

**Reference: 2025-136**

Thank you for your email in which you requested the following information under the Freedom of Information Act 2000 (FOIA):

**The pension provider for SFO migrated to a new supplier (Capita) on the 1st Dec 25. Please can you send me an email response for the following questions:**

1. How was SFO first notified that there was to be a change in supplier for its pension services.
2. When was SFO first notified that the contract to provide pension services would be moving supplier.
3. When was the SFO first notified of the date these services would be migrating.
4. What role and department in SFO first received notification that the supplier would be changing
5. When were SFO staff first notified that the contract would be changing.

**Response**

Please see below our response to your request.

**Question 1**

We were informed by Cabinet Office.

**Questions 2 & 3**

It was indicated in 2023 and confirmed on 11<sup>th</sup> November 2025, alongside the date for this change.

**Question 4**

SFO People Team.

**Question 5**

21<sup>st</sup> November 2025.