

Frequently Asked Questions

How do I find my Annual Benefit Statement?

To view your Annual Benefit Statement, login to the [‘My Pension’](#) portal and go to the Annual Benefit Statement tab.

I’ve forgotten my username or password to the ‘My Pension’ portal – what do I do?

If you have forgotten your password or username, then click on Forgotten your password? Forgotten your username? and follow the on screen instructions. You can also click on the video link below for further assistance.

<https://www.youtube.com/watch?v=Quvb92SavpQ>

How do I register for the ‘My Pension’ portal?

If you have not already registered for the [‘My Pension’](#) portal it is free of charge and easy to do.

You can [watch our video for a simple step-by-step guide on how to register](#) or follow the steps below:

Go to the [‘My Pension’ portal](#)

- If you haven’t got a username or password, please click on ‘Request One’ and fill in your surname, National Insurance number, date of birth and email address.
- If the email address you give us matches the address we have on your record, you will receive instructions by email on how to complete the registration process.
- If the email address you use is not stored on your pension record, you will receive the registration details via email within 24 hours.

I am still having trouble logging on to the ‘My Pension’ portal – what do I do?

You can find a FAQ document in the ‘help’ section attached to the home page of the [‘My Pension’ portal](#). If you are still unable to logon please call our technical line on 0300 200 1034.

I have just started employment – why have I not got an Annual Benefit Statement?

If you started your employment (and joined the LGPS) in the first few months of this year, then your record may not have been set up in time for a 2020 ABS to be produced. However, you will receive a statement next year providing that you are still contributing to the LGPS.

Why has a colleague received their statement but I haven’t?

All statements will be on ‘My Pension’ by the 31 August 2020.

As there are so many statements to upload to the member portal, this does take a few weeks, so your colleague may be able to view their statement before you.

My Final Salary Pension Benefits are showing as zero, why is this?

If you were not a member of the LGPS before 1 April 2014, then you will not have any Final Salary pension benefits.

Why is the Final Salary Figure shown different to what I actually earn?

The Final Salary figure is the pensionable pay you have received within the last 365 days (to 31 March 2020.) You may have received a pay rise since the 31 March 2020, or some of your earnings are not pensionable, for example non contractual overtime under the 2008 LGPS Regulations is not pensionable.

If you work part time and/or term time, then the Final Salary figure shown is the full time equivalent salary, i.e. what you would have earned as a full time employee.

I worked part time before 1 April 2014. How is my membership calculated?

If you worked part-time and/or term time only before 1 April 2008, your membership is reduced accordingly. For example, if you worked 17.5 hours per week and the whole time equivalent hours for the job were 35 hours per week, your membership will be reduced by $17.50/35.00$ which is half.

So using the example above, if the member had worked $17.50/35.00$ hours per week for the whole period 1 April 2000 to 31 March 2008 the pension benefits would be calculated using 4 years rather than 8 years and would be:

Example:

Annual pension is: $4/80\text{th} \times \text{£}26,500 = \text{£}1,325$

Plus an automatic tax free lump sum: $3 \times 4/80\text{th} \times \text{£}26,500 = \text{£}3,975$

The final pay used in the calculation is the whole time pay that you would have received, if you had worked whole time.

What does CARE mean?

CARE stands for Career Average Revalued Earnings.

How are the CARE benefits calculated?

Each year $1/49\text{th}$ of your pensionable pay and any assumed pensionable pay is put into your pension account. At the beginning of the year it is adjusted to take into account the cost of living. The next year the same thing happens again and so on.

As an example let's look at the build-up in a member's pension account over 5 years in the scheme.

Let's assume that the member joined the scheme on 1 April 2014, that their pensionable pay was £24,500 in the first scheme year and increases by 1% each subsequent year.

The cost of living (revaluation adjustment) for the scheme years ending on 31 March 2015, 31 March 2016, 31 March 2017, 31 March 2018, 31 March 2019 and 31 March 2020 is 1.2%, -0.1%, 1%, 3%, 2.4% and 1.7% respectively.

Scheme Year	Opening Balance	Build up in Scheme Year (pay/build up rate=pension)	Total account 31st March	Cost of Living adjustment	Total pension
1. 2014-15	£0.00	$\frac{£24,500}{49} = £500.00$	£500.00	1.2% = £6	£500.00 + £6 = £506.00
2. 2015-16	£506.00	$\frac{£24,745}{49} = £505.00$	£1,011.00	-0.1% = -£1.01	£1,011.00 + -£1.01 = £1,009.99
3. 2016-17	£1,009.99	$\frac{£24,992.45}{49} = £510.05$	£1,520.04	1% = £15.20	£1,520.04 + £15.20 = £1,535.24
4. 2017-18	£1,535.24	$\frac{£25,242.37}{49} = £515.15$	£2,050.39	3% = £61.51	£2,050.39 + £61.51 = £2,111.90
5. 2018-19	£2,111.90	$\frac{£25,494.79}{49} = £520.30$	£2,632.20	2.4% = £63.17	£2,632.20 + £63.17 = £2,695.37
6. 2019-20	£2,695.37	$\frac{£25,749.74}{49} = £525.50$	£3,220.87	1.7% = £54.75	£3,220.87 + £54.75 = £3,275.62

So in this example the total annual pension built up in the account after 6 years is **£3,275.62**.

Are Additional Voluntary Contributions (AVCs) included in the Annual Benefit Statement?

AVCs are not included in the Annual Benefit Statement. The payments you make to your AVC go to a different plan to that of your Local Government pension. You will receive a separate statement from your AVC provider informing you of the current value of your contributions. This may not be sent to you at the same time as your Annual Benefit Statement.

Are the Added Years included in the Annual Benefit Statement?

The added years are not shown on the statement separately, but are included in the figures in section 2, 3 and 5. Section 4 includes the total additional benefits that you will have paid for by the time you reach your Normal Pension Age.

Are the Additional Pension Contributions (APCs) included in the Annual Benefit Statement?

Any additional pension that you have purchased during the scheme year by paying APCs or shared cost APCs will be shown in the CARE benefits breakdown in Section 5. Any additional pension you have purchased prior to 1 April 2019 will be included in the figures shown in Sections 2, 3, 4 and 5.

I have transferred my previous pension into the LGPS from another provider. Is it shown on the Annual Benefit Statement?

Any additional CARE pension purchased during the scheme year, from a transfer in of pension from another pension provider, will be shown in the CARE benefits breakdown in Section 5. Any additional pension you have purchased prior to 1 April 2019 will be included in the figures shown in Sections 2, 3, 4 and 5.

Why is my transfer of pension benefits not on the Annual Benefit Statement?

If the transfer of pension was not completed by 31 March 2020, it will not show on your 2020 Annual Benefit Statement.

Why are the figures in Section 4 blank?

If you were over your Normal Pension Age on 31 March 2020, then the figures in Section 4 will show as zero.

Contact details for Pension Services

We will make every effort to provide you with a response as quickly as possible. In order for us to do so more quickly, **please provide your national insurance number and date of birth (DD/MM/YY) with your enquiry.**

You can contact the Pension Services Helpdesk by phone or email:

By phone: 0300 200 1031

We are currently offering a reduced telephony service Monday-Friday 10am-12pm or 2pm-4pm.

By email: myhelpdeskpensions@surreycc.gov.uk

If you wish to contact Pension Services in writing you can do so:

By post: Pension Services
Surrey County Council
Room 218, County Hall
Penrhyn Road
Kingston upon Thames
KT1 2DN

We are currently not able to receive visitors at our office. Orbis Pensions remains operational during this time and you can contact us via email, telephone or in writing using the details above.