

# Volunteer

for The Pensions  
Ombudsman



**We are looking for  
pension professionals  
to join our team.**

You can use your  
experience to make  
a difference to  
someone's life.



**The  
Pensions  
Ombudsman**

## At The Pensions Ombudsman, we help people resolve their pension complaints.

This may be formally through our adjudication process or informally through our Early Resolution Service. Our service is free, independent and impartial.

Our Early Resolution Service has a volunteer network of over 200 pension professionals who use their knowledge and expertise to help people resolve their pension complaints at an early stage.

Volunteering is a great opportunity to broaden your pension knowledge. You could be allocated different types of cases such as overpayments, delays, ill health and death benefits. But it's up to you what type of cases you want to take on.

## Volunteering with us will give you:

- ▶ continuing professional development
- ▶ free training workshops which can count towards your continuing professional development hours
- ▶ access to up-to-date technical information
- ▶ improved career prospects
- ▶ personal fulfilment
- ▶ networking opportunities
- ▶ support from fellow volunteers and staff at TPO Head Office
- ▶ access to a TPO web-based Adviser site and a subscription based technical site.



**The  
Pensions  
Ombudsman**

## To find out more:

✉ [paul.day@pensions-ombudsman.org.uk](mailto:paul.day@pensions-ombudsman.org.uk)

🌐 [pensions-ombudsman.org.uk/jobs-and-volunteering](https://pensions-ombudsman.org.uk/jobs-and-volunteering)