

Application Form

Complaints about personal and occupational pensions

**The Pensions Ombudsman
Isle of Man**

Complete all relevant sections of this form and provide the information requested – if you don't provide all relevant information this may delay our investigation. If you don't have enough space to tell us about everything, please use a separate sheet of paper, but make sure you sign and date it and attach it securely to this form.

1. Your Details

Surname	
First name	
Title (Mr, Mrs, Ms, Dr, etc.)	
Address	
Postcode	
Telephone	
Email address	

2. Representative details

If you are appointing someone to represent you please include their details here (please note that if someone is representing you we will only correspond with them).

Surname	
First name	
Title (Mr, Mrs, Ms, Dr, etc.)	
Address	
Postcode	
Telephone	
Email address	

3. How would you, or your representative, prefer to be contacted?
(please tick all boxes which apply)

- Email
- Letter
- Telephone

4. Has your complaint been considered by a tribunal, court or another Ombudsman (e.g. Financial Services Ombudsman Scheme?) Or is it in the process of being considered?

- Yes
- No

If yes, give details.

5. Have you brought a complaint to us before?

- Yes
- No

6. About your complaint

a) Please tell us the name of your pension scheme or pension provider. If you have a policy number, please include it here.

b) Please give us the name and address of each party you think is at fault. Your complaint can be about more than one party.

Trustee(s)

Scheme Manager

Scheme Administrator

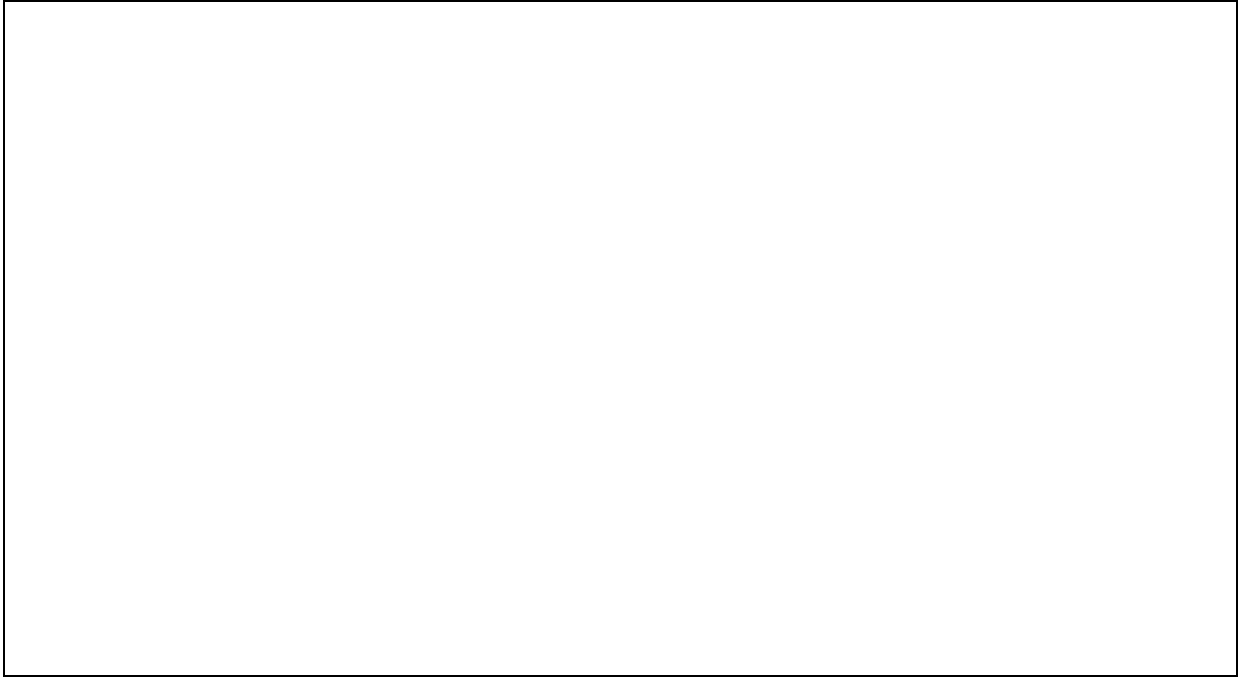
Employer

When did you first become aware of this problem?

