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## Hello

Welcome to November's e-bulletin with all the latest news and updates useful for anyone who administers the Teachers' Pension Scheme.



## Enquires on key topics

We received several queries this month on important elements of the Scheme so we've included an update and explanation on the following areas, which should be useful to everyone.

- [Eligibility for age retirement benefits](#)
- [One day rule in relation to AAB](#)

Our updates are detailed so please click to find out more.

[Find out more >](#)

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## Review of the administration of the Teachers' Pension Scheme

Last month we informed you that we're working with the Department for Education to look at the general administration of the Scheme and the roles of Teachers' Pensions and the employer in delivering the Scheme.

This month has seen a series of Focus Groups in Manchester, York and London with representatives from all employer sectors attending. The groups discussed the overall administration and looked at four draft models of delivery which could be adopted in the future.

We've more information about what was discussed at the Focus Groups and the opportunity to be involved with a future session.

[Find out more >](#)

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## Contacting us

We'd like to take this opportunity to remind you of two important telephone numbers to ring when making contact with us.

If you're ringing regarding a specific member enquiry, or on behalf of a member, please contact the Member Helpline on 0345 6066166.

However, if your enquiry is regarding employer responsibilities and/or administrative functions such as the Annual Return, then the contact number to use is 0345 3003756.

We occasionally receive calls to the incorrect team and ringing the correct number will avoid any unnecessary delay in answering your enquiry.

Both lines are available Monday - Friday, 8.30am - 6.00pm.



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## New training videos

As part of our training resources, we've been working on a series of new videos to help you with specific tasks for administering the Scheme. We know it's sometimes difficult to sign up for a seminar or webinar, so we've created these bite-size videos to watch in your own time.

We've more employer videos coming soon as well as new member ones which you might want to highlight to your members.

[Find out more >](#)

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## Changes to security of emails

Please note from February 2016 all emails to both employers and members will be sent and received securely via the Employer Portal and My Pension Online (MPO). Security is paramount to Teachers' Pensions and this initiative is to ensure data is securely managed.

It's therefore important to encourage members to register for a My Pension Online account. Find out more about My Pension Online [here](#).

[Click here to view guide >](#)

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## Resources to help support your employees

We've been working on a series of resources to help you support your employees. Two email campaigns have been sent out this month, which we thought we'd highlight in case you've missed them. One provided further Employer Toolkit resources whilst the other provided resources to help members understand flexibilities. Why not take a look now if you haven't seen them yet?

[Find out more >](#)



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## Make use of our webinars

Our webinars offer an online training experience, presented live by one of our Employer Relationship Managers (ERMs). Whether you're new to the Scheme or you just want to top up your knowledge, this free interactive experience gives you a chance to gain invaluable information on a variety of subjects and speak directly to an ERM if you have any questions. Sign up online and access the training using your computer at work or even your laptop or tablet at home.

[Find out more on the courses available >](#)


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## Communications to members

This month we'll have delivered two campaigns to different member groups.

One campaign was delivered to those members who've retired and may be eligible for re-employment. Our other campaign 'Don't leave your pension out in the cold' is being sent to members aged between 41-45. The purpose of this campaign is to encourage members to think about long term planning, use the pension projection calculator and consider making additional contributions to their pension so they can have more control of their future.

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