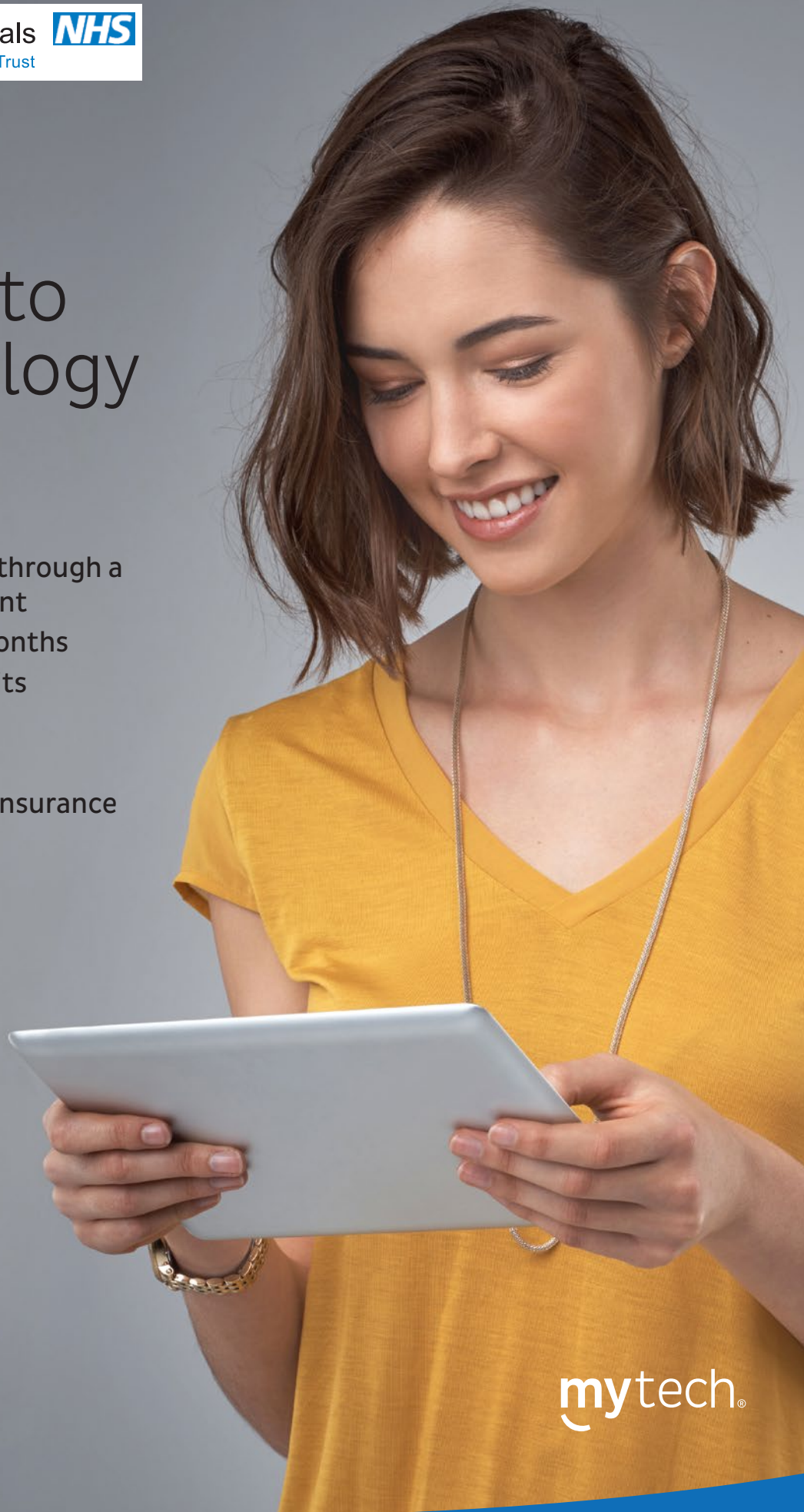




# Your guide to the Technology benefit

- Get the latest technology through a salary sacrifice arrangement
- Spread the cost over 36 months
- No upfront costs or deposits
- No credit checks required
- Simple and affordable
- Make savings on National Insurance and pension contributions



mytech®

Order at: <https://bth.hapibenefits.com>  
or phone for more information: 0330 2000 230

pg let's connect

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# The benefit and how it works

This Technology scheme is a salary sacrifice benefit provided by the employer, designed to make it easier for employees to have access to the latest consumer technology and spread the cost over 36 months. An agreement is generated showing the full terms and conditions, which must be signed prior to delivery.

By making this equipment more accessible, such benefits have been shown to improve computer literacy and IT skills of employees and their families. By agreeing to sacrifice or 'exchange' some of your pre-tax salary in return for the Technology package of your choice, you may make savings in National Insurance and in most cases pension contributions (if applicable) on the total amount sacrificed.

Participation in an optional remuneration arrangement may affect your pension benefits (if applicable). Individual employees should take into account the potential impact on their pension prior to taking part. Please see FAQs for further details.

 **Authorised Reseller**



**SAMSUNG**

 **Microsoft**

**SONY**

You should ensure that you can afford the salary reductions for the full 36 month period and have read and agree to the terms and conditions before you order.



Choose from the latest technology



Conveniently taken from salary



Start enjoying the technology!

