

09 December 13,47

Good Day Bill,

My name is Brian Williams.

I reside in South Africa, and was an employee of BT from 1965 -76, when my family and I emigrated.

I registered on your website today, and was particularly interested to read the item about bank charges.

I was also interested to read of Trevor Conway's ordeal, which I have also experienced.

I have asked Accenture for BT pensioners' contact details in South Africa, but they will not acquiesce.

I have given Accenture permission to give my details to pensioners in South Africa. They don't respond to that.

I would be grateful for your feedback in this.

Do you have many ex-pats in South Africa in your database?

Are you in contact with Accenture?

Are you in contact with the BT Board of Trustees?

Regards,
Brian.

On Fri, Dec 11, 2015 at 2:25 PM, <billrees@nexusbroadband.co.uk> wrote:
Hello Brian

Thanks for registering as a member and I am pleased that you found something of interest. I post anything I feel will be of interest to other members but I don't aim to get involved in the issue, because I don't have the expertise to give advice, also I would need a staff of helpers.

One solution to the bank charges for pension transfer is to set up a UK bank account and have your pension paid into it, then do the the transfer yourself, although I understand, it may not always be possible to set up a UK account.

I find the BT Pension Scheme(BTPS) people quite unhelpful and inflexible when dealing with their pensioners. They won't pass messages to pensioners or tell you anything about a member, they won't even confirm the death of a pensioner. This was one reason why I setup the website.

I wrote to one or two of the Trustees individually about publicising my website and did not receive any reply. I also wrote to BTPS and got fobbed off. They refused to tell its pensioners by referring to my website, in their literature, their correspondence with members or on their website.

see Correspondence at
<http://www.btpensionersreconnect.co.uk/Correspondence%20with%20Pension%20Scheme%20Trustees.pdf>

Neither I or my website, are recognised in anyway, by BTPS and I have no more influence than any other pensioner, so I am not really in contact with Accenture, although I have taken up a case successfully, on behalf of a few pensioners, usually only for those who appear to need help and because it is so time consuming I have to be selective.

I have deliberately made the registration process as un-intrusive as possible to encourage membership, so I don't collect information about a member's location unless they choose to put it in 'Other Information,' however, I have searched the members database and there are no other South African residents recorded.

I hope this is of some value to you.

Regards

Bill

11 December 13.16

Hi Bill,

Thanks for all the info.

Yes, I have that letter you sent, and the attitude of Accenture remains the same. Simply put, they are a closed shop.

I promised them I was going to make them more communicative. And that's what I intend to do.

Were you able to contact any of the BT Trustees directly? If so, do you have their details? Not postal.

I understand that being resident in England you don't have the same concerns as we ex-pats.

Reaching these members is a very important part of my strategy.

But until I hear otherwise I have to presume that we are being ripped off. That's my perception, anyway. And the more they give me attitude the more suspicious I become.

Is there a 'pensions ombudsman' in the UK that I can contact?

Regards,
Brian.

12 December 15.01

Hi Brian

I do have some sympathy with your views on Accenture, of course they are not BTPS, who have simply outsourced the administrative part of BTPS and probably under strict Terms of Reference.

Unfortunately Accenture has no empathy with BT Pensioners and it is the only point of contact with BTPS and we are stuck with that. Having said that I don't think BTPS has any empathy with its pensioners either.

As I said previously I did write personally to a couple of the trustees but received no reply from the Trustees themselves, only the letter from the Company secretary of BT Pension Trustees dated 8 Marc 2012. I have no personal contact details for any of the trustees.

You are right this issue has no bearing on the majority of my members, most are UK residents and I have no more than a dozen or so Ex-Pat members.

As already offered I will make a post on the Notice Board to help you to reach the few Ex-Pat Members but I don't see anything else that would help

There is a UK Pensions Ombudsman Just "google" it.

You could also try your luck with the Union, the main one I think is the Communications Workers Union (CWU) again just "Google" it. At least two of the Trustees represent the CWU

Finally there is an organisation you could try, The National Federation of Occupational Pensioners (NFOP,) that has many BT Pensioners as members. just Google NFOP. You would probably need to become a member to get any assistance.

Best of luck
Bill

On 11 Dec 2015, at 10:31, Brian Williams <livebrian@gmail.com> wrote:
Hi Bill,

This is the type of website I've been looking for, specifically for ex-BT employees.

I have some responses for people experiencing problems with Accenture, where it may be costing them money, particularly since Accenture switched from RBS to Western Union in July 2015. This event cost me money, then my pension was suspended, then it cost me money again. This is all within the last three months. I am wondering what the scale of this is.

I've read concerns on your notice board, and would like to share my experience with other people.

I have some answers for Stan in Australia and Trevor Conway, even maybe for yourself. Your letter of 2012 was very interesting to me, very interesting.

I don't mind being contacted at my eMail address, which you have.

Kind Regards,
Brian.

12 December 13,08

Hello Brian

To assist you in sharing your experiences with others, I am happy to post something about this issue on the Notice Board and provide a link to your correspondence, but then I will have to leave it to you to continue with your campaign but I really I can't continue further involvement, although I will publish anything of interest that you discover.

Stan in Australia is, I think, forbes.stan2@gmail.com but Trevor Conway is not A member of BT Pensioners Reconnect and I have no contact details.

I picked up his problem on Facebook as a member of *Facebook group BT Past & Present*, you would need to join that group to post a notice for him to pick up.

The following may help you to understand the rationale for developing the site.

The main objective of BT Pensioner Reconnect was to build a database of BT pensioners that could be searched by members to find and contact former friends and colleagues and all that has been achieved and the database continues to grow. The rest of the site is basically a 'Magazine' and my intention was that the

content should come from members themselves. It hasn't worked out like that, and the content mostly comes from me by picking out items that I think will be of interest to other members. The site does not perform a "Lobbyist" function with BTPS or BT and was never intended to be.

Regards
Bill