

Teacher's Pensions Cookie Preferences

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Member enquiries

Employer enquiries

Member Complaints and
appeals

Employer complaints

We're experiencing high levels of contact, we appreciate your patience at this time.

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.

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: 15/02/2024 13:03

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?



Get in touch >

(This link opens in a new window)

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