

The logo for the Pension Protection Fund, featuring a white arc above the text.

Pension  
Protection  
Fund

A large, thick blue arc that curves around the central text, resembling a stylized 'C' or a partial circle.

# Supplier Onboarding

PPF Commercial Services

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# Purpose & Content

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**The purpose of this document is to provide key onboarding information to each new supplier to the PPF.**

This is to ensure a smooth transition for new suppliers in the set-up process and ongoing support.

We also ask that suppliers provide relevant company information and keep us updated with any relevant changes.

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# PPF Company Overview

## About the PPF

Our main function is to provide compensation to members of eligible defined benefit pension schemes, when there is a qualifying insolvency event in relation to the employer, and where there are insufficient assets in the pension scheme to cover our level of compensation.

We are a statutory fund run by the Board of the Pension Protection Fund, a statutory body established under the Pensions Act 2004.

We also administer the Financial Assistance Scheme (FAS) on behalf of the Department for Work & Pensions (DWP). FAS is a scheme which offers help to some people who lost out on their pension because they were a member of an under-funded defined benefit scheme that started to wind up between 1 January 1997 and 5 April 2005.

We are funded by statutory annual levies charged to all eligible defined benefit pension schemes, and from investment of fund assets transferred from qualifying pension schemes. We also receive funding from the DWP, including for administration of FAS.

Visit our website at <https://www.ppf.co.uk/>



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# PPF Details

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## Full Name:

The Board of the Pension Protection Fund

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## Address:

Renaissance, 12 Dingwall Road, Croydon, CR02NA

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**VAT No:** 135605329

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**Supplier Page:** [ppf.co.uk/doing-business-us](http://ppf.co.uk/doing-business-us)

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**Supplier Code of conduct** - [Supplier Code of Conduct](#)

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**We do not have a Company Registration Number**

## Key Contacts:

### Finance

Please send all invoices to the below including any finance queries:

**[accounts@finance.ppf.co.uk](mailto:accounts@finance.ppf.co.uk)**

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### Commercial Services

Commercial services are here to help suppliers if you have any queries or concerns, please don't hesitate to contact us for help:

**[commercialservices@ppf.co.uk](mailto:commercialservices@ppf.co.uk)**

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# Supplier on-boarding and Payment Process

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## Supplier on-boarding

Please liaise with your key business contact to complete a new supplier vendor form to start the supplier on-boarding process.

We will also require bank details on your company headed paper to complete this process.

Your key business contact will facilitate this process.

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## Purchase Order and Invoicing Process

You must have a Purchase Order (PO) from us before you provide any goods or services. This should be raised when the agreement is signed or when agreed with your key business contact.

The contact you have provided as part of your supplier set up will receive a copy of the PO confirmation.

Your invoices must reference the correct PO to ensure these are matched and paid within the agreed payment terms.

If you do not have a PO before the contract commences, please contact your key business or commercial contact.

**We have a 'no PO, no pay' policy, please ensure the PO is clearly stated on your invoice. We will reject any invoices if they do not quote the correct PO number.**

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# Contact Details

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## Commercial Services

**Please contact Commercial Services for the below:**

- Contract queries
- Supplier on-boarding
- Any amendments to supplier details

**Please send to:**

**CommercialServices@ppf.co.uk**

***Please note: if you have any PO queries, please reach out to your key business contact***

## Finance

**Please contact Finance for the below:**

- Change of bank details
- Payment queries

**Please send to:**

**Accounts@Finance.ppf.co.uk**

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# PPF Supplier Assurance

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## Areas of Assurance

Where your contract obliges you to comply to certain standards or accreditations, then we may contact you from time to time as part of our assurance due diligence. For example:

- Business Continuity/Disaster Recovery plans
- IR35 checks
- Baseline Personnel Security Standard (BPSS) clearance checks
- Professional Accreditations
- ISO certificates
- Insurance certificates

## News and alerts

We regularly track what is happening with our key suppliers via news updates together with alerts on key financial indicators and events.

So, we may be in touch if anything concerning comes to light that requires further clarification.



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# What next?

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## Commercial/Finance Contact

Your company will be setup on our finance system for payment.

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## Contract Delivery

Ensure you deliver to all contractual obligations not just key deliverables e.g. where appropriate exit plans, reporting and review meetings.

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## Escalation/Issues

Please contact [CommercialServices@ppf.co.uk](mailto:CommercialServices@ppf.co.uk) with any questions or concerns you may have.

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A woman with curly hair, wearing a bright yellow button-down shirt, is seated at a desk in an office. She is smiling and looking towards a laptop. In the background, two other people are visible, one of whom is holding a pen to their head. The office has large windows, a desk with a water bottle, a mug, and some papers. A large teal arc graphic is overlaid on the image, framing the woman and the text.

Thank you, we look  
forward to doing  
business with you