

# Teacher's Pensions Cookie Preferences

We use cookies to give the best experience on our site. Some essential cookies are needed to make the site work and we'd also like to set some additional ones to understand how you use the site, when accessed directly or via a third-party site, to help us improve the usability and services available. You can control these by clicking 'Manage Cookies'. Information on the cookies we use can be found on our [privacy page](#).

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Member enquiries

Employer enquiries

Member Complaints and appeals

Employer complaints

Web maintenance will take place tonight between 8pm-11pm. We apologise for any inconvenience.

## Member enquiries



### General enquiries

The best way for members to contact us is through our secure member area [My Pension Online](#).

### Before you call

When contacting us we are required to complete some simple verification checks.

Please ensure you have the following details to hand:

- Full name
- Date of birth
- National Insurance number
- Teachers' Pensions reference number

You'll also be asked for additional security questions.

If your query is in relation to service history please get in touch with your employer from the time of service.

Due to security reasons we're unable to accept changes to your details via phone, email, secure message or the web chat/WhatsApp service. Please use [My Pension Online](#) to update your personal details, or you can write to us.

### Contact options

Our most popular contact options are:

- Secure messages: [My Pension Online](#)
- Call: 0345 6066166 (BT local rate number)

- International call: +44 1227 213243

- Secure chat: Chat icon on the right hand side of our website

- WhatsApp messaging: [Click to message on 07545 932848 \(This link opens in a new window\)](#) (please note it may take up to two working days to receive a response and this number doesn't allow phone calls)

If you make use of a special type of telephone with a small keyboard attached, often known as a minicom device or textphone, we've an option for you:

- Minicom: 0345 6099899

Finally if you'd prefer to write us our address is:

Teachers' Pensions

11b Lingfield Point

Darlington

DL1 1AX

## Welsh Language

If you require a Welsh translation of any Teachers' Pension documentation, please contact us on the numbers above or via [My Pension Online](#).

## Yr Iaith Gymraeg

Os hoffech gael cyfieithiad Cymraeg o unrhyw un o ddogfennau Pensiynau Athrawon, cysylltwch â ni ar y rhifau uchod neu trwy [Fy Mhensiwn Ar-lein](#).

## Website feedback

If you have any ideas on how Teachers' Pensions can offer a better service, we run regular discussion groups with both employers and members and would welcome your input. If you'd be keen to get involved, please contact us via [My Pension Online](#).

We'd love to hear from you!

Last Updated: 24/07/2024 13:16

## MPO

The best way to contact us is through My Pension Online

[➤ My Pension Online](#)



## Opening times

Monday	08:30 - 18:00
Tuesday	08:30 - 18:00
Wednesday	08:30 - 18:00
Thursday	08:30 - 18:00
Friday	08:30 - 18:00
Saturday	Closed
Sunday	Closed



Did you know you can contact us via WhatsApp?

## Follow us on social media

Find us on social media to get the latest news and announcements from Teachers' Pensions



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