



## Preparing members for retirement

We're approaching the busiest time of the year for retirement applications and need your help.

Read our factsheet to see [how we calculate a member's retirement benefits](#).

Any staff members affected by the Transitional Protection changes will be provided with their Remediable Service Statement (RSS).

[Read further](#)



## Employer Secure Messaging

Secure Messaging was introduced to allow you to communicate with us through the Employer Portal.

It's important when you use Secure Messaging that you select the right category for your query.

To help you use the right category when contacting us, we've created a [list of categories](#) with supporting information to help guide you to the right place.

[Find out more](#)



## Transitional Protection bulletin survey

Based on your feedback, we're creating a Transitional Protection bulletin.

To help with this we want your feedback to understand the information you'd like see. Therefore, **we've created a short survey to get your feedback.**

We'll be publishing the bulletin on our website so you've a resource to refer back to.

[View full story](#)



## Help us shape your experience

Each year we work with the Institute of Customer Service (ICS), who are a benchmarking organisation, to better understand the service received by you. Please take the time to complete this survey to help us make improvements.

It's anonymous and will take approximately five minutes to complete

[Complete the survey](#)

## SHARE WITH YOUR EMPLOYEES

### Employer Training Sessions & Member Presentations

We won't be hosting our usual employer drop-in or MCR surgery sessions during July and August.

This is to allow our training team the chance to review our current training content and make improvements to our sessions from your feedback.

We'll be resuming our sessions in September and will host member presentations during Pension Awareness Week. Please keep an eye out for dates and times.

[Learn more](#)



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## FURTHER NEWS

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### Teachers' Pensions Action Forum (TPAF) June

Our TPAF event was a success and over the two days we covered an Update from Teachers' Pensions, Employer Toolkit, Employer Secure Messaging and Teams at Teachers' Pensions.

We'd like to thank you for the positive feedback and participation from those who attended.

If you missed the event, or would like a recap, you can download the slides from the workshops from the full news story.

[View full story](#)

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### Keeping record of your MCR submissions

Recently, some of you have contacted us requesting copies of your MCR submissions to help you complete your EOYC.

We strongly recommend you keep copies yourselves for an accurate audit trail. This also helps you to stay on top of submissions and reduce your contact with us.

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## OTHER NEWS

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### Issue with PDF forms

We'd like to highlight that our previous issue with PDF forms, which weren't displaying properly when being viewed on particular web browsers, has now been fixed.

We'd like to thank you for your patience and understanding during this time.

[www.teacherspensions.co.uk](http://www.teacherspensions.co.uk)



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