

Spring 2020



Pension News

An update for Pensioners of the Local Government Pension Scheme

Dear Sir/Madam,

We are pleased to publish the latest edition of our Pensioner's Newsletter, which is produced to keep you updated on any changes to the Local Government Pension Scheme (LGPS) which may affect you, provide useful information about your pension and other areas of interest.

One of our main goals is to increase our use of technology, to provide you with easily accessible information about your pension and for environmental reasons, to reduce our reliance on paper communication. We would draw your particular attention to the articles covering the My Pension portal and how we are going to provide you with your P60 and pension increase notifications in the future.

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Contact Us

View your pension online:
mypension.surreycc.gov.uk

Problem accessing our portal?
 0300 200 1034

 0300 200 1031

 myhelpdeskpensions@surreycc.gov.uk

 Orbis Pension Services
Room 218, County Hall
Penrhyn Road
Kingston - Upon -Thames KT1 2DN





Important information About Your Pension

What is ScamSmart?

On the 1st July 2019 the Pensions Regulator and the Financial Conduct Authority launched a joint campaign to help prevent pension scams.

What is a Scam?

Scammers can be hard to distinguish from the real thing. Scammers design attractive offers to persuade you to transfer your pension pot to them or to release funds from it.

It is then invested in unusual and high-risk investments like overseas property, renewable energy bonds, forestry, storage units, or simply stolen outright. A scam can be in the form of emails, text messages, phone calls and letters.

How can I protect myself from being scammed?

Your LGPS pension cannot be transferred to another scheme as it is already in payment.

Therefore, it will not be affected by scammers.

However, if you have other pensions that are not in payment, you may be vulnerable to scammers.

Beware the tactics of pension scammers - unsolicited offers, offers of free reviews, time pressure.

For further information:

Visit the Financial Conduct Authority or the Pensions Regulator websites. Their contact details are shown below.

Brexit : How will it affect my pension?

The Local Government Pension Scheme (LGPS) is very secure, because the benefits you receive are set out in law. There will be no impact on the scheme pension that you are receiving in retirement, due to the UK leaving the EU.

Changes to the LGPS

From time to time, the Regulations are changed and the changes are backdated to include pensions that are already in payment.

A recent change affects the way some dependant's pensions are calculated and, if it has affected your pension, you should already have received a letter explaining how your pension has been increased.

Any future changes will be included in our newsletters.

COVID-19 Update

With the COVID-19 (Coronavirus) outbreak creating a fast moving and uncertain situation affecting us all, personally and professionally, we wanted to set out our arrangements for delivering our services to you.

At present, Orbis Pensions remains operational and our aim is to ensure we can maintain vital services as this crisis continues. For current information regarding our services and for any questions that you may have, please visit:

www.lbhfpensionfund.org

For more information and useful links



fca.org.uk/scamsmart
thepensionsregulator.gov.uk



My Pension Portal, Keeping us updated and Tell Us Once



The 'My Pension' Portal allows you to view and update your personal details such as contact details and home address.

You are also able to access your monthly payslips and annual P60. This will allow you to keep track of your monthly pension being paid and any tax changes that may occur.

If you haven't done so, register now by following the three steps below:

- 1) Go to mypension.surreycc.gov.uk
- 2) If you haven't got a username or password please click on '**Request One.**'
- 3) You will receive an email within 24 hours to complete your registration.

Having problems registering?

Click on Help on the logon page of the My Pension portal for our frequently asked questions.

If you cannot find the answer, then call our Technical Helpline on 0300 200 1034.

How we will contact you in the future.

We are letting you know that we are aiming to go paperless in the future, to help the environment and to keep our costs to a minimum.

Going forwards, we will be contacting members by email, via the website and through the 'My Pension' portal.

What do I need to do?

If you are already registered with the 'My Pension' portal, then we already hold the details we need to enable us to contact you in the future.

If you are not registered, then please refer to the instructions opposite which show you how to register for the 'My Pension' portal.

Can I still receive paper copies?

If you don't want to use these electronic methods, or don't have online access, you can continue to receive paper communications.

Please contact us in writing if you would like to receive correspondence about your pension by post. Your signed letter must include your full name, national insurance number, your previous employer's name and your date of birth.

Keeping us updated

It is vital that you tell Orbis Pension Services of any changes to your contact detail. This helps us to keep our records up-to-date and allows us to keep you updated of any changes that may occur in the future.

Tell Us Once service

Tell Us Once is a service that lets you report a death to most government organisations all at once.

We at Orbis Pension Services have teamed up with the Tell Us Once service to avoid any pension payments being overpaid. If an informant does not notify us of a death of a pensioner member, the Tell Us Once service will notify us and we will contact your informant for further information.



GOV.UK



Pensions Increase and Your April Payment

Each year, your pension increases to keep in line with inflation. This year's increase is 1.7% and is payable from 6th April 2020.

In certain circumstances your pension will not increase by the full 1.7%.

- If you reached your State Pension Age before 6 April 2016 and your pension includes any Guaranteed Minimum Pension that was accrued before 6 April 1988, this element of your pension will not increase. The increase on this part of your pension will be paid with your state pension.
- If your pension 'began' on or after 22 April 2019 a smaller, part-year increase will apply. The table below shows you how much your pension will increase. Your pension would normally begin the day after you leave your pensionable employment, or if you are in receipt of a dependant's pension, your pension would begin on the day after the last day of scheme membership of your late partner or parent. If you had a deferred pension that came into payment, the pension would begin on the date you have nominated.
- In exceptional cases your pension may have been based on a previous year's pensionable pay. If this is the case, the date your pension 'began' will be an earlier date. If you are in receipt of two or more pensions, each pension may have a different beginning date.

If your pension began:		Your pension will increase by:	
	on or before	21-Apr-19	1.70%
22-Apr-19	to	21-May-19	1.56%
22-May-19	to	21-Jun-19	1.42%
22-Jun-19	to	21-Jul-19	1.28%
22-Jul-19	to	21-Aug-19	1.13%
22-Aug-19	to	21-Sep-19	0.99%
22-Sep-19	to	21-Oct-19	0.85%
22-Oct-19	to	21-Nov-19	0.71%
22-Nov-19	to	21-Dec-19	0.57%
22-Dec-19	to	21-Jan-20	0.43%
22-Jan-20	to	21-Feb-20	0.28%
22-Feb-20	to	21-Mar-20	0.14%

How is the April payment calculated?

If your pension has been increased, the April payment has been calculated to include 5 days at the previous rate and 25 days at the new rate. This is because pensions increase comes into effect on the 6th April. Your full increase will be shown in your May payment.