

Secure Messaging Categories

Enquiry Type	Category	Description
General Service Queries	Annual Allowance	Annual Allowance queries regarding Pension Input amounts, to check to see if a member has exceeded the Annual Allowance limit.
	Service and salary queries (non-MCR)	Non-MCR queries relating to service and salary including recording service, missing member reports, missing service, deletion of service and amending service.
	Replies to Data Cleanse	Queries off the back of 'Do Not Reply' emails received from Teachers' Pensions relating to a data cleanse.
Employer Portal	Can't upload a file	For Issues when uploading files.
	Error file query (TR28)	Query regarding TR28 Error file.
	I require a new login	New user registration queries.
	Password and PIN reset	Reset of password and PIN.

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Problem with a webform/ template	Completion of templates	Support for completing templates.
Pension opting in/opting out	Auto enrolment /contractual enrolment	Queries relating to the auto enrolment process and what the employer needs to do should there be any errors/inaccuracies on a member record.
	Opting In/Opting Out	Querying how a member can join or leave the Scheme, whether a member has opted in or opted out of the Scheme including support on the rules and guidelines on this item.
Member Queries	Arrears of pension	Queries about when past contributions are due to the Scheme.
	Flexibilities (Including Faster Accrual and Early Buy out)	Queries relating to Additional Pension, Buy out and Faster Accrual including support on the rules and guidance.
	Returning to work after taking Ill-health benefits	Queries relating to a member who has retired on Ill-health and is returning to work.
	Completing a Certificate of Re-employment	Queries on how to complete a Certificate of Re-employment along with support on re-employment guidelines.
	Earnings Limit (maximum without affecting pension)	Queries relating to the maximum a member can earn should they be re-employed from retirement.
	Additional Pension Benefits (including Previous Provisions - PAY / CAY)	Queries relating to Past Added Years (PAY), and Current Added Years (CAY).
	AVCs / FSAVCs	Queries relating to Additional Voluntary Contributions (AVC's) and Free Standing Additional Voluntary Contributions (FSAVC's).

	Family leave query	Queries regarding maternity, paternity and adoptive leave.
	Refund of pension contributions (form/service help/submission)	Queries relating to support on completion of the Refund form.
	Refund of pension contributions (processing, calculations, chasers)	Queries relating to the refund process after submission of the form.
Monthly Data Collection (MDC)	Have you received my file(s)?	Query as to whether a file has been received.
	Payroll / MAT User	Queries relating to Payroll/MAT numbers.
	MDC Checklist	Queries relating to the MDC checklist.
	Error file query (MDC)	Query about an MDC error file.
	Completion of MDC	How to complete/upload my MDC file.
Monthly Contribution Reconciliation (MCR)	MCR submissions	How to complete/upload my MCR file.
	On-boarding	Needing to check/change on-boarding date.
	MCR Errors	Queries relating to Stop/Warning errors or Error files.
	Service and salary queries (MCR)	Query relating to a member's record/ service & salary / missing member reports/ missing service/ deletion of service through MCR.
	My file has rejected	Querying why an MCR submission has been rejected.

	How do I process a backdated pay award?	How do I process a backdated pay award?
	How do I show Family Leave / Occupational Sick on my MCR submission?	How do I show Family Leave/Carer Leave/Occupational Sick on my MCR submission?
	Other MCR queries	Any other queries relating to MCR submissions not previously listed.
	Suspense queries (MCR)	Queries relating to suspense (MCR).
Bereavement	Notification of death	Notifying on the death of a member.
	Service and salary (TR22)	Submitting service details for bereavement cases.
Calculating Monthly Contributions	Contributions and Salary Sacrifice	Querying what tiers should contributions be paid at and how does salary sacrifice effect the calculation?
	Calculating contributions on a back dated pay award	Support on how to calculate contributions on backdated pay awards.
	Other	Other queries relating to the calculation of monthly contributions.
Monthly Contributions Submissions	Submitting Monthly Contributions Breakdown form	Queries on where to find the Monthly Contributions Breakdown form and how to submit it.
	Submit Ratio, Materiality Error Explanation or a Mismatch Response	Support on and when responding to requests relating to ratio, materiality error explanation or a mismatch response.
	Appeal an interest charge	Logging appeals on interest charges.

	I've received a late payment email	Reminder to send in monthly contributions.
	I've received an email for non-submission of the Monthly Contributions Breakdown form	Reminder to send in Monthly Contributions Breakdown form.
	Other	Any other queries relating to monthly contributions submissions.
End of Year Certificates (EOYC) (Employer Annual Assurance)	Submission of EOYC	Queries on the submission of the End of Year Certificates (EOYC) relating to, where you can find the EOYC form, guidance on completion, who can audit your EOYC, issues and errors with submissions or meeting the deadline date.
	Please reissue my establishment's cash figure	Request to reissue cash figure.
	Log cash query	Querying when an employer needs to log a cash query with their EOYC and their contributions paid.
	Where can I find Additional Listings?	For queries on members who are making additional contributions.
	Making underpayments	Queries on how to make an underpayment, and where to find the End of Year Breakdown form.
	How do I reclaim an overpaid value from EOYC?	Querying overpaid values from an EOYC submission.
	Other	Any other queries relating to EOYC.
Arrears of Contributions	How do I pay?	Querying how and where to make payments for arrears.
	How was it calculated?	Queries relating to the breakdown of calculations of arrears.
	Other	Any other queries relating to the arrears of contributions.

Enquiry Type	Category	Description
Retirement Applications	Medical Information form	Queries relating to the Ill-health Medical Information form and information on which doctor needs to fill in the Part B of the form.
	Premature Retirement	Premature Retirement is granted by employers as they share some of the cost of the benefits with Teachers' Pensions. Queries relating to how these are calculated and split between us and them.
	General Retirement Queries	General queries on retirement including the differing types e.g Phased, AGE, AAB.
Scheme Changes	Transitional Protection	Queries relating to the Transitional Protection changes.
	Local Government Pension Scheme (LGPS)	Queries relating to LGPS and excess service.
	Other	Other queries relating to Scheme changes.