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## Starters report update

Our new starters report is now live on the [Employer Portal](#). The report contains information on members who:

1. Haven't received starter information as they don't have a My Pension Online (MPO) account or email address on their record
2. Have been sent an email by us but haven't yet registered for MPO
3. Have the relevant welcome pack on their MPO account, but are uncontactable via email.

Please can you encourage members to access this information and follow up on any actions that are required. Remember, it's your responsibility to ensure members receive the relevant [starter information](#) if we don't hold their email address.

[Find out more >](#)

**LIVE**



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### Guaranteed Minimum Pension (GMP) reconciliation update

As part of the GMP reconciliation project we've reviewed 1.3 million members' records. We're now reviewing responses to HMRC queries in time for the October deadline and amending any member records where an incorrect National Insurance number (NINO) has been identified.

When submitting or updating member information, please make sure you're supplying the correct NINOs to us as it'll reduce any contact we have to make with you to clarify member information.

[Find out more >](#)

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## Repayment Application form

We've removed the Repayment Application online form from our website while we work to resolve issues identified by our members.

We'll still be processing any forms that have been submitted to us and, until we resolve issues with the online form, members can still apply for a repayment by completing and returning a paper form to us.

We're sorry if this causes any issues for members and we'll advise you when the form is live again.

[Find out more >](#)

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## Financial year 17/18 End of Year Certificate (EOYC) process

Please note the audit guidance document, TP05 (Version 1 Final), is available on our [website](#). There've been no further updates since its original upload in May.

If you've queries about submitting your audited EOYC you should [email](#) our audit team.

The deadline date for audited submissions is 30 September 2018.



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## Contact and Declaration form

To ensure that we're contacting the right people within your establishment you must complete and return a Contact and Declaration form as changes occur.

The form should be completed in full detailing all contact points (regardless of whether they've changed or not) and returned to us via the Employer Portal.

[Find out more >](#)



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## Contribution Monthly Breakdown form

Please submit your Monthly Breakdown form by the 7th of each month, along with your contributions. Even if a Monthly Data Collection file is submitted, a Breakdown form must still be uploaded in all cases.

We're aware there's a high number of missing Monthly Breakdown forms. If you know of any missing forms, please submit these immediately as we'll soon be starting on a catch up exercise.



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## Employer user experience research

To help us make improvements to the Employer Portal, we've been working with our Employer Team to understand the types of queries they receive regularly. We also engaged with a range of establishments and monitored their experience of using the site.

We'll soon be conducting workshops which, with the above research, will help us to complete a redesign of the portal before releasing a refreshed version in 2019 that mirrors your needs.

[Find out more >](#)



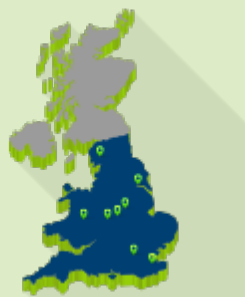
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## Training

As it's the summer holidays, we're not running any training in August.

We're working on our training programme for the autumn term and we've already organised seminars across the country including Nottingham, London, Hull, Canterbury, Birmingham, Cumbria and Leicester.

Once the new training dates are available, you can book a place by visiting our [website](#).



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## Retirement process

We're currently processing applications for members who are retiring in September. Through email, we're reassuring members who've applied that their application is being processed and there's no need to contact us to check how it's going.

Application queries to our helpline can slow down the process so, if you receive similar queries from members, please relay this message.



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## Creating a master copy of the Monthly Data Collection (MDC) template

You can save a master copy of our MDC template rather than completing a new MDC template each month, allowing you to copy the information you use regularly and save your progress as you go.

To do this simply:

1. Copy headings from our MDC template and paste into a blank Excel document
2. Input names and other personal details of employees and save
3. Each month add in dates, service and salary details for each employee and, once complete, add into our MDC template to upload to the [Employer Portal](#).

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## Monthly Data Collection (MDC) checklist and reminder process update

Last month we informed you that the implementation of the MDC checklist and reminder process had been put on hold until August. This has now been postponed until September.

We'll update you in upcoming bulletins of the exact go live date of the report.

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