

Scheme administration is changing

The Scheme administrator is changing from Capita to Tata Consultancy Services (TCS) on 1 November 2026.

This change doesn't affect your pension benefits, which remain protected under Scheme regulations and are backed by the government.

We've been working closely with stakeholders, including unions and employers, to make this change as smooth as possible.



What this means for you:

- Until 22 October 2026 full service will continue to be available for all members and employers
- Please don't re-submit any applications that are already being processed, as this may delay our ability to deal with applications efficiently
- If you're in receipt of a pension, you'll be paid as normal
- Our website address will remain the same - www.teacherspensions.co.uk
- To call us you'll still ring 0345 6066166 or +44 1227 213243 from overseas (during the first few weeks following transition, we ask that only members with urgent queries contact us).

Temporary pause of services

Protecting your personal information is our priority. To securely transfer over two million member records to the new administrator and ensure they remain accurate and secure, some of our services will be temporarily unavailable. This will be between 22 October 2026 until 2 November 2026. This is necessary to enable the safe extraction, transfer and testing of member data between the current and new administration systems.

During this period, you won't be able to:

- Access our website or My Pension Online
- Contact us by phone, secure webchat or social media
- Submit or track applications online.

Contacting us during the temporary pause of services

If you experience an urgent life event while services are unavailable, please contact us via urgent@teacherscorp.com and these cases will be prioritised following the transition.

This is specifically for the following circumstances only:

- Bereavement
- Serious ill-health
- Serious financial hardship.

Changes to My Pension Online post transition

All members will be able to access their My Pension Online (MPO) account following the transition. To ensure your account remains secure, you'll need to provide some personal information the first time you log in. Please also have the following information:

- Your registered MPO email address
- Date of Birth
- Teacher reference number (you can find this on your payslip, Benefit Statement or by using the government '[Find a lost TRN](#)' tool)
- National Insurance number.

As part of this process, you'll need to set up a new password and your Multi Factor Authentication method. You can then log in as normal.

Contacting us post transition

We ask that only those with an urgent query contact us or log in to My Pension Online for the first few weeks post transition. This will help us prioritise support for members with urgent queries.

While this may mean some enquiries take longer to respond to, every member remains important to us, and we'll respond to all enquiries as quickly as possible.

Urgent queries

Please [contact us](#) by phone, through My Pension Online or secure webchat if you need to:

- Report the death of a member and/or apply for family benefits
- Tell us about a change in personal circumstances that may affect payment of your benefits
- Apply for retirement where your intended retirement date is within the next six months
- Provide information relating to, or request an update on, a retirement application with a retirement date within the next six months, or a serious ill-health retirement application
- Provide information relating to, or request an update on, an urgent application
- Provide information relating to, or request an update on, an existing complaint.

New applications and application updates

Please contact us through My Pension Online or secure webchat if you need to:

- Apply for retirement within the next 12 months (but not within six months) and need help with your application
- Provide information relating to, or request an update on, a non-urgent application
- Start a new application and need support with the process.

General enquiries and future retirement planning

If you've a general enquiry about your pension or about future retirement planning, you may find the information you need more quickly online.

You can access our [FAQs](#), [member guides](#) and [videos](#) if you:

- Have a general question about the Scheme or your benefits
- Would like information about retirement but aren't planning to retire soon
- Have a query about your service.

These resources provide a wide range of information about the Scheme. You can also contact your employer, who can help update any missing or incorrect information. If it's missing service, you should contact the employer who you worked for at the time of service.

Postal address

Our new address will be:

Teachers' Pensions
Units 1 - 5
The Beehive
Lingfield Point
Darlington
Co. Durham
DL1 1RW

More information

To make sure you keep up to date, please regularly visit our [website](#).

We understand that changes like this may cause some uncertainty. Our priority is to support members throughout this transition and to ensure the move takes place securely and with as little disruption as possible. We'll continue to keep you informed at every stage. Thanks for your patience and understanding while we make this change.

To find out more about the transition and TCS visit our [Changes to the Scheme administrator news story](#).