



PROVIDING ENERGY. IMPROVING LIVES.

FREQUENTLY ASKED QUESTIONS

1. Who can members contact at Capita in relation to the data breach?

Capita has a designated mailbox for questions relating to the cyber incident, which is specifically for pension plans such as ours, that no longer have their administration with them:

Cyber_exitedschemes@capita.com

If you wish to contact Capita directly you should use this mailbox.

In addition, the Experian Contact Centre can be contacted for any questions relating to the cyber incident, they can be contacted on 0800 229 4005. They are open Monday to Friday 8:30am to 5:30pm, and Saturday 9am to 2pm.

2. Did the cyber incident impact all members?

Capita have advised that not all members were impacted.

You should have received a letter in July from us confirming whether you were impacted by the incident. If you did not receive such a communication, or you have misplaced the initial letter please email **ukpensions@p66.com** and we will then confirm to you whether you were impacted and if necessary, will provide you with a copy of the letter previously sent to you.

3. Is my pension safe, and has there been any impact on the payment of pensions?

We would reassure members that there has been no impact on any pension benefits and members who have retired have received their pension benefits as normal.

We continue to engage closely with the new Plan administrator, Buck, concerning their cyber security and personal data protection measures.

4. Can you provide exact details of what was taken from the Capita system for me?

The letter sent to you in July listed the specific items of data that were exfiltrated from Capita's system that were specific to you.

If your letter does not, for example, state that your address was exfiltrated, then Capita has confirmed that this was not subject to the breach.

We are aware that there are some items listed in the letter provided to members had some general descriptions such as Employment Details and History and Pension Details and History. Unfortunately, Capita has confirmed that it is not possible for them to provide more precise information on an individual basis, other than what was stated in the letters to members.

5. Is Experian legitimate, I am having to provide a lot of information to register with them?

Yes, Experian are a recognised consumer credit monitoring and reporting agency and we strongly recommend you use their service if offered to you.

Experian are there to help you monitor your personal information for certain signs of potential identity theft and to help detect possible misuse of your personal data. The service provides you with identity monitoring support, focussed on the identification and resolution of identity theft.

If you have any questions regarding this service, then please contact Experian's Customer Support Centre on 020 8090 3696**. They are open Monday to Friday, 8am to 6pm.

** Charges for calling 02 numbers are the same as calls made to a standard UK landline.

Note, when registering with Experian there are some questions for you to answer in relation to your data so that they can verify your identity. If you have any questions concerning registration please contact Experian directly.

6. Why Experian, why not other credit monitoring agencies such as Equifax or TransUnion?

The decision to use Experian and to offer their service free of charge for 12 months to potentially affected individuals was the decision of Capita, who suffered the cyber incident.

We support signing up for the Experian service, and recommend that, if you have not already done so, you sign up for the free 12 months services as soon as possible. The information on how to register was included in your July letter and you are encouraged to complete the registration prior to the free offer expiring on 11th October 2023.

If you wish to also register with other credit agencies, you can do so, however if there are any fees for this, you would have to cover the cost yourself.

7. I already have an account with Experian, how does the free 12 months cover impact this?

We are aware that there will be some members of the Plan who already have an Experian account. There should be no problem or barrier to you also signing up for the free 12 months cover but if you are having trouble registering with Experian because of this please contact Experian's Customer Support Centre on 020 8090 3696**. They are open Monday to Friday, 8am to 6pm.

**Charges for calling 02 numbers are the same as calls made to a standard UK landline.

8. As an ex-employee of Phillips 66, am I still able to access the Experian cover?

Yes, the offer of 12 months cover with Experian is offered to members of the Phillips 66 UK Pension Plan who have been affected by the incident, regardless of whether you are still employed by Phillips 66 Limited.

9. Will Experian cover be passed to my spouse on my death?

The Experian cover offered is specifically for you as an individual member of the Plan, it will not pass to a spouse or any other person.

10. The offer of 12 months cover with Experian is too short, will this be extended?

We are currently considering whether credit monitoring support for a longer period can be provided to members and will communicate further on this in due course, but in the meantime, you are encouraged to register for the free 12 months Experian cover before the deadline to ensure you have access to their monitoring services as soon as possible.

11. I have recently received a lot of spam emails and letters. What do I need to do?

The data provided to us by Capita shows that less than 0.5% of Phillips 66 members had their addresses exfiltrated and that no one had an email exfiltrated.

If you are one of the few where your address was exfiltrated, then this would have been confirmed in the letter you received in July.

If you are seeing an increase in spam and phishing emails and letters, this may be unconnected with the Capita cyber incident and acts as a reminder to remain vigilant in relation to your data and unsolicited communication.

12. Has the Trustee notified the Information Commissioners Office and the Pensions Regulator?

Yes, as communicated in our initial mailing to you in June, we informed the Information Commissioners Office (ICO) and the Pensions Regulator (TPR) shortly after we were notified of the cyber incident by Capita.

13. Who can I contact at Phillips 66 / the trustee in relation to this matter?

If you have further questions or concerns, please continue to email them to the ukpensions@p66.com mailbox.

14. If I have other pensions administered by Capita, are they also impacted?

The letters you received from us in June and July were specifically related to your membership of the Phillips 66 UK Pension Plan. If you have other pension benefits administered by Capita that may have been impacted by the cyber incident, we expect that you would have been contacted separately regarding those.

If you were expecting to have been contacted regarding benefits you have from any other pension provider and have not been contacted, we recommend you contact the provider(s) directly to verify whether you were impacted by the cyber incident.

Note that the 12 months Experian service is not linked to the Plan, and if you have received more than one code from different pension plans, you only need to activate one of the codes.

15. As Capita are no longer the administrator of the Phillips 66 UK Pension Plan, why do they continue to hold my data?

As Capita was the administrator of our Plan up until October 2022, they will hold data for the Plan for a period post the transition to Buck for regulatory purposes.

This data is held within GDPR regulations to assist with any member queries or claims that may come in post the transfer to Buck, and to aid the new administrators, pension auditors, and us as trustee of the Plan.

Capita are legally obligated to destroy the data in accordance with GDPR regulations when they no longer have a legitimate purpose to keep the data and we will continue to liaise with Capita in relation to data until such time as the data they hold is destroyed.

16. How safe is my personal data with the current administrators Buck?

We moved the administration of the Plan to Buck in October 2022. As part of our due diligence and decision to appoint Buck and the transition of the administration services to them, Buck provided significant evidence to us that they had appropriate and robust controls and protocols in place in relation to cyber security and the protection of members' personal data.

We have very recently again met with Buck's cyber security team to reaffirm our confidence in their cyber security measures, and we continue to monitor and engage with them on this critical matter.

17. Where can I find more information in relation to scam and fraud warning signs?

Whether you have been impacted by the Capita cyber incident or not, it is always recommended that you take steps to help protect your data from potential scams and fraud.

You can find more information about how to avoid being scammed by reading the Financial Conduct Authority's (FCA) ScamSmart website: **fca.org.uk/scamsmart** and The Pensions Regulator's (TPR) guidance **thepensionsregulator.gov.uk/en/pension-scams**

If you think you have been affected by a scam, report it to Action Fraud, 0300 123 2040, **actionfraud.police.uk**