



## Re-enrolment process

We've been asked by The Pensions Regulator (TPR) to remind you of your responsibilities around re-enrolment. You shouldn't leave re-enrolling members and declaring their re-enrolment to the very last minute.

To avoid any potential escalations regarding the process and to further reinforce the message from TPR, we recommend you review a few **resources** that we've recently updated.

[Find out more](#)

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## HEADLINES

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### Improvements to Pensions on Divorce and Dissolution process

We've recently launched an online process which allows people to request a Cash Equivalent Transfer as part of divorce proceedings. This is the second online form to launch this year after the Death Notification form was introduced in March.

The options to call us or complete a paper form are still available.

[Read more](#)

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## Retirement applications

### Approaching member retirement



Our most popular time of the year for members to retire and take their pension is around the corner. Before September approaches, we'd like to remind you that once members have submitted their retirement applications, there's no need to contact us to check the status of their submissions.

We'll contact members once all checks have been made, which is usually nearer to the payable date of the award.

We've created a [factsheet](#) which we'd encourage you to read to find out how we work out their benefits and how you can help make sure they're right.

[Learn more](#)

### Ill-health Retirement applications



### Transitional Protection and Ill-health Retirement applications

From August, we're contacting members with pensionable service between 1 April 2015 and 31 March 2022 who applied for Ill-health retirement during that time.

Previously when members applied, they were assessed against their recovery before their Normal Pension Age (NPA) however this was under final salary or career average scheme rules.

Due to the changes brought around by Transitional Protection, we'll be reassessing their Ill-health applications to understand if they would've been eligible for an Ill-health pension had they originally been assessed under the alternative scheme.

[Find out more](#)

## FURTHER NEWS

### Member Newsletter

Recently, we've sent our active and deferred members a newsletter to inform them of any updates at Teachers' Pensions. Two main stories within the newsletter were around Benefit Statements and member presentations.

We'd like you to encourage our members to watch the Benefit Statement video and make the most of our member presentations, both of which will help them to learn more about their pension and make the most of it.

[Learn more](#)

### Monthly Contribution Reconciliation (MCR) training webinars

Usually during the school summer holidays we take a break from offering training

webinars to employers. However, this year we've decided it would be beneficial to offer extra support during this month by continuing to deliver MCR training.

We hope these extra sessions will help further your understanding of the MCR process and as usual our team will be happy to answer any questions you may have.

[Book your place today](#)

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## Monthly Contributions Reconciliation (MCR) backdated pay award guide and other resources

We've had several payroll providers recently contact us about backdated pay awards. If you're unsure about the process, we've created a [quick guide](#) which will help with your submissions.

This, along with our other useful MCR resources can be found on our bespoke MCR webpages. We do update these resources regularly, so please familiarise yourself with them.

[Learn more](#)

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## OTHER ITEMS

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### Do you have a minute?

Your feedback is important, both good and bad, it's reviewed every day to make changes to our service, communications, and your experience.

Depending how you get in touch, our surveys are available on email, the website, and real time on calls. The next time you're asked to complete one of these, please do so.

Your continued feedback on these different areas helps us to provide the best level of service to you.

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### Finance Update

From time to time we like to give you an update from our Finance team. These are issues we'd like to highlight to help you with your submissions.

This month's update includes payment of arrears invoices, completing the Contributions Monthly Breakdown form on MDC, the End of Year Certificate and MCR submissions.

Please take some time to read these updates as they'll help with your submissions.

[Find out more](#)

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### Member contact number

Lately, we've had members call our Employer Support line. Please can you let staff know that this team is unable to assist members in dealing with their queries.

If a member would like to address any concerns with us, this needs to be done by contacting our Contact Centre team who'll be able to deal with the query in the correct manner.

The number for our Contact Centre is 0345 606 6166, please ensure this is the only

number that's handed to any members wanting to speak with our support team.

## Employer drop-in session

Our next Employer drop-in session will be on Thursday 25 August at 2pm.

This month our team will be covering the Employer Portal and go through how to register, what functions are available, and how to perform various tasks you're required to complete.

[See dates and register](#)

[www.teacherspensions.co.uk](http://www.teacherspensions.co.uk)



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