

Hello

Welcome to September's e-bulletin. We know how hectic this time of year can be for you and we hope that this edition will provide you with helpful information.



Go live for new member print

In our last e-bulletin we told you of our plans to improve the member print to make it clearer and easier to understand and that the updated version would also replace the existing appointment statement. We're pleased to announce that this will go live on Monday 5 October.

The changes include:

- A new member print named MEMPRNTxxx.PDF - for specific requests
- A new member print named TR6MEMPRNTxxx.PDF - for prints generated as the result of a TR6 submission (therefore replacing the appointment statement)
- The 'Appointment Statement' folder on the Employer Portal re-named as "Historical Documents", which will house old style appointment statements generated in the last three months.

We'll issue further communications shortly along with a set of guidelines about the new member print, but here's an overview of the basic changes.

[Find out more >](#)

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Annual Returns - outstanding returns and highlighted issues

579 of 6915 employers have not provided a return, which means we don't have up to date service history for over 73,000 employees. It's extremely important that this is returned to us as soon as possible.

There've been a few issues regarding current returns which we wanted to share to help when providing future returns.

[Find out more >](#)

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Mandating information on the TR6 & TR8 forms

We've confirmed the date for mandating the address field within the TR6 and TR8 will be 1 March 2016. A series of communications are planned for employers and key stakeholders to ensure your systems will be ready for this date.

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Increase to employer contributions and backdated pay awards

The employer contributions rate changed from 14.1% to 16.48% with effect from 1 September 2015. A new monthly breakdown template for September's contributions will be available on the Employer Portal from 21 September.

We also want to highlight information regarding backdated pay increases that come into payment in September.

[Find out more >](#)

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Employer Portal Issues

We've been working on the issues regarding the Employer Portal where you're being 'kicked out of the system'.

The root cause of the problem has been identified and relates to the management of sessions across multiple servers.

A temporary solution has been put in place by making a change to the infrastructure, which should reduce the frequency of the problem. We're working hard to put a more permanent solution in place.

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Secure Email

By the first quarter of next year we're aiming to have all email correspondence, for both employers and members, sent and received via the secure areas of our website (Employer Portal and My Pension Online).

We're currently developing the system so that emails received from members with a My Pension Online account are responded to within My Pension Online

Future plans are to gradually remove non-secure emails, as members were contacting us with sensitive information.

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Training

New training dates for our webinars and seminars have been released. The full day seminar provides an introduction to the Scheme, whilst the one hour webinars cover a series of topics including Starters and Leavers, Auto Enrolment and Contributions. Click [here](#) for more information.

We're also working on changing our webinars into bite-size videos, which you can then watch at a time that suits you. Video's currently being developed are Contributions and Starters and Leavers. If you have any ideas for topics please email us at engagement@teacherspensions.co.uk

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ERM Changes

Unfortunately, we've said goodbye to Garry Talbot, our ERM who was covering the Midlands and South East.

We've recently looked at the regions of our four other ERMs to ensure appropriate cover and to incorporate Garry's region. Please check the [ERM page](#) to see who your ERM will be.

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Ill-Health retirement applications

Any ill-health applications received on or after 1 April 2015, where the member has been out of pensionable service (e.g. not receiving at least half pay or not in receipt of statutory family leave pay) for more than two years must be signed off by you as employers.

[Find out more >](#)

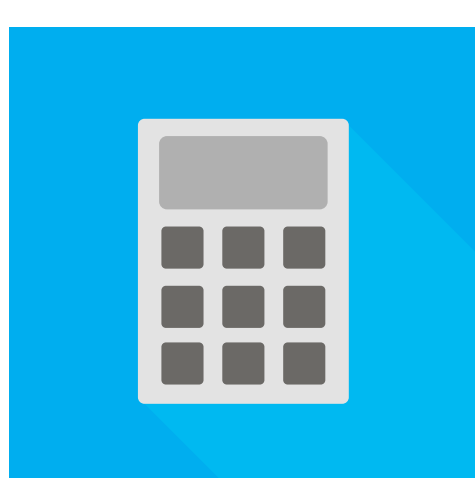
Calculators

We've been working on improvements and developments to our member calculators, which are now live on the website.

The 'Estimate Your Final Pension Value' calculator has been brought up to date to include the new factors.

[Find out more >](#)

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Payroll Provider access to Employer Portal

As we know that many of you use payroll providers to support your employer duties for the Teachers' Pension Scheme, we've been looking at ways to provide them with access to the Employer Portal. This means we need to change our systems to allow them to act as an employer and upload and download information using the Employer Portal.

We've been looking at the opportunity to provide Payroll Providers with specific access across the Employer Portal which will go live on 28 September.

[Find out more >](#)

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Annual Benefit Statement

Work has commenced on the 2016 Teachers' Pensions Annual Benefit Statement. The revised design will include a breakdown of both final salary and career average arrangements (if a member has service in both).

This will be the first year that the Annual Benefit Statement will only be available in electronic format.

[Find out more >](#)

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Your feedback is important to us

If you have contacted us recently by telephone, your call will be followed up with an email requesting feedback on your experience. Your feedback is very important in helping us continually look at ways to improve our service. Whilst we appreciate you have very busy schedules, we would ask if you could take 2 minutes to complete it.