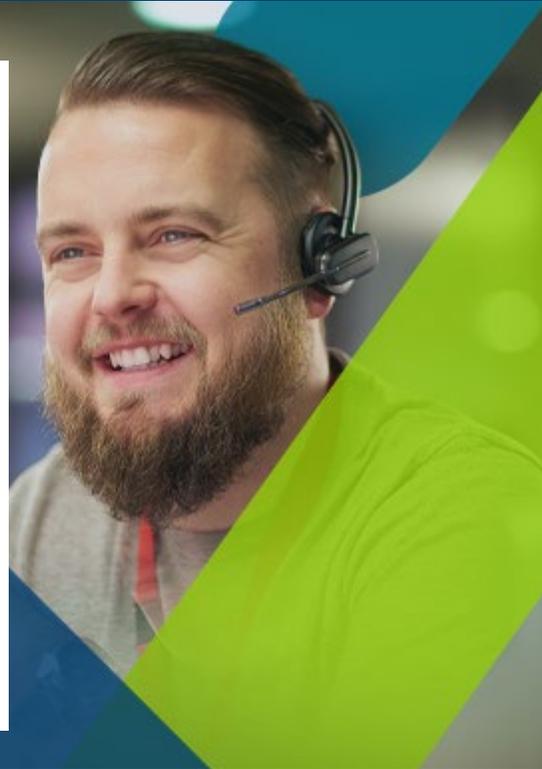


Employer helpline now open

We're pleased to announce that the Employer Support helpline has now re-opened and we're able to offer both phone and email support. The opening times and phone number remains unchanged.

We're expecting high call volumes which may result in longer waiting times, therefore we recommend you continue to [email us](#) if your query isn't urgent.

[Find out more >](#)



HEADLINES

Consultation closed



Transitional Protection

The public consultation on the government's proposal to address the discrimination caused by transitional protection arrangements, has now closed. The government will consider all responses that have been received and publish its decision.

We'll continue to share information on our [website](#) and [social media](#) platforms so members can be kept up to date.

[Find out more >](#)

**Monthly Data Collection (MDC)
full checklist**



MDC checklist

In a previous [bulletin](#), we informed you about the MDC full checklist and how to complete it.

The results from the Pilot Group are positive and we're starting to see a reduction in outstanding gaps in service dating back to April 2014.

We'll start sending these reports to payroll providers shortly.

[Find out more >](#)



MCR checklist

Monthly Contributions Reconciliation (MCR) Bulletin

Earlier this month we issued our MCR Bulletin. This included a story about a new feature on our website to before you submit your on-boarding form. We've also created a [checklist](#) to help you with the on-boarding process and give you a step by step guide on what you'll need to do.

You can view the latest update on our [website](#) along with resources to answer your [MCR](#) based queries.

[Find out more >](#)



FURTHER NEWS

End of Year Certificate (EOYC)

The deadline for Local Authority EOYC submissions is Monday 30 November 2020.

We'd like to thank those of you who've already submitted your return. If you've yet to submit your audited returns, please email the signed off copy to us rather than sending them via a courier service.



OTHER ITEMS

Training

Our online webinars continue to be very popular with high attendance rates and positive feedback. In particular, our new webinars on Retirement options and Ill-health and bereavement have gained a lot of interest.

If you'd like to learn more and book a place, take a look at our online [training schedule](#).

Finance update

We wanted to give you an update on finance matters and remind you that it's important to keep your [contact details](#) up to date to help us when we're trying to obtain member details.

Our team also continues to process the queries they've received about your End of Year Certificate and they'll contact you if there are any issues.

[Find out more >](#)



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