

# Civil Service Pensions Update



*Helping you  
understand  
your pension*

## Our new quick start guides

There's no escaping the fact that pensions can seem daunting and complex. This can put you off reading information about them or making important decisions. As a result, some members may not be using, or even aware of, the options that are available.

Over the next year, Civil Service Pensions will be running a series of campaigns to help you understand your pension and the options you have to take control of your retirement planning.



There'll be a series of posters, online guides and 'bite-sized' videos covering a wide range of topics to help you understand your pension and the benefits that come with it. These will be your 'easy to understand' introduction to the topic and they'll tell you where to find further information if you want to find out more. We'll also answer some of your frequently asked questions about your Civil Service pension.

We've created a new section of the Civil Service Pensions website where you'll be able to find the materials from these campaigns and some other useful information about these topics. This section can be found here: [www.civilservicepensionscheme.org.uk/quickstart](http://www.civilservicepensionscheme.org.uk/quickstart) and will be updated regularly.

We've also launched a Twitter account, [@CSPScheme](https://twitter.com/CSPScheme), where we will regularly post these products. If you want to view information about your pension on the move as well as at work or home, why not follow us?



You can also tweet us if you have any questions about your pension and one of our team will get back to you as soon as possible.



## What topics will we be covering?

Between 30 November and the end of January 2016, we'll be publishing easy to understand guides that cover the following topics:

- If and how you can 'switch' to and from the partnership pension scheme.
- Added pension: what it is and how and when you can buy it.
- What you need to do when you first join the scheme.

And then, from February 2016 onwards, we'll continue to provide you with information you'll need to know about your pension and your scheme membership using the new easy to follow guides.



## Tell us what you think

Once you've seen our new guides, if you have any comments on either the posters, or videos, or if you have any suggestions or ideas about topics you would like to see in the future, let us know using this survey:

[www.smartsurvey.co.uk/s/quickstart](http://www.smartsurvey.co.uk/s/quickstart)

We'll also be running quarterly focus groups to hear scheme members' views on the Civil Service Pension Scheme communications, including the website, scheme guides, and these guides too.