Order at: <https://bth.hapibenefits.com>



Main package highlights

# iPad and tablets



36 months  
Insurance



Protective  
Case



Home  
Delivery



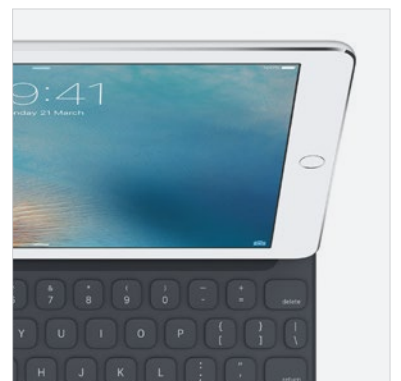
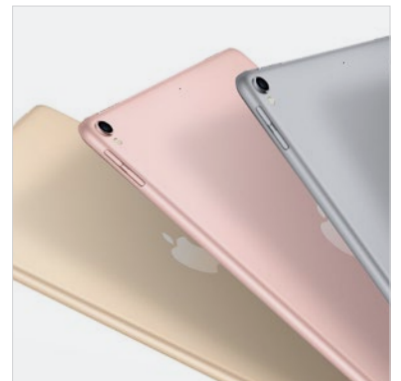
## Exceptionally thin. Unbelievably powerful.

The latest iPad and tablet devices for the very best in portable technology. Available in a wide range of screen sizes, designs and specs – there's a tablet solution for everyone.

Discover a new generation of iPad – a device that helps you do amazing things without ever getting in the way. It puts incredible power that leaps past most portable PCs, at your fingertips, it's more capable and versatile than ever before, and with the most

advanced display – let's you see everything in spectacular detail.

Surface Pro 4 is meticulously crafted to be a powerful, ultra-thin laptop or a beautiful tablet and offers a great alternative to the iPad. It provides the ultimate in laptop comfort and productivity with its multi-purpose Kickstand, improved keyboard (available separately) and included Surface Pen.



Order at: <https://bth.hapibenefits.com>

Main package highlights

# Windows 10 Laptops



36 months  
Warranty



36 months  
Internet  
Security



Home  
Delivery



## A better way to study or play

A laptop is more than just a computer – it's an entertainment hub, social network, and workspace. We offer a wide range of the latest multimedia devices designed to take your productivity, creativity and entertainment to the next level and allow you to experience amazing graphics and gaming.

Through the latest Windows 10 operating system, discover great new ways to get things done, with innovative features like the Microsoft

Edge browser and Cortana, the personal digital assistant.

So whether you're searching for a high-performance model with a powerful Core i7 processor, or the versatility and flexibility of a more compact, ultra-mobile laptop with detachable keyboard, we're sure you'll find the perfect solution to suit your needs.



Order at: <https://bth.hapibenefits.com>

Main package highlights

# Windows 10 Desktop PCs



36 months  
Warranty



36 months  
Internet  
Security



Home  
Delivery



## Cutting-edge design and performance

All-in-one PCs are the latest innovations in desktop computing, bringing sophisticated style and exceptional performance together behind a single screen. From media streaming to homework conquering, choose from a range of sizes and specs to find the perfect centrepiece for your home.

If gaming is of high importance, the HP OMEN gaming PC with HP gaming display combines cutting-edge design and the industry's latest

hardware. A blistering quad-core processor, powerful dedicated graphics card and fast RAM combine to deliver a real performance monster, ready to handle the most intensive games with ease.

Whichever option you choose, the desktop PC experience has never looked so good.



Order at: <https://bth.hapibenefits.com>



Main package highlights

# Apple Macs



36 months  
Warranty



36 months  
Internet  
Security



Home  
Delivery

## Explore the world of Mac

Apple MacBooks are popular for their stunning graphics and sleek designs. Check out our range, including the stunning MacBook Pro, the unbelievably thin MacBook Air and the latest Macbook – the lightest, most capable version yet.

Faster and more powerful than before, the MacBook Pro has the brightest, most colourful display ever. And it introduces the Touch Bar – a Multi-Touch enabled strip of glass built into

the keyboard for instant access to the right tools, right where they're wanted.

For the ultimate desktop experience, discover the revolutionary iMac with Retina 4K or 5K displays. They deliver spectacular image quality paired with high-performance processors – all within an incredibly thin, seamless enclosure.



Order at: <https://bth.hapibenefits.com>

Main package highlights

# Smart TVs



36 months  
Warranty



Home  
Delivery



## The smartest TVs on the planet

Transform your living room with the latest Full HD and 4K Ultra HD Smart TVs from Samsung. Choose from TVs ranging in size from 40-inch to 65-inch to find the perfect solution for any room in the home.

See your favourite movies and shows come alive with impressively bright and vivid images, plus our Curved TV range deliver a deeper, wider picture for a truly immersive, cinematic experience.

Make the most of your Smart TV's potential and discover a world of amazing on-demand, lifestyle, music and social apps from the Samsung Smart Hub.

Form and function combine to create a stunningly clean, minimalist design that will enhance any living space, and neat TV cable management solutions keep everything tidy behind the scenes.



Order at: <https://bth.hapibenefits.com>

Main package highlights

# Games Consoles



36 months  
Warranty



Home  
Delivery



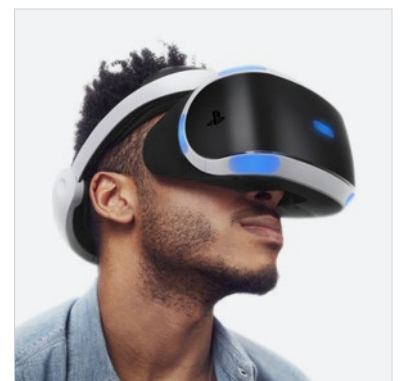
## The ultimate games and entertainment systems

Whether it's defending the planet against aliens, racing to the finish line or playing as a favourite football team, we have the ideal games console to suit.

Enjoy games anytime, anywhere with the Nintendo Switch. Hook up the console to your TV or prop up the stand attached to the console. With handheld mode enjoy the same gameplay experience as on a TV screen, right at your fingertips.

Choose from Xbox or PlayStation and discover more than just gaming. Stream the biggest movies, hottest TV shows and latest videos from Netflix, YouTube and more.

