

## McCloud update

As you know, the cost control aspect of the Scheme valuation is on hold pending the outcome of the McCloud court case.

In December 2018, the Supreme Court determined that the transitional protection offered to some members gave rise to unlawful age discrimination, as the protection was only given to those who were within ten years of retirement.

The Government sought permission from the Supreme Court to appeal this decision, which has been unsuccessful.

[Find out more >](#)



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## HEADLINES

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### Web chat is coming

From Monday 5 August we'll be enhancing our communications offering to members with the launch of web chat. The service will be available from 9am - 4.30pm (Monday - Friday, excluding bank holidays).

Currently members can use this new channel to raise general questions about their pension, and a further project is underway to develop a secure web chat for employers and members. Should a member have a personal question, which requires security information, they'll be directed to contact us through My Pension Online or through our Contact Centre.

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## Monthly Contributions Reconciliation



## (MCR) supporting templates

We recently advised that you can now access the MCR guidance documents. There are now a further three documents to be used alongside these guides. There's an on-boarding form, an MCR template and an Appendix A, all of which will support you in transitioning to MCR.

These can be found on our [Forms and Guides](#) section within our dedicated MCR web pages.

[Find out more >](#)



## Change to employer contribution from September 2019

As you'll be aware the employer contribution rate will change on 1 September in line with the Government's decision to increase this to 23.68% of contributory pay (which includes the administration levy of 0.08%).

Ahead of this change you'll need to make sure that your systems are set up to take this increase into account and also ensuring that you use the new paying in slip which'll be available at the beginning of September. Our resources will be updated to reflect this change accordingly.

If you require further information regarding additional funding that is available from Department for Education, you can find more information on their [website](#), or you'll need to [contact them](#) directly.



## FURTHER NEWS

### Monthly contributions

Please be reminded that when you submit your payment of monthly contributions that you need to use a consistent note in BACS field 10. This note is linked to our administration system, allowing automatic updates to the correct employer record.

The note doesn't have to be in any particular format as long as it's exactly the same each month. Please note that this applies to employers who forward one payment and one slip only each month.

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## Arrears of contributions invoices

There are currently several outstanding arrears of contributions invoices, with some having a due date going back to previous financial years.

We believe that some of these may be because invoices haven't been paid due to disputes. If this is the case you should still arrange to pay the employer and where appropriate, the employee contributions and the dispute will be handled separately. Please don't avoid paying the contribution element because of any dispute, as this may delay benefits being paid when members are applying for retirement.

[Find out more >](#)



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## OTHER ITEMS

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### Retirement process

September is the most popular time of year for members to retire and take their pension.

Members who've applied for their pension will be contacted to provide reassurance that their application is being processed and there's no need to contact us to check on the progress. Repeat contact may even slow down the application process. If you receive similar queries from members, please relay this message.

### Training

With the summer holidays in August we'll be taking a break from our training programme. However, face to face seminars and online sessions will start again from September with a revised programme.

You can [register now](#) for sessions in September and October. The towns and cities we'll be visiting for the remainder of the year can be found in our news story.

Make sure that you benefit from our free training by keeping an eye on our website and booking sessions when they become available.

[Find out more >](#)





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