please be reassured that Gallagher have robust systems and controls in place to keep your pension records safe.

Your new Member Portal

We're always looking for ways to improve how the Schemes are managed - that's why we're launching a new online Member Portal. It'll allow you quick and simple access to your pension account, helping you to keep on top of your retirement and manage your benefits. You'll be able to log in to the Portal anytime, on a desktop computer, smartphone or tablet.

Once it's available, you'll be able to:

-  Update your personal details
-  Download your payslips (if you're already receiving your pension)
-  Check your deferred pension (if you're not taking your pension yet)

Once it's ready, we'll send you a link to register, along with your unique access code. Keep an eye out for this information.



Have any questions?

If you'd like to contact anyone:

Before Monday 6 October 2025:

Contact the PLA Pension Team on

 pensions@pla.co.uk

After Monday 6 October 2025:

Contact the Gallagher Administration Team on

 Portoflondon@ajg.com

 0330 123 2207