Bring games to life with our VR gaming bundle and VR accessories for added depth and realism, experience a new way to play.



Order at: <https://bth.hapibenefits.com>



Main package highlights

# Sonos



Home  
Delivery



## The wireless home sound system

Sonos is the wireless home sound system that fills as many rooms as desired with great-sounding music, movies and TV soundtracks. No wires or complicated programming. Just tap the Sonos app and it does the rest. Stream via Wi-Fi. Play different tunes in different rooms at the same time. Or share one song, in perfect sync, all throughout your house for an intense, pulse-pounding experience.

The Sonos app helps you quickly search through all your services to track down your favourite music, play it and adjust the volume in different rooms throughout the home. You don't even have to be in the same room as a speaker. And if your friends have the Sonos app, they can do the same.



Order at: <https://bth.hapibenefits.com>

Main package highlights

# Apple Watch



24 months  
Warranty



24 months  
Insurance



Home  
Delivery

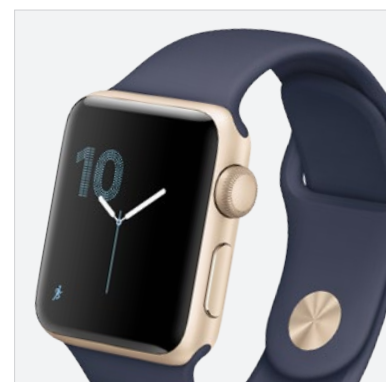
## Live a better day

Introducing the Apple Watch Series 2 with a new lightning-fast dual-core processor and a display that's two times brighter than before. Full of features that help you stay active, motivated, and connected, Apple Watch Series 2 is designed for all the ways we move.

Apple Watch Series 2 is rated Water Resistant at 50 Metres, so you can safely swim with it.

Built-in GPS provides accurate speed, pace, distance and location information, even if you don't have your iPhone with you.

Get the most from workouts, improve lifestyle or simply monitor daily activity with our Apple Watch Series 2 range.



Order at: <https://bth.hapibenefits.com>



Part of the accessory range

# Wearable Technology



Home  
Delivery



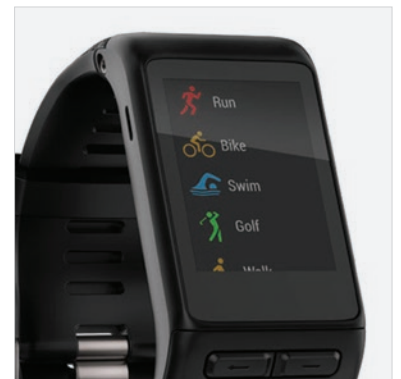
## Eat, sleep and live better

On the walk to work, in the weights room or on the last mile - every moment matters. When meeting fitness goals, steps are just the beginning. Get the most from workouts, improve lifestyle or simply monitor daily activity with our fantastic range of wearable technology.

With Fitbit, track steps, distance and diet, monitor sleep and much more, helping everyone from beginners to professionals.

Fitbit's device, dashboard and app work together seamlessly allowing you to connect, share and compete when you want with anyone you want.

Run, bike, swim, golf, ski and more with Garmin Smartwatches and fitness trackers.



Order at: <https://bth.hapibenefits.com>



Part of the accessory range

# Digital Audio



Home  
Delivery



## Music to your ears

Amplify your home entertainment with our range of digital audio accessories from high-end manufacturers like Bang & Olufsen and Beats.

Enjoy music on the move with our range of high-quality in-ear and on-ear headphones. Experience incredible acoustic performance and unrivalled sound with a lightweight, comfortable design.

Also on offer are a great range of stylish, ultra-portable personal speakers, designed to take your tunes wherever you go and play them out there in crystal-clear hi-fi clarity.



Order at: <https://bth.hapibenefits.com>

Part of the accessory range

# Smart Home



Home  
Delivery



## Smart choices for a 21st century home

Main package choices can be enhanced with this fantastic range of Smart Home accessories.

Philips' Hue range of personal wireless lighting - simple products designed to illuminate real life. Turn on life with light and add extensive home lighting through Wi-Fi and the Philips Bridge.

For a secure home here's Canary, the all-in-one home security solution with HD camera, siren, and air monitor. Keep an eye on pets, live stream

video of the home or record precious family moments using Canary's 1080p HD camera. Simple to use and a smart addition for any modern household.

Apple TV simplifies the new era of TV. It's designed for the viewer to easily navigate and, most importantly, fully enjoy the new world of video apps. Apple TV is all you need for the way you watch today.



Order at: <https://bth.hapibenefits.com>

Part of the accessory range

# Technology accessories



Home  
Delivery



## Complementary devices for a digital life

You can make the most of tablets, laptops, desktop PCs and more with our fantastic range of technology accessories.

Protect laptops with a stylish bag or enhance productivity with the latest Microsoft Office software or a wireless keyboard and mouse.

For those budding photographers we have a selection of the latest digital cameras – explore high-resolution photography and record stunning Full HD videos with DSLRs.

Then print those amazing shots from digital cameras or Smartphones on a high-quality, wireless all-in-one printer from HP.

Take to the skies for some serious fun with the latest, advanced Drones – controlled directly from a compatible tablet or Smartphone.

Accessories can be added to any main package.



Order at: <https://bth.hapibenefits.com>



# What happens at the end of the agreement?

At the end of the agreement, your salary reduction will cease.

