



Royal London Group Pension Scheme

Frequently Asked Questions

How do I change my home address or bank account details?

For bank account changes this should be made in writing and sent to:

The Royal London Group Pension Scheme
Willis Towers Watson
PO Box 311
Redhill
RH1 1YH

To update your details, we require a copy of a recent bank statement, or other documentation from the bank, showing your new account name, bank sort code and account number.

In addition, please provide three of the following additional pieces of security information:

- First three digits of the bank account number your pension is currently paid into;
- the second and third digits of the sort code your pension is currently paid into;
- the year your pension commenced;
- the amount and date of the last pension payment received.

Address changes can be made in writing to the same address or alternatively these can be notified by email to royallondongroup@wtwco.com, providing the same security information as listed above.

Please ensure any correspondence notifying a change of address contains your name, date of birth, National Insurance number, previous address, and the scheme member reference (this is comprised of a 3-digit business code identifier followed by a 7-digit number).

If you change address and do not advise us then this may lead to your pension being suspended, under certain circumstances, such as if we receive an 'addressee gone away' notification from Royal Mail. This is a security process agreed with the Trustee to prevent

future mail regarding your pension entitlements being sent to an address at which you no longer reside. It also helps to protect the Scheme from possible fraud.

In addition, if you live permanently overseas then you will be contacted to verify your address as part of the annual overseas existence verification exercise.

What day do I get paid on?

If you are a member of the Royal London Group Pension Scheme (formerly RLSPF) your pension will be paid into your bank or building society account on the last working day of the month, representing the whole of that month in arrears.

If you are a member of the Royal London Group Pension Scheme (Formerly RASF or SLIORBS) your pension will be paid into your bank or building society account on the 22nd of each month, representing the whole of that month. Whenever the 22nd falls on a weekend or a bank holiday then your pension will be paid on the working day before that.

If you are a member of the Royal London Group Pension Scheme (formerly UFGPS) your pension will be paid into your bank or building society account on the 7th of each month, representing the whole of that month. Whenever the 7th falls on a weekend or a bank holiday then your pension will be paid on the working day before that.

If you are a member of the Royal London Group Pension Scheme (formerly SLORBS) your pension will be paid into your bank or building society account on the 20th of each month, representing the whole of that month. Whenever the 20th falls on a weekend or a bank holiday then your pension will be paid on the working day before that.

If you are a member of the Police Mutual Assurance Society Staff Pension Fund your pension will be paid into your bank or building society account on the 1st of each month, representing the whole of that month. Whenever the 1st falls on a weekend or a bank holiday then your pension will be paid on the working day before that.

How often do I receive a payslip?

Payslips are issued where net pay has changed by more than £2, or if there is a 'triggering event' such as a change of address, bank account, tax code or pay method. However, you may generate a payslip for any other period through the appropriate link on ePA

When will my P60 be issued?

These are usually issued around the end of April. The statutory deadline for this is the 31 May immediately after the relevant tax year. As per the above, members can generate their own copies through the appropriate link on ePA

What are the contact details for the tax office?

Telephone: 0300 200 3300; Address: HM Revenue & Customs, Pay as You Earn, PO Box 1970, Liverpool L75 1WX

What is the PAYE reference number?

If you are a member of the Royal London Group Pension Scheme (formerly RLSPF) or the Police Mutual Assurance Society Staff Pension Fund your reference PAYE number is 083/CO12

If you are a member of the Royal London Group Pension Scheme (Formerly RASF or SLIORBS) your reference PAYE number is 083/BRX22

If you are a member of the Royal London Group Pension Scheme (formerly UFGPS) your reference PAYE number is 073/U1P

If you are a member of the Royal London Group Pension Scheme (formerly SLORBS) your reference PAYE number is 926/8206358

Will my pension increase once in payment?

If you are a member of the Royal London Group Pension Scheme (formerly RLSPF) or the Police Mutual Assurance Society Staff Pension Fund the pension increases annually with effect from 1 April.

If you are a member of the Royal London Group Pension Scheme (Formerly RASF or SLIORBS) the pension increases annually with effect from 1 July.

If you are a member of the Royal London Group Pension Scheme (formerly UFGPS) the pension increases annually with effect from 1 April. As part of the increase is based on February's indices the first payment at the new rate will not be made until May's payroll, with a small backdated amount paid in respect of the increase for April.

If you are a member of the Royal London Group Pension Scheme (formerly SLORBS) the pension increases annually with effect from 1 January.

For members retiring part way through the year the first increase will be pro-rated, representing the number of complete months from date of retirement until the increase date.

Details of the increases awarded are noted on your retirement quotation letter, in the 'Extra Information' section.

My pension includes a Guaranteed Minimum Pension (GMP), what is a GMP and what is the impact on my pension?

GMP is the minimum pension which the Scheme has to provide from age 60/65 to those employees who were contracted-out of the State Earnings-Related Pension (now S2P) between 6 April 1978 and 5 April 1997. The amount is broadly equivalent to the amount you would have received from the State Pension had you not contracted-out.

The impact on your pension is that GMP accrued prior to 6 April 1988 attracts no guaranteed increases in payment whereas GMP accrued between 6 April 1988 and 5 April 1997 receives increases in line with CPI up to a maximum of 3%.

Can the pension be paid into my spouse's/son's/daughter's etc account?

No, it is not possible to pay your pension to anyone else. The pension must be paid into an account held in your name, but it can be a joint account

I also have a policy with Royal London, who do I contact about that?

Royal London House, Alderley Park, Congleton Road, Nether Alderley, Macclesfield, SK10 4EL

Tel: 03450 50 20 20

I only have a small pension; can I receive a one-off, or annual, payment

The scheme will only pay pensions monthly, in twelve equal instalments, and will not consider requests for annual payments.

If you have a small pension it might be possible to receive a settlement representing the whole of the amount, known as Trivial Commutation or a small lump sum. Note that payments of this nature are made subject to meeting requirements as determined by pensions legislation, and typically would require that all of your pension benefits - not just those held with the RLGPS - total less than £30,000 for a Trivial Commutation or for a small lump sum. the overall RLGPS pension value is less than £10,000.00

If you think you might be eligible for a payment of this nature, please contact the administration team using the contact details above.

Note that a payment of this kind would represent a full and final settlement of all liabilities held within the RLGPS, for you and your dependants.