

**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.