## Key features of the benefit

- Let's Connect provides an affordable, easy way to update your consumer technology and spread the cost with the very best on offer from major manufacturers such as Apple, HP and Samsung
- Choose from a range of the latest tablets, laptops and desktop computers, Smart TVs and games consoles (see the order site for available options)
- You can also choose from a great range of useful accessories to complement your chosen package
- Computer packages include 36 months extended warranty\* and Trend internet security with 36 months updates
- iPad and tablet packages include 36 months worldwide accidental damage and theft insurance\*, plus a protective case
- Smart TVs include 36 months extended warranty\*
- Games console packages include 36 months extended warranty\*, an extra controller and a bundled game
- Home delivery included
- Convenient, affordable, fixed reduction to your salary over 36 months
- No upfront costs or deposits
- No credit checks required
- Make savings on National Insurance and pension contributions (if applicable)
- You can call the Let's Connect Helpline throughout the period of your salary sacrifice arrangement on 0330 2000 230.

## Eligibility criteria

Eligible staff must be in a permanent post and have been employed for a minimum of 3 months.

Please note the following points regarding the scheme:

- If you leave Blackpool Teaching Hospitals (even to go to another NHS organisation) you pay back everything that's left from your final available salaries
- The goods cannot be returned once the cooling off period ends
- **MAKE SURE** you can afford this commitment for the **FULL 36 months**.

Please note – if the equipment goes missing or is damaged, salary sacrifice and Benefit-in-kind taxation arrangements will continue.

You should ensure that you can afford the salary reductions for the full 36 month period and have read and agree to the terms and conditions before you order.

\*Extended warranty and insurance provided by Summit Insurance Services Ltd.

Order at: <https://bth.hapibenefits.com>

# The order process

## Choose from the main packages and add accessories from the range available

The maximum allowable limit is £100 per month gross reduction from your salary, consisting of a combination of main packages and accessories. Please note – to order any of the accessory options, you must first choose one of the main packages.

## Place your order online at <https://bth.hapibenefits.com>

For advice on choosing a package, call the Let's Connect Helpline on 0330 2000 230.

## Sign your electronic salary sacrifice agreement promptly

Once you have completed your order you must electronically sign an agreement (by ticking the box provided) detailing the Technology you have selected. You will then be emailed a copy of the signed agreement confirming the monthly gross salary reduction.

## Your employer will carry out eligibility criteria checks

This is to ensure that all employees meet the eligibility set out to allow participation in the benefit.

## Delivery will be arranged with you

All deliveries are subject to approval and stock availability, and arrangements to deliver your chosen package will only be confirmed via text message or email once your agreement has been signed and your order approved. If you have ordered more than one item, you may not receive delivery of all items at the same time.

## The equipment is delivered to your home on the agreed date

Delivery will be arranged with you for a weekday that's convenient and is subject to stock availability. For security reasons, your employer does not accept personal deliveries at workplaces, so the equipment needs to be delivered to your home, or similar residential address i.e. family, friends as specified by you.

## Your salary reduction will begin on your next salary pay date following delivery

This will continue on each following pay date for the 36 month period.

### Step 1. Choose



### Step 2. Sign



### Step 3. Delivered



Sonos PLAY:3 Speaker



Samsung Q7F QLED TV



## Want to know more about how the benefit works?

Turn to the frequently asked questions at the back of this guide, or call the Let's Connect Helpline on 0330 2000 230.

You should ensure that you can afford the salary reductions for the full 36 month period and have read and agree to the terms and conditions before you order.

Order at: <https://bth.hapibenefits.com>

# How do the deals compare?

When making your comparison it's important to compare a like-for-like package which contains the tablet, computer, Smart TV or games console, and extended warranty or insurance (if applicable) and any comparison to a loan or personal finance over the same 36 months term. All of these items can significantly increase the cost of a standard purchase. The packages available to you have been designed to give you peace-of-mind for the duration of the benefit.



36 months Insurance



36 months Warranty



36 months Internet Security



Home Delivery

# How do salary sacrifice arrangements work?

A salary sacrifice arrangement enables you to make savings on National Insurance at a rate of 12% for basic rate taxpayers and 2% for higher rate taxpayers (these tax bands are subject to change at the discretion of HM Revenue & Customs).

In most cases you can also make pension contribution savings on the amount sacrificed (if applicable).

The cost of this benefit is recovered from your gross pay via a salary sacrifice arrangement.

Through a salary sacrifice arrangement you would normally save income tax, however as this benefit is taxable, these income tax savings are recovered in full by HMRC as Benefit-in-kind tax <sup>o</sup>.

The example illustration below demonstrates how your gross (pre-tax) and net (take-home) pay is affected if you participate in the benefit. The table also shows the total cost of the bundled equipment value compared to the Let's Connect benefit.

## Example Technology package

Example of a Technology package	Basic Rate Tax Payer	Higher Rate Tax Payer
<b>Cost to you through the Let's Connect benefit:</b>	<b>Monthly</b>	<b>Monthly</b>
<b>Reduction to gross pay</b> <span style="float: right;">The amount salary is reduced by (BEFORE savings) →</span>	<b>£16.23</b>	<b>£16.23</b>
<b>Less</b> National Insurance savings	<b>£1.95</b>	<b>£0.32</b>
<b>Less</b> Pension Contribution savings (if applicable)	<b>£0.73</b>	<b>£1.22</b>
<b>Less</b> Income tax	<b>£3.25</b>	<b>£6.49</b>
<b>Plus</b> Benefit-in-kind tax	<b>£3.25</b>	<b>£6.49</b>
<b>Monthly equivalent net pay adjustment</b> <span style="float: right;">The effect on your take-home pay (AFTER savings) →</span>	<b>£13.55</b>	<b>£14.69</b>
<b>Cost comparison – bundled equipment value vs. Let's Connect benefit</b>	<b>36 months</b>	<b>36 months</b>
Bundled equipment value including extras and home delivery	<b>£468.98</b>	<b>£468.98</b>
<b>Total cost of agreement - monthly equivalent net pay adjustment x 36 months</b> <span style="float: right;">The total cost to you →</span>	<b>£487.80</b>	<b>£528.84</b>

Please note these tables can only show typical situations and the figures may be affected by an individuals' own particular circumstances. All information contained within the guide is believed to be accurate at the time of publishing.

