

Alternative Methods of Communication

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NILGOSC is committed to providing equality of access to services for all members and pensioners.

The following means of communication are currently used:-

- Writing:** Our guides, leaflets, letters and statements
Correspondence posted or delivered to:-
NILGOSC
Templeton House
411 Hollywood Road
Belfast
BT4 2LP
- Telephone:** 0845 308 7346
- Typetalk:** (For people using a textphone) 18001 0845 308 7346
- Fax:** 0845 308 7344
- In Person:** At the above premises
- E-mail:** info@nilgosc.org.uk
- Website:** www.nilgosc.org.uk

In addition NILGOSC has provided documents and correspondence in alternative formats including audio and large print versions. Documents can also be provided in minority languages for those whose first spoken language is not English.

If you would prefer an alternative method of communication, please let us know by either:

- completing the form overleaf and posting to:
NILGOSC
Templeton House
411 Hollywood Road
Belfast
BT4 2LP
- or by contacting the Pensions Administration Team on 0845 308 7346

To help us provide information in a format to suit your needs please let us know:

- why the current communication methods are not suitable - this may be because you have a sight impairment or English is not your first language; and
- suggest what format you would like to receive information from us – such as in large print, in Braille, on audio cassette, easy read or on computer disc and/or alternative language.

We will record your request on our administration system in order that future communications can be tailored accordingly.

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Name:

Address:

Date of Birth:

Pension Reference Number (if known):

Employer:

Reason why current communication methods are not suitable for your needs:

Suggested method of communication:

Please complete and return to:

NILGOSC, Templeton House, 411 Holywood Road, Belfast BT4 2LP