

Non submitted service

It's vital that the service history of all members is accurate and up to date to ensure they receive the correct benefits when they retire.

Where there are any gaps in service on a member's record, we've asked that they first check their employment history to see if there's a reason for the gap.

However, if they believe the gap shouldn't be there, we've advised them to contact the relevant payroll provider for that service period.

You can provide the service details as part of your monthly submission or by completing a TR28 template. Please read our full news story for further information.

[Find out more >](#)



HEADLINES

New notification and report routines released for Monthly Contributions Reconciliation (MCR) employers

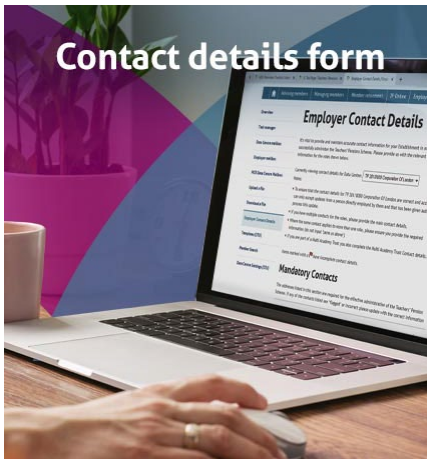
We've introduced some new notifications and reports on the [Employer Portal](#).

These will include reminders that your MCR submission and payments are due and identify any members that are missing from your submission.



Please read our full story for further information about the three new reports.

[Find out more >](#)

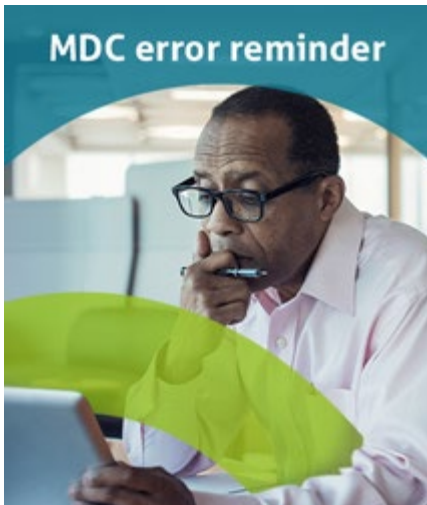


Are your contact details up to date?

We'd like to remind you that we launched a new online form via the Employer Portal for you to update all contact details for your establishment.

This online form is now the only way to keep your details up to date and makes sure our communications reach the right people so they can fulfil their responsibilities.

[Find out more >](#)



Monthly Data Collection (MDC) error reminder files

We'll soon be starting the phased roll out of MDC error reminder files. We're due to send emails to payroll providers who are involved with the first phase shortly.

You can find further information on the error files along with instructions and guidance on this initiative in our full news article.

[Find out more >](#)



FURTHER NEWS

Monthly Data Collection (MDC) missing service checklist

In August 2020, you didn't receive your usual file through the Employer Portal, while we looked into issues with the MDC monthly missing service checklist routine.

The issues have now been fixed and you'll start receiving your usual file for missing service from Monday 14 December 2020.

Please make sure that you review the file and provide any missing information where possible.

[Find out more >](#)

Seasonal opening times

We'll be closing our Employer Helpline, Member Contact Centre and Webchat facility at 12:30pm on Christmas Eve and New Year's Eve. We'll also be closed all day on Christmas Day, Monday 28 December and New Year's Day.

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

Transitional Protection

Now the public consultation has closed, the government is considering the responses to their proposals and is expected to publish their final response in due course.

We're currently working on what's required for us to deliver the changes to the Scheme and we'll keep you informed once we have further information.

In the meantime, we'd recommend you keep checking our [website](#) and social media platforms for updates.

[Find out more >](#)



OTHER ITEMS

Finance update

As part of our finance update, we've some important information to share with you including MCR email queries, contribution arrears, and interfund adjustments.

Please read our full story to find out more.

[Find out more >](#)

Training

Unfortunately, we've had to cancel some of our webinars in November and December due to sickness. However, we're still hosting our most popular webinars and our enhanced MCR training sessions.

We're also in the process of creating a number of online training videos to replace the webinars we've had to cancel, which will be found on our website once complete.

[Find out more >](#)



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