Sonos PLAY:1 Speaker



## ◇ Benefit-in-kind tax

This benefit is considered by HM Revenue & Customs to be a form of income which they refer to as 'Benefit-in-kind'. As this benefit is taxable, income tax savings are recovered in full by HM Revenue & Customs as Benefit-in-kind tax, collected through an adjustment to your tax code in the first year and administered by your employer using the P11D form process in the next available tax year.

This is an automatic process that is carried out without any further action required and there will be a delay before this tax code change is implemented. All pricing information on the order site includes the full effect of the Benefit-in-kind adjustment, which is averaged over the 36 months of the scheme, to show the monthly equivalent net cost to you for the equipment during the agreement period, so you can review this information before you place an order.



# Frequently asked questions on the benefit

## On the benefit

### 1. What is a salary sacrifice arrangement?

Salary sacrifice arrangements are where an employee chooses to exchange some of their gross (pre-tax) salary for a given period of time in return for a benefit provided by the employer, the value of which is exempt from National Insurance and in most cases pension contributions (if applicable). Having a Technology package through a salary sacrifice arrangement is considered by HM Revenue & Customs to be a form of income which they refer to as 'Benefit-in-kind'. For more details refer to Question 8.

### 2. What are the benefits of a salary sacrifice arrangement?

As an employee exchanges salary, the employee no longer pays National Insurance and in most cases pension contributions (if applicable) on the amount. In addition the scheme will allow staff to spread the cost of the equipment over 36 months.

### 3. How long does the salary sacrifice agreement period last?

The agreement period is for 36 months.

### 4. Will this offer be repeated?

Your employer may run other benefits in the future, however this is not guaranteed.

### 5. Am I eligible for the benefit?

Eligible staff must be in a permanent post and have been employed for a minimum of 3 months.

**Please note the following points regarding the scheme:**

- If you leave Blackpool Teaching Hospitals (even to go to another NHS organisation) you pay back everything that's left from your final available salaries
- The goods cannot be returned once the cooling off period ends
- **MAKE SURE** you can afford this commitment for the FULL 36 months.

### 6. What is the maximum allowable limit through this benefit?

The maximum allowable limit is £100 per month gross reduction from your salary, consisting of a combination of main packages and accessories.

### 7. Who are Let's Connect?

Let's Connect are one of the UK's leading and most well-established technology employee benefit providers – offering the latest in consumer technology. Their team has over 15 years' experience implementing these specialist benefits, running schemes for many well-known, household brands and some of the biggest organisations in the UK.

## Effects on you

### 8. Do I have to pay tax on the benefit?

Yes. This benefit is considered by HM Revenue & Customs to be a form of income which they refer to as 'Benefit-in-kind'. As this benefit is taxable, income tax savings are recovered in full

by HM Revenue & Customs as Benefit-in-kind tax, collected through an adjustment to your tax code in the first year and administered by your employer using the P11D form process in the next available tax year. All of the tax will be processed in a single tax year. A tax code change will be processed during the next available reporting period.

This is an automatic process that is carried out without any further action required and there will be a delay before this tax code change is implemented. All pricing information on the order site includes the full effect of the Benefit-in-kind adjustment, which is averaged over the 36 months of the scheme, to show the monthly equivalent net cost to you for the equipment during the agreement period, so you can review this information before you place an order.

### 9. Will the tax rules change during the agreement?

It is possible that changes in your salary or in HMRC regulations and limits could impact on the net cost of the benefit during the agreement period.

### 10. Will I get any communication from HMRC during the period?

Yes, you may get written correspondence from HMRC confirming the change in your tax code. This is not a further tax charge, it is purely for information purposes regarding how HMRC collect the Benefit-in-kind tax from you.

### 11. What happens if I go on unpaid leave?

You will be contacted by your employer regarding the options pertinent to your particular circumstances.

### 12. What happens if I leave my employer?

If you leave your employer for any reason including redundancy or dismissal on any grounds or you decide to voluntarily take unpaid leave of more than six months before the end of the 36 month agreement period, you will be required to pay a termination fee to compensate your employer for the non-completion of your agreement.

The termination fee you will have to pay will be calculated by multiplying your agreed monthly reduction in gross pay by the number of months remaining to be paid at the time you leave your employer. Once you have paid your termination fee no further salary reductions will apply. This amount will be taken from your final net pay (that is, your pay after tax, National Insurance and any other deductions have come out) or any other monies owed to you by your employer.

If there is a shortfall, you will receive written notification from your employer that you must reimburse them within 28 days of receipt of the written notification. If you are aware that your employment is likely to end before the 36 month life of the agreement you should consider very carefully whether you wish to participate in the benefit. Further information can be found on the salary sacrifice agreement.

### 13. I will be retiring before the end of the 36 month agreement period, can I still participate?

Yes, however, when you leave you will be required to settle the balance in the same way as referred to in Question 12.

### 14. How does the scheme affect the benefits in my contract of employment?

Where an employee's proposed selection would result in their salary falling below the National Minimum Wage (or Living

(continued overleaf)

Wage if over 25) or the lower earnings limit, the application will not be approved and the employee will be advised accordingly. The employee will retain the right to select an alternative, less expensive package. You should be aware that if you agree to participate in the scheme, you agree to give up some of your salary for 36 months in return for the equipment.

As basic pay is sacrificed, eligibility for state benefits may be affected, and also sick pay, maternity pay and redundancy pay could be reduced.

