

Capita plc (Capita)

**Statement regarding the National Audit Office review of
Civil Service Pension Scheme administration**

Capita notes the National Audit Office's (NAO) decision to undertake a review of the administration of the Civil Service Pension Scheme (CSPS). This builds on the NAO's investigation of June 2025, and forms part of the established accountability arrangements that apply to major public service contracts.

As a strategic supplier to the UK Government, Capita has a long-standing record of cooperating with Parliamentary and regulatory investigations and will continue to engage fully and transparently with the NAO, Cabinet Office and relevant stakeholders.

Since Capita's H1 announcement on 4 August, we have made good operational progress in both August and September across priority areas of CSPS.

Capita recognises the need for continued service improvement, and we are implementing further automation along with stronger governance including improved management information. This will continue to improve operational output and member experience.

Capita accepts that performance remains below the standards that scheme members and the Government rightly expect. The remediation of CSPS remains the Group's top priority.

ENDS

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About Capita plc

Capita is an AI-enabled business services partner. We work with organisations across the public and private sectors, helping them deliver better, more efficient services. Every day, millions of people rely on services we support across central and local government and regulated industries.

We combine technology, data and AI with the expertise and judgement of our people to help clients solve complex challenges and deliver better outcomes for the people and communities they serve.