

Missing Service

October 2024



What is missing service?

If there's gaps in service on a member's Benefit Statement and the member is sure they contributed to the Teachers' Pension Scheme during that period, this is known as missing service. It doesn't mean that you, or their employer at the time, have missed any contribution payments, it just means that the records we hold need updating.

How to correct missing service

If a member is affected, we advise that they contact their employer at the time in question and ask them to provide us with the details we're missing.

The information will then be changed on our system and the member will be able to view the updated Benefit Statement through their [My Pension Online](#) account.

It's important for members to check their service history and ensure that the information we've received from their employer(s) is accurate. It's used to calculate a member's pension benefits, so we can't stress enough the importance of correct information.

The earlier a member finds any errors with their service, the easier it is to correct, therefore making their retirement journey simpler.

Members affected by Transitional Protection

If a member hadn't retired by 1 October 2023 and are affected by Transitional Protection, their affected service (from 1 April 2015 to 31 March 2022), was rolled back from career average to the final salary scheme and their Benefit Statement was updated to reflect this.

Although their current statement only shows the final salary option for this period, they'll be given both options to choose from when they make their retirement application. We're working hard to show members both options and will keep them updated on when this has changed.

How are days out recorded on the Benefit Statement?

If you've included excluded days in a member's record of service and salary, this'll be reflected on their Benefit Statement.

If a member is part-time you need to provide the member's actual part-time pensionable earnings. Although we'll still derive the number of days excluded in the period, it's the actual reported pensionable earnings that'll be used to determine their pension benefits.

Previous employers

If an employer no longer holds records of a member's contributions

Unfortunately, we can't make any amendments to a member's service record, this must be done by the relevant employer. If the employer no longer holds data for that member, the member will need to provide evidence to them. It's then the employer's responsibility to reconstruct their service record and submit it to us.

We can then update their service record.

If a member needs to provide evidence, they should be able to use their payslips for the relevant period as these contain evidence of their pension contributions. They may also be able to use any relevant P60's or data from HMRC.

If a member no longer has the relevant payslips they'll need to contact the National Insurance office for an NIRS2 print. This'll detail all their earnings and pension contributions including our unique ECON and SCON numbers, which indicate that they were contributing to our Scheme.

Please note that a SARS print isn't sufficient evidence of contributions to our Scheme. This only provides evidence of National Insurance contributions and isn't relevant to the member's pension. While it will show their employer for the time in question, it's not proof of contributions to our Scheme.

Employer no longer exists

If the employer no longer exists, members need to contact us with the evidence of their contributions, as mentioned above.

We'll then do our best to reconstruct their service record from the evidence provided.