A salary check is made to ensure that staff do not drop below the National Minimum Wage (or Living Wage if over 25), and if staff leave before the 36 months are up, they will receive an invoice to pay the gross amount outstanding. You should consult HR/Personnel and/or an independent financial adviser if you are in any doubt about the financial implications for you.

## 15. What about my pension arrangements?

In the NHS pension scheme, pensionable salary is reduced if a salary sacrifice arrangement is used to provide benefits to employees. From 1 April 2015 most members of the NHS pension scheme will have transferred to the new career average scheme – pension being calculated on the level of pension contributions each year rather than the final salary at retirement. As a result, any salary sacrifice arrangements during a year will reduce the level of pension earned in that year. Individuals should therefore consider their position and the potential impact that entering into a salary sacrifice arrangement may have upon their final NHS pension entitlement.

For members who are within 10 years of their Normal Pension Age at 1 April 2012 there is transitional protection in place and they will remain in their existing section. Members with between 10 years and 13 years and 5 months of their Normal Pension Age at 1 April 2012 may remain in their existing section for a period of time before joining the new section.

Further information may be found on the NHS Pensions website at:

<http://www.nhsbsa.nhs.uk/pensions>

The Government have also produced a factsheet for employees, which contains more detailed information:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/216776/Pensions-factsheet.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/216776/Pensions-factsheet.pdf)

For employees remaining in their existing section, ongoing pension entitlement is determined by the income received in either:

- One of the last three years (usually the last year) prior to retirement, or
- An average of the best three consecutive years in the last ten years (usually the last three years) prior to retirement.

Anyone who has joined the NHS pension scheme prior to 1st April 2008 will be in the former, anyone joining on the 1st April 2008 or after, will be the latter.

In such circumstances a salary sacrifice arrangement that is in place during the period that is used to determine ongoing pension entitlement, will again have an impact on the pension received.

Where an employee leaves the NHS pension scheme and freezes their pension entitlement, the value of the frozen pension may be affected if an employee participates in the salary sacrifice arrangement immediately prior to leaving the pension scheme.

The only other circumstances where a salary sacrifice arrangement currently may impact on the ongoing pension entitlement is where a staff member becomes seriously ill

and is required to take medical retirement or dies in service. In such circumstances, the pension entitlement is determined by the income level in the preceding 3 years (using the best of the last 3 years Pensionable pay) for those in the 1995 section or an average of the best three consecutive years in the last ten years (usually the last three years) prior to retirement for those in the 2008 section – therefore will be impacted if a salary sacrifice arrangement is in place. This also changed from April 2015.

It is advisable to seek independent pension advice for further information.

In the financial illustration tables, the pension tiers selected which most closely match the three different tax levels are:

Basic Rate – Tier 2 – 5.6% pension contribution

Higher Rate – Tier 5 – 12.5% pension contribution

Additional Rate – Tier 7 – 14.5% pension contribution.

## 16. How much will it cost me?

Please refer to the pricing on the order site, however the cost to you depends on which package you choose and your own personal tax situation. You should ensure that you can afford the salary reductions for the full 36 months and have read and agree to the terms and conditions before you order.

## 17. When do my payments start?

Your salary reduction will begin on your next salary pay date, or, in the event of any unforeseen delay in delivery, on the next available salary pay date following delivery, and will be made on each following pay date for the 36 month period.

## 18. Can I elect to make a higher salary sacrifice arrangement amount and shorten the term?

No, the period is fixed at 36 months.

## 19. Where does my salary sacrifice amount go?

Your salary sacrifice is collected by your employer, who has arranged for the supply of the equipment on your behalf.

## 20. What happens at the end of the agreement?

At the end of the agreement, your salary reduction will cease.

# Order and delivery process

## 21. By what date do I need to apply?

Please refer to the dedicated order website

<https://bth.hapibenefits.com> for details of the final date for application.

## 22. What happens once I have placed my order?

Once you have ordered online you will need to sign an electronic salary sacrifice agreement immediately. Arrangements to deliver your chosen package will only be confirmed once your signed agreement is received and your order approved. We advise you to contact the Let's Connect Helpline on 0330 2000 230 to check that your signed form has been received.

## 23. When can I expect delivery?

Once your order has been approved you will be contacted via text message or email regarding delivery. All deliveries are subject to stock availability. To help the delivery process, you should place your order as early as possible during the order window and sign your electronic agreement promptly. Should you have a query regarding delivery, please call the Let's Connect Helpline on 0330 2000 230. Delivery of Smart TVs

will be organised separately to other items due to the special handling requirements.

#### 24. Can I change my mind once I have signed my agreement?

No order amendments will be possible once the order window has closed.

You have a right to cancel the agreement before delivery has taken place and within 14 days, beginning the day after you receive the items you have ordered. At this point, your salary sacrifice and Benefit-in-kind arrangements may have commenced. If this is the case, any salary reductions will be reimbursed through the next available payroll run.

If you intend to cancel the agreement within this 14 day period you should not use the equipment and you should keep it:

- (a) in an "as new" condition;
- (b) in its complete state including any software and accessories and the instructions;
- (c) with the packaging in which it was originally delivered to you; and the seal should not be broken on any DVD, CD or software, except where it has been used for the installation.

You must return the equipment and any accessories yourself to the address that Let's Connect give you.

#### 25. Can I have the equipment delivered to my workplace?

For security reasons, your employer does not accept personal deliveries at workplaces, so the equipment needs to be delivered to your home, or similar residential address i.e. family, friends as specified by you.