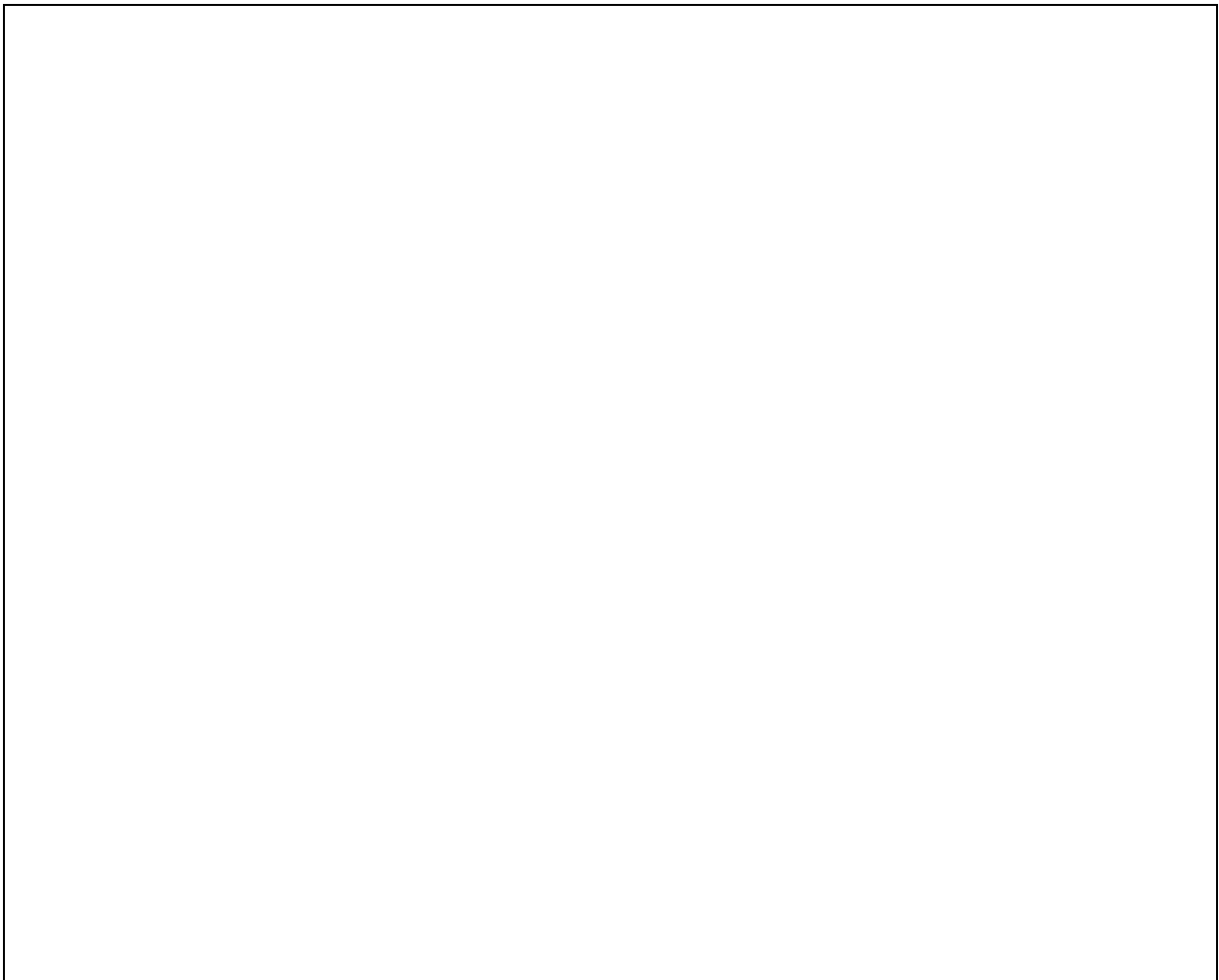
c) Please tell us what went wrong and who you think is at fault.

