

The Pensions Regulator requirements – Communications

ANNEX 3

Key information to be provided to members of public service pension schemes

Information	Guidance	Requirement	APF response	Commentary
Annual benefit statement – active members	<p>Must contain:</p> <ul style="list-style-type: none"> • a description of benefits earned by the person in respect of their pensionable service • other information specified by Treasury directions 	Statements to be issued annually	100%	<p>ABS statement (paper version) posted to all active members by 31 August</p> <p>ABS statement available online to members signed up to “my pension online” (member self-service)</p> <p>ICT strategy – move to online ABS fully 2016. Paper version still available upon request</p> <p>ABS statement also contains scheme information/updates</p>
Benefit statement (upon request)	<p>Must contain:</p> <ul style="list-style-type: none"> • the amount of any benefits (and how they are calculated) payable on a specified date if the member were to die in service • the amounts of member’s benefits and survivor’s benefits that would be payable from the date benefits are payable if pensionable service were to end on either a date specified by the scheme manager, a date agreed 	Within two months of the request, if not already provided within the previous 12 months upon request	100%	<p>Benefits statement provided in post within two months of request</p> <p>ICT strategy – provide statements/calculations/estimates on “my pension online” during 2016</p>

	<p>between the scheme manager and member or, the date when the member reaches normal pension age</p> <ul style="list-style-type: none"> • the amount of the member's pensionable remuneration on a date specified by the manager of the scheme • the date pensionable service started • a summary of the method for calculating member's benefits and any survivors' benefits • how any deduction from benefits is calculated 			Self-service elements of "my pension online" allow members to do their own projections
Deferred (upon request)	<p>Must contain:</p> <ul style="list-style-type: none"> • the date pensionable service started and ended • a summary of the method for calculating member's benefits and any survivors' benefits • how any deduction from benefits is calculated • the amount of member's benefits and survivors' benefits payable from the date benefits are payable • the amount of pensionable remuneration on the date pensionable service ended 	Within two months of the request, if not already provided within the previous 12 months	100%	As above
Pension credit (upon request)	<p>Must contain:</p> <ul style="list-style-type: none"> • the amount of member's benefits and survivors' benefits payable from the date benefits are payable • a summary of the method for calculating the member's benefits and any survivors' benefits • how any deduction from benefits is calculated 	Within two months of the request, if not already provided within the previous 12 months	100%	As above
Basic scheme information (upon request)	Information must be provided to members and, where practicable to prospective members. Beneficiaries, spouses and civil partners of members and prospective members and trade	Members and prospective members: where the managers	100%	Scheme guides and factsheets available as hard copies and online via the APF website – these cover all the

<p>request)</p>	<p>unions must be given information on request, provided that the information has not already been given in the last 12 months.</p> <p>The information to be provided is:</p> <ul style="list-style-type: none"> • who may become a member of the scheme, under what conditions, and how they are admitted to membership • a summary of the treatment of accrued rights when a member leaves the scheme, including whether those rights can be transferred, commuted or annuitised and any charges associated with those options, together with a statement that further information is available on request • whether the scheme has, or has applied for, tax registered status • whether the scheme will accept transfers from other arrangements • any arrangements for the payment of AVCs by members • a summary of the way in which member and employer contributions are calculated • a statement of the role of The Pensions Advisory Service, the Pensions Ombudsman and The Pensions Regulator in relation to the scheme, and details of the electronic and postal address of each of those bodies • a statement of the period of notice (if any) which a member must give to terminate pensionable service, and whether and on what conditions a member whose pensionable 	<p>have received jobholder information, the information must be provided within one month of receiving that information. Where they have not received jobholder information, it must be provided within two months of the date the person became an active member. Where a request is received information must be provided within two months, if it has not already been provided within the previous 12 months</p>		<p>required elements outlined</p> <p>Information also provided in correspondence (letter/email) upon request</p> <p>Newsletters are posted twice a year to active members containing regulation updates and scheme information.</p> <p>ICT strategy – ability to update and email members (via “my pension online”) with latest scheme updates/information</p>
-----------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<p>service has terminated may re-enter membership of the scheme</p> <ul style="list-style-type: none"> • a summary of the benefits payable under the scheme, including details of how they accrue, what definition is used (if any) for pensionable earnings, how benefits are calculated, when and on what conditions they are payable, and how they increase in payment • where benefits include DC benefits, a statement that the pension payable will depend on several factors including contributions paid, investment returns and annuity rates; • details of the scheme's dispute resolution arrangements, including the job title and address of the person who should be contacted should a person wish to use those arrangements 			
Scheme information that has materially altered	Changes to the basic scheme information as described above must be provided to members and beneficiaries, and to recognised trade unions who have been given the basic scheme information. Changes to basic scheme information need be provided to other persons only where the change is relevant to that person's rights or prospective rights under the scheme	Before or as soon as possible after the change takes effect, and within three months of the change taking effect at the latest	100%	<p>Scheme changes update on APF website</p> <p>Member newsletters (twice a year) also contain scheme change information.</p> <p>Direct communication (usually via post) available if any change relating to specific member's rights – for example a mailshot re: joining of records</p>
Constitution of the	Details of the instrument under which the scheme is established, and (if different) a copy of the rules	Within two months of the request	100%	Full guides to the LGPS scheme available online via

scheme (upon request)	governing the scheme, together with the name and postal and electronic address of each scheme employer			APF website or as hard copy on request
Transfer credits (upon request)	Whether the member is entitled to acquire transfer credits in exchange for a cash equivalent or transfer payment from another scheme, and if so a statement of the transfer credits the member is entitled to acquire	Within two months, if it has not already been provided within the previous 12 months	100%	Providing all relevant information received and legislation/guidance in place

Add in link to the Communications Policy??

Add in link to the ICT Strategy??