## Computer, tablet and games console packages

#### 26. What's included in the package?

Computer packages include 36 months extended warranty and Trend internet security with 36 months updates. Each package comes with a software bundle designed to help protect the computer from data loss and the threats posed by the internet. The internet security software has updates for 36 months and includes anti-virus, anti-spyware, anti-spam, and firewall. It is your responsibility to ensure your data is backed up and your software is updated when prompted to do so. Damage that has been caused by not having adequate anti-virus protection will not be covered by the warranty.

iPad and tablet packages include 36 months worldwide accidental damage and theft insurance, plus a protective case.

Games console packages include 36 months extended warranty, an extra controller and a bundled game (title of game will change).

Home delivery is included with all packages.

Further information on what's included can be found on the order site.

#### 27. Can I change the specification of the packages on offer and what's included?

No. All options available to you are shown on the order site.

#### 28. Why should I check the equipment upon receipt and what do I do if items are damaged or parts are missing?

We recommend that all equipment is checked thoroughly for damage (which must be reported to Let's Connect within 48 hours of receipt of goods) and powered up on receipt, **even if**

**it's not intended to be used immediately.** You should notify the Let's Connect Helpline on 0330 2000 230 immediately of any damaged equipment or to advise them of any missing items.

#### 29. What if I damage it?

If the equipment goes missing or is damaged, salary sacrifice and Benefit-in-kind taxation arrangements will continue for the 36 months. You may wish to consider that appropriate insurance cover is in place.

**Main tablet packages are covered by worldwide accidental damage and theft insurance for 36 months so will not require additional insurance cover.** Should you need to make a claim for the included tablet insurance please call Summit Insurance Services Limited on 01788 563111. If you have any other queries, please call the Let's Connect Helpline on 0330 2000 230.

#### 30. Can I order Microsoft Office software?

Microsoft Office software is available as an accessory through this benefit, but does not come as standard on any of the packages. You can add it as an accessory to any of the packages. **Please note that the version of Microsoft Office available through this benefit can only be chosen for and installed on Windows and Apple Mac computers.**

#### 31. What if the equipment doesn't work?

If the equipment fails to work within the first 28 days for HP and Samsung products, or first 14 days for Apple products, please call the Let's Connect Helpline on 0330 2000 230 who will log the call and provide first line support. If the product is deemed to be faulty, you will be advised to contact the manufacturer directly to obtain an official returns reference number. This will then authorise Let's Connect to replace the equipment. If a fault develops outside of this time and within the warranty period, call the manufacturer's warranty line (within the manufacturers' warranty period), or if the equipment is covered by extended warranty, call Summit Insurance on 0333 344 8810. If the main package cannot be repaired remotely, the repair will be undertaken through a collect and return service. This service is free of charge throughout the warranty term, but is restricted to the hardware only.

#### 32. What does the warranty include?

The warranty provided by the manufacturer covers the hardware of the computer and during the limited warranty period, the repairer will at its discretion, repair or replace any defective component.

The following items are classed as consumable components, and therefore their warranty period may be limited to less than the full extended warranty:

External keyboard • mouse • accumulators, batteries, AC adaptors • external loudspeakers, microphone, headphones • UPS (Uninterruptible Power Supply)

Please check with the individual manufacturers below for exact terms and conditions. The defective pixel policy on notebook displays and TFT screens conforms to ISO 1340-6-2 Class II standards.

##### Manufacturers' warranty period

Further details about the Apple warranty can be found at: <http://www.apple.com/uk/support/>

For further details regarding the HP warranty go online to: <http://h40059.www4.hp.com/warranty/> For products in and out of warranty, call 0207 660 0596.

Further details about the Lenovo warranty can be found at: <http://support.lenovo.com/gb/en/>

For details regarding Samsung warranty, call 0330 726 7864

(continued overleaf)



or go online to:

<http://www.samsung.com/uk/support/warranty/>

Further details about the Xbox One warranty can be found at:

<http://support.xbox.com/en-GB/browse/xbox-one/warranties-and-repair>

Further details about Sony warranty can be found at:

<http://uk.playstation.com/support/>

**Extended warranty period** (where applicable)

Extended warranty (where applicable – check individual package pages for detail) is on a collect and return basis and is administered by Summit Insurance on behalf of Let's Connect. They can be contacted on 0333 344 8810. The extended warranty is provided via an insurance policy issued to your employer.

Note on Extended Warranty (covers warranty issues outside of manufacturers' warranty period) – Lets Connect IT Solutions Ltd is an Appointed Representative of Summit Insurance Services Limited, Suite 2, Bloxam Court, Corporation Street, Rugby CV21 2DU which is authorised and regulated by the Financial Conduct Authority (FCA). Summit Insurance Services Limited's Financial Services Register Number is 300172.

The warranty provides cover against mechanical electrical breakdown with no policy excess. All cover is subject to exclusions as detailed in the policy wording and can be found on the following website:

<http://www.lets-connect.co.uk/extendedwarranty.php>

### 33. What do I do if I need to escalate a warranty issue with the equipment?

You should call the Let's Connect Helpline on 0330 2000 230 who will take up the query on your behalf, to try and resolve your issue.

### 34. Can I just order accessories?

A main package needs to be ordered to participate, and then you will be able to order accessories at the same time. Please refer to the order site to view all options available.

### 35. Is there a warranty for any accessories I choose?

These are not covered under the extended warranty that covers some of the main packages provided through the benefit and individual manufacturer warranty terms and conditions will apply. If you have any issues with any of the accessories you have selected, you will need to contact the manufacturer directly.

### 36. Why are the tablet packages provided with additional 36 months insurance?

As the agreement is for 36 months, and tablets so portable, it makes sense to protect them as much as possible for the full length of the agreement. That's why the main tablet packages include 36 months' worldwide accidental damage and theft insurance. If you have any further questions regarding the tablet warranty or insurance, please call the Let's Connect Helpline on 0330 2000 230, who can direct your call accordingly.

Note on tablet insurance – Lets Connect IT Solutions Ltd is an Appointed Representative of Summit Insurance Services Limited, Suite 2, Bloxam Court, Corporation Street, Rugby CV21 2DU which is authorised and regulated by the Financial Conduct Authority (FCA). Summit Insurance Services Limited's Financial Services Register Number is 300172.

Should you need to make a claim for the included tablet

insurance please call Summit Insurance Services Ltd on 01788 563111. If you have any other queries, please call the Let's Connect Helpline on 0330 2000 230.

The insurance provides cover for Accidental Damage, Theft, Fire and Flood, with no excess on the policy. All cover is subject to exclusions as detailed in the policy wording and can be found on the following website:

<http://www.lets-connect.co.uk/insurance/tabletpolicywording.php>

## Smart TV packages

### 37. What's included in the Smart TV package?

Each Smart TV package includes 36 months extended warranty and delivery to your home.

Further information on what's included can be found on the order site.

### 38. Can I change the specification of the Smart TV packages on offer and what's included?

No. All options available to you are shown on the order site.

### 39. What if I damage the TV?

If the equipment goes missing or is damaged, salary sacrifice and Benefit-in-kind taxation arrangements will continue for the 36 months. You may wish to consider that appropriate insurance cover is in place.

### 40. Why should I check the TV upon receipt and what should I do if items are damaged or parts are missing?

We recommend that all equipment is checked thoroughly for damage (which must be reported to Let's Connect within 48 hours of receipt of goods) and powered up on receipt, **even if it's not intended to be used immediately**. You should notify the Let's Connect Helpline on 0330 2000 230 immediately of any damaged equipment or to advise them of any missing items.

**Please can we request that before signing for the TV delivery that you inspect the outside of the packaging.** If there is any sign of damage (even just a small scratch, dent or scuff) please sign for the parcel as damaged and inspect the contents as soon as possible. This will ensure that in the unlikely event that the equipment inside is damaged we will be able to action a speedy replacement of the product for you.

### 41. What if the TV stops working?

The Smart TV is covered by a 36 months warranty. The first 12 months warranty is administered by Samsung, who can be contacted on 0330 726 7864. The second and third year warranty is administered by Summit Insurance on behalf of Let's Connect, and can be contacted on 0333 344 8810. The warranty period applies from the date of delivery. The warranty service is free of charge throughout the agreement period, but is restricted to the hardware only.

### 42. What does the extended warranty include?

The extended warranty provided covers the hardware of the TV and during the limited warranty period. Defective components will be repaired or replaced at the discretion of the warranty provider.

#### TV warranty year one

32-inch Smart TVs are covered in the first year with a carry-in warranty. 40-inch and above Smart TVs are covered in the first year with an in-home warranty.

The warranty covers manufacturing defects only. Please note that this does not include consumables items such as batteries unless listed under 'general information' on the Samsung website. The liability of Samsung Electronics (or its appointed maintenance agent) is limited to the cost of repair and/or replacement of the product under warranty. The warranty is invalidated if the defect is caused (howsoever) by misuse, neglect, and tampering or incorrect adjustment. It is invalidated if unauthorised persons carry out any alterations and/or repairs. Also, the warranty is invalidated in the following cases:

- For the repair of a domestic product used in a commercial environment
- For repair due to incorrect installation in your home
- For repair to any product where the serial number has been removed
- Where any ancillary equipment not furnished or recommended by Samsung causes problems or damage that is attached to or used in connection with the product.

For details regarding Samsung warranty (covers first year warranty issues), call 0330 726 7864 or go online to:

[www.samsung.com/uk/support/](http://www.samsung.com/uk/support/)

#### **TV warranty years two and three**

The second and third year TV warranty is on a collect and return basis and is administered by Summit Insurance on behalf of Let's Connect. They can be contacted on 0333 344 8810. The extended warranty is provided via an insurance policy issued to your employer.

Note on TV Extended Warranty (covers second and third year warranty issues) – Lets Connect IT Solutions Ltd is an Appointed Representative of Summit Insurance Services Limited, Suite 2, Bloxam Court, Corporation Street, Rugby CV21 2DU which is authorised and regulated by the Financial Conduct Authority (FCA). Summit Insurance Services Limited's Financial Services Register Number is 300172.

The warranty provides cover against mechanical electrical breakdown with no policy excess. All cover is subject to exclusions as detailed in the policy wording and can be found on the following website:

<http://www.lets-connect.co.uk/insurance/tvpolicywording.php>

#### **43. What should I do if I need to escalate a warranty issue with the Smart TV?**

You should call the Let's Connect Helpline on 0330 2000 230 who will take up the query on your behalf, to try and resolve your issue.




You should ensure that you can afford the salary reductions for the full 36 month period and have read and agree to the terms and conditions before you order.



For further assistance, please call the Let's Connect Helpline on 0330 2000 230 (costs the same to call as a normal landline) or email [info@lets-connect.com](mailto:info@lets-connect.com)

Blackpool Teaching Hospitals   
NHS Foundation Trust



 Authorised Reseller



**SAMSUNG**

 Microsoft

**SONY**

7:59  
Friday, March 4



Participation in an optional remuneration arrangement may affect your pension benefits (if applicable). Individual employees should take into account the potential impact on their pension prior to taking part. Please see FAQs for further details.



0330 numbers cost the same to call as a normal landline. Different rates may apply from mobile phones. All information contained within the guide is believed to be accurate at the time of publishing, and is subject to change without notice. Model shown may be for illustration purposes only and the product could differ from the images shown. Let's Connect shall not be liable for technical or editorial errors or omissions contained herein. All trademarks are the property of their respective owners. Please note - any savings generated are determined by HMRC rules and may periodically change.

Order at: <https://bth.hapibenefits.com>  
or phone for more information: 0330 2000 230

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