

Monthly Contributions Reconciliation (MCR) guidance now available

Our MCR guidance documents have officially launched. The three documents, developed to support the implementation of MCR, are now available to download.

Copies of the guides, which include a user guide, on-boarding guide and MCR template guide, can be found on our website. We'd recommend you take the time to review them ahead of on-boarding in 2020.

We'd like to thank the various stakeholders who have been involved with creating the new guides.

[Find out more >](#)

**GUIDES
ARE NOW
AVAILABLE**

HEADLINES



Update to the timescales for Monthly Contributions Reconciliation (MCR)

As previously advised we'll begin the on-boarding of MCR in 2020. Due to additional work being identified it has been necessary to move the pilot group which would've begun on-boarding in January 2020 to April 2020, with full on-boarding moving to July 2020. The completion date has stayed the same at September 2021.

As a reminder, from October 2021, MCR will be the only method to provide contributions, service, salary, and enrolment information to us.

[Find out more >](#)



Future data cleanse activity

We're currently looking to complete a data cleanse exercise, to clarify any service and/or salary gaps for your employees.

As you know, ensuring member data is as accurate and complete as possible is vital to ensuring the successful administration of the Scheme. The cleanse would seek to identify gaps from April 2014 (the date that Monthly Data Collection was introduced).

The project is currently in its early stages, but further updates will be issued shortly.

[Find out more >](#)



Starter and leaver processes

As you know we took responsibility for providing communications to new starters and leavers back in September 2017.

However, where we don't have an email address the responsibility reverts to you. To help, a monthly report (which is available on the [Employer Portal](#)) tells you which of your employees haven't yet signed up to MPO. This should help you identify those you need to encourage to sign up.

You can find more information about new starters and leavers on our [website](#).

[Find out more >](#)



FURTHER NEWS

Death and family benefits

We've recently seen several applications for death benefits where surviving partners have had to provide evidence of their relationship to the member. As you can appreciate, this can be distressing for loved ones at an already very difficult time.

If you become aware of a change in a member's circumstances (for example, they get married or divorced), please remind them that they may wish to log in to My Pension Online (MPO) and update their personal details and/or make a death grant nomination.

[Find out more >](#)

The Institute of Customer Services survey

We're always looking to improve the services we provide. Therefore we're working with the Institute of Customer Services, a benchmarking organisation, to better understand the service received by our customers, which includes you.

We invite all establishments and key contacts to take part by completing this [short survey](#).

[Find out more >](#)



OTHER ITEMS

Updating contact details

Keeping your contact details up to date is vital in ensuring we can reach you if need be. Spending five minutes to check your details are up to date will help us to deliver a more efficient service to you and your establishment.

If you'd like to double check your current contact details, or you know you need to update them, you can do so by using the online Contact Form template.

[Find out more >](#)

Monthly Data Collection (MDC) submissions

We'd like to remind you that the deadline for your MDC submission is the 7th of the month; we've recently seen an increase in employers missing this deadline date.

You need to make sure that you've submitted your MDC files using the correct process, including the correct number for each member record. If in doubt, contact the [MDC team](#) or call them on 0345 300 3756, and select option five.

[Find out more >](#)

Training

We've been working hard over the past month to review our webinars and seminars, including reviewing feedback from you to improve our presentations. In July's bulletin we'll be announcing locations that we'll be visiting from

September onwards.

In addition, we're looking to offer member presentations to help inform and educate members. If you'd like to take advantage of this new member training, you can find out more in our full news story. Please be aware that each establishment will be required to provide a minimum of 40 members.

[Find out more >](#)



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