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Seasonal opening hours

We're adjusting opening times of our Employer Helpline over the festive period.

Our opening hours will remain the same throughout the rest of the Christmas and New Year period.

[View opening hours](#)



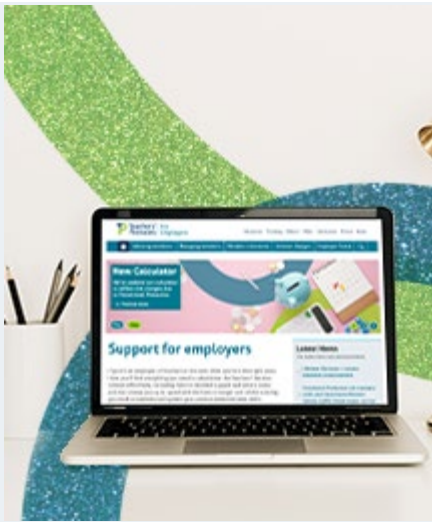
Direct members to our member newsletter

Make sure to let members know about our informative newsletter which covers important topics such as: Transitional Protection updates and resources, our new calculator, the Lifestyle Hub and other updates!

[View newsletter](#)

Exciting changes to the Employer Hub

We've changed our Employer Hub!



You'll still be able to view all our existing information, but we've taken on board your feedback to change the layout and make things easier for you to find.

Check it out and **let us know what you think.**



Transitional Protection webinar for our members

Have staff approached you asking for help with Transitional Protection changes?

If so, you'll be glad to hear we've recently published an insightful webinar for members to learn and understand more about Transitional Protection changes.

[Watch the webinar](#)



QQ temporary National Insurance numbers

We've discovered some members hold a temporary National Insurance (NI) number, which starts with QQ.

We'd like to remind you, if you've the correct NI number for a member with a temporary NI number, please update this through your MCR submission.

[View steps to update](#)



Next MCR Surgery

Did you know we host monthly MCR surgeries to help you with submissions?

Sign up today to have your MCR related questions answered. Our next session will take place on **Tuesday 12 December.**

[Book today](#)

FURTHER NEWS

Transitional Protection and excess service

We advised last month that we'd be directly contacting employers who've employees affected by [Transitional Protection changes](#).

Preparations are still going ahead for getting information ready to send to you. We're still aiming to get the first files sent out in January 2024.

[Find out more](#)

Watch out for our updated Employer Portal

We've taken on board your feedback and you'll soon see some exciting new changes made to our Employer Portal, with a fresh new look and improved signposting to key tasks.

We'll be updating the design and layout of the Portal, making things easier for you to find including, guidance tabs to quickly reach key information, watch videos and learn about important features.

Contributions testing

As part of the 2023/24 audit of the Scheme, our auditor Deloitte will be approaching a small selection of employers to ask for information.

This is to undertake testing of the contributions balance, not an audit of individual employers.

[Read further](#)

MAT and Academy Stakeholder meetings and drop-in sessions

We're introducing a change - from January 2024 we'll be combining our MAT and Academy stakeholder meetings with our monthly employer drop-in sessions. You can find more information in our [full story](#).

Our next Employer drop in will be held on **Thursday 18 January**, covering: reporting, submissions, forms and mandatory online processes.

[Book your place](#)

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