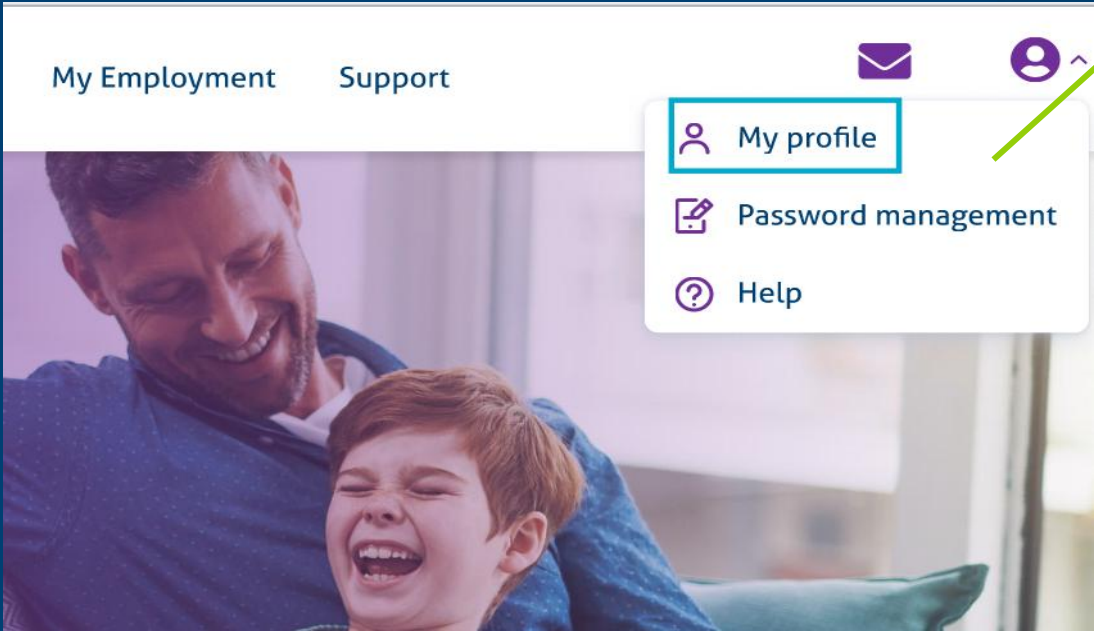




My Pension Online - Updating contact details

Changing your contact details

- To view and update your contact details click on 'My profile' in the profile tab. From here you can view your personal , contact and nomination details.
- If you're a retired member, you'll also be able to view your bank details - please read our separate guide on how to update these details.
- In most cases you can also use this section to update those details.



Personal details

Edit

Title	First Name	Last Name	Date of Birth
Mr	Mark	MacCoy	12/12/1990
Gender	National Insurance Number	Marital Status	Date of Marriage
Male	AB123456C	Married	12/12/2010
Spouse Date of Birth	12/12/1991		

Contact details

Edit

Address (UK)	Contact Number (Mobile)	Contact Preference	Email Address (Work)
11b Lingfield Point, Darlington DL1 1AX, United Kingdom	+44 745 606 6166	☒ Mobile	mark@oxfordedu.com
Address (Overseas) Active	Contact Number (Home)	Email Address (Personal/Registered)	Email Contact Preference
11 St, Brooklyn bridge, Brooklyn UWA 1AX, USA	+44 132 506 6166	mark@gmail.com	☒ Personal/Registered mail
Member Notification Preference	Contact Number (Work)		
	-		

Changing your contact details

Contact details

Edit

Address (UK)	Contact Number (Mobile) +44 745 606 6166	Contact Preference ☒ Mobile	Email Address (Work) mark@oxfordedu.com
Address (Overseas) Active 11 St, Brooklyn bridge, Brooklyn UWA 1AX, USA	Contact Number (Home) +44 132 506 6166	Email Address (Personal/Registered) mark@gmail.com	Email Contact Preference ☒ Personal/Registered mail
Contact Number (Work) -			
Member Notification Preference ☒ Email (Default) ☒ SMS ☒ WhatsApp			

- In most cases you can update your address, email address, contact numbers (personal and home), and notification preferences online.
- Click the 'Edit' icon and then update it accordingly.

Select changes

Update details

Edit contact details

Choose one of the options to edit details.