Empty response box for question c)

d) Please tell us what personal or financial loss you have suffered.



e) How would you like us to put the matter right?



7. About your complaint

To process your application we need a copy of the final response you received from the party or parties you are complaining about as well as any other documents relevant to your application. If you are not sure which documents to include with your application form please email IOM.PensionsOmbudsman@pensions.im and we will call you back to discuss.

8. Declaration

I consent to The Pensions Ombudsman obtaining the necessary information to deal with my complaint from other bodies, including the other parties to my complaint. I confirm that I have read and understood the personal information policy.

Signed

Date

Keep a copy of this form for your records and send the completed form along with any supporting documentation to:

The Pensions Ombudsman Isle of Man, c/o The Treasury, 1st floor, Markwell House, Market Street, Douglas, Isle of Man, IM1 2RZ.

Privacy and Personal Information Policy

Under the General Data Protection Regulation (GDPR) we have duties in relation to the personal information that we hold about you.

The following is a short explanation of why we collect personal information from you, how we use it and the conditions under which we may disclose it to others. It should be read in conjunction with the more detailed Privacy and Personal Information Policy that is published at www.gov.im/PensionsOmbudsman.

The information that you provide to us will be used to help us reach a decision about your complaint.

Other uses may include:

- publishing decisions
- dealing with any appeals or other legal action concerning our decision
- dealing with any service complaints, or
- carrying out customer satisfaction surveys

It is likely that we will need to share the information you provide to us with, and receive information about you from, other individuals or organisations connected to your case. By law, we also have the power to share information about a complaint with a small number of other organisations if we think it necessary in helping them carry out their own functions.

Our legal basis for processing your personal information will usually be

- the exercise of the Ombudsman's statutory function pursuant to Part X of the Pension Schemes Act 1993 (as applied to the Isle of Man) (the investigation of complaints into alleged maladministration, and disputes of fact or law, relating to pension schemes) and
- the Treasury's statutory functions under Part X of the Pension Schemes Act 1993 (as applied to the Isle of Man).

Processing may also be necessary:

- (1) for compliance with a legal obligation to which the data controllers are subject
- (2) for the performance of a task carried out in the public interest or in exercise of official authority vested in the data controllers
- (3) for the purposes of the legitimate interests pursued by the controllers or by a third party, except where those interests are overridden by the interests or fundamental rights and freedoms of the data subject which require the protection of personal data, in particular where the data subject is a child.

On those occasions where we are not relying on any of the above, we will ensure that a suitable alternative legal basis is used, which could (in the case of applicants) include obtaining your explicit consent.

We will retain your personal information for as long as is necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting, or reporting requirements. Generally our policy is not to retain your personal information for more than 3 years after the end of the calendar year in which the complaint or dispute was determined or we received our last communication about the complaint or dispute for example where the complaint or dispute was discontinued.

You may request access to, deletion of, correction of or transfer of your personal information. However, due to the nature of the work that we do, there are circumstances where we are permitted by law to decline such requests.

We aim to carry out our work openly and transparently and we usually publish Ombudsman determinations at www.gov.im/pensionsombudsman. We have a statutory power enabling us to do this.

While our published decisions will usually have identifying personal information removed, relevant information about you will remain to explain what decision has been reached and why. This can include financial or personal information where it is relevant to the decision or the reasoning underlying the decision.

If you have any questions, issues or complaints about the way that we have handled your personal information, please let us know:

IOM.PensionsOmbudsman@pensions.im

The Pensions Ombudsman, c/o The Treasury, 1st floor, Markwell House, Market Street, Douglas, Isle of Man, IM1 2RZ .

You may also have the right to make a complaint to the Isle of Man Information Commissioner who can be contacted at www.inforights.im or by post at Isle of Man Information Commissioner, PO Box 69, Douglas, Isle of Man, IM99 1EQ.