



Is this research confidential?

Your feedback will be completely confidential and the information you provide will be used for research purposes only. Verian will not provide DWP with the names of any individual or organisation that takes part, unless they explicitly agree to this. Your contact details will be held securely at all times. Verian Group is certified to the ISO 27001 international standard for data security and complies with the UK Data Protection Act 2018 and GDPR.

Is this research genuine?

If you want to verify the authenticity of this study, you can email the DWP project team directly at:

☒ **Email: pension.providersurvey@dwp.gov.uk**

Please mention your organisation's name and the reference number from the email/letter we sent to you when contacting this email address.

Further information about Verian can be found at:

www.veriangroup.com

What if I have a specific question about the data you are collecting?

If you are uncertain **how to answer** any of the questions in the data sheet, please email the DWP team at:

☒ **Email: pension.providersurvey@dwp.gov.uk**

If you have difficulties **uploading your data sheet**, or with your **login** details, please contact Verian at:

☒ **Email: pension.providersurvey@veriangroup.com**  **Tel: 0800 046 9038**

Referrals – how should I pass the survey over to a colleague?

If you think that somebody else in your organisation is better placed to complete the survey, please pass the email/letter we sent you across to them. Please also email the Verian team to let them know who the survey has been referred to:

☒ **Email: pension.providersurvey@veriangroup.com**  **Tel: 0800 046 9038**

When notifying Verian of a referral please pass on the following information: your name; your organisation; the reference number from the email/letter we sent to you; and the contact details of the person who will take responsibility for the survey (including name; email address; postal address; telephone number).

I need a copy of the data sheet

A link to the data sheet should already have been emailed directly to you. However, if it didn't arrive, or you need another copy for any reason, you can download it from the Verian survey site on the link below – just scroll down and click on the relevant document download icon:

https://www.veriangroup.com/uk/dwp-pension-provider-survey-document?hs_preview=xNsdEQRw-191142563015

Or you can contact the Verian team:

☒ **Email: pension.providersurvey@veriangroup.com**  **Tel: 0800 046 9038**

When asking for a data sheet, please include: your name; your organisation; and the reference number on the email/letter we sent to you.

Any other queries?

If you have any other queries, or would like to ask not to be contacted further, please contact Verian between 9am-5pm, Monday to Friday on:

☒ **Email: pension.providersurvey@veriangroup.com**  **Tel: 0800 046 9038**

Please quote the reference number on the email/letter we sent to you.