☐ Address (UK)
11b Lingfield Point, Darlington, DL1 1AX, United Kingdom

☐ Address (Overseas) Active
11 St, Brooklyn bridge, Brooklyn, UWA 1AX, USA

☐ Email Address (Personal/Registered)
mark@gmail.com

☐ Email Address (Work)
mark@oxfordedu.com

☐ Contact Number (Mobile)
+44 745 606 6166

☐ Contact Number (Home)
+44 132 506 6166

☐ Contact Number (Work)
-

☐ Update Preferences
Member Notification Preference
☒ Email (Default) ☒ SMS ☐ WhatsApp

Back

Continue

Updating your email address

Update email address

Email Address (Personal/Registered)
mark@oxfordedu.com

Email Address (Personal/Registered) *

mark1923@gmail.com

☒ Make this the default email address

Back Continue

- Enter your new email ID and click continue to verify.
- We always recommend you use a personal email address for your MPO login.

Update email address

Email Address (Personal/Registered)
mark@gmail.com

We have sent a one-time verification code to your registered email address.



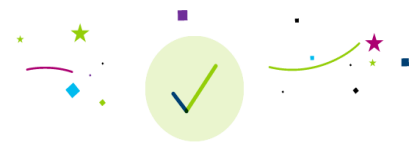
mar** *****@****l.com

Your one-time verification code is valid for five minutes.

Resend a verification code

Back Verify

- You will be sent a one-time passcode (OTP) to your new email address. Enter the code and click verify to confirm the change.



We have received your request. To check the status of this in transaction history use reference 902172.

Relogin

- After you successfully submit the request, a case number will be generated and displayed in your transaction history for future reference.

Updating your postal address

Update address details

 Address (UK)
11b Lingfield Point, Darlington, DL1 1AX, United Kingdom

Country *

United Kingdom

Postcode

BD54 2PH

Search

Enter address manually

Address Line 1 *

961

Address Line 2

Albert Road

Town or City

BRADFORD

County

BRADFORD

Postcode *

BD54 2PH

☒ Make this the default mailing address

Back

Continue

Address details change

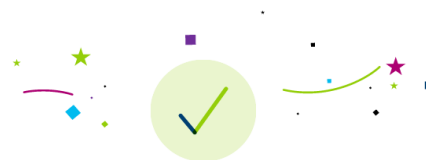
Confirm the provided address details are correct.

From:

To: 961 Albert Road, BRADFORD, BD54 2PH, United Kingdom

Cancel

Confirm



We have received your request. To check the status of this in transaction history use reference 902172.

View transaction history

Return to dashboard

- If you're an active or opted-out member, you can't change your postal address directly. Any address change request must be submitted and processed by your employer.
- Deferred members (those who are not in pensionable employment), retired members, and Pension Credit members and Beneficiary members can update their address through MPO.
- Enter a valid postcode and address in the relevant fields. If you'd like this address to be your default mailing address, select the checkbox to confirm this. Once you've added the required details, click 'continue'.
- Review and verify your new address details.
- If all the information is correct, click 'Confirm' to submit your request.

Updating your contact number

- With MPO, you can update your home, work, and mobile telephone numbers.
- After selecting the number, you wish to change, enter your new contact number and verify it using the one-time passcode (OTP) sent to you.
- If the code expires or doesn't appear you can ask to 'Resend a verification code'.
- Once the verification is successful, click 'Verify' to complete your change.

☐ Contact Number (Mobile)
+44 745 606 6166

☒ Contact Number (Home)
+44 132 506 6166

☐ Contact Number (Work)
-

Update contact number

☒ Contact Number (Mobile)
+44 745 606 6166

Contact Number (Mobile) *

+44 ▼ 742 506 4496

☒ Make this the default contact number

Back Continue

Update contact number

☒ Contact Number (Mobile)
+44 745 606 6166

We have sent a one-time verification code to your registered contact number.



+44 71****657

Your one-time verification code is valid for five minutes.

[Resend a verification code](#)

Back Verify

Updating your notification preferences

- You can update your notification preferences online, via telephony, or through web chat.
- Requests submitted by post are not accepted for this type of change.

✔ Select changes

⚙ Update details

Update preferences

● Current Preferences

Member Notification Preference

☒ Email (Default) ☐ SMS ☐ WhatsApp

Member Notification Preference

☒ Email (Default) ☒ SMS ☒ WhatsApp

Back

Continue

Update preferences

● Current Preferences

Member Notification Preference

☒ Email (Default) ☐ SMS ☐ WhatsApp

Back

Continue

ⓧ

Preferences changes

Confirm the provided preferences details are correct.

From:

Member Notification Preference

☒ Email (Default) ☒ SMS

To:

Member Notification Preference

☒ SMS ☒ WhatsApp

Cancel

Confirm