

# Change of Administrator from Mercer to Aptia

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## 1 What has happened?

Aptia is a new company set up specifically to provide UK pension administration and US employee benefits administration services. Aptia acquired Mercer's UK pensions administration business on 1 January 2024.

## 2 How can I find out more about Aptia, and the plans that this company has?

A good starting point is to visit <https://aptia-group.com/> which has a lot of information and some videos on who Aptia are.

## 3 Why are CGPS members learning about this now?

The acquisition was first announced publicly in June of last year. The acquisition was subject to a number of conditions which needed to be satisfied so there was little to say until the acquisition completed. The CGPS Trustees have noted significant media coverage in the early weeks of 2024 and have determined that now is an appropriate time to communicate with CGPS members.

## 4 What changes immediately?

Nothing. Mercer's UK pension administration staff, including all the key people working on CGPS, have moved across to Aptia. However, for a period, Aptia's staff will continue to provide services using Mercer IT infrastructure and so you may receive correspondence from Aptia staff on Mercer email addresses and / or Mercer letterhead.

## 5 As a member of the CGPS, do I need to do anything?

No, but you might like to keep this Pensions Update on file as reference and look out for any communications from the CGPS Trustee or from Aptia.

## 6 Will my pension continue to be paid in the same way?

Yes, if you are a pensioner you will already have seen no change in the way your monthly January and February pension has been paid.

## 7 How do I contact Aptia?

For the time being the contact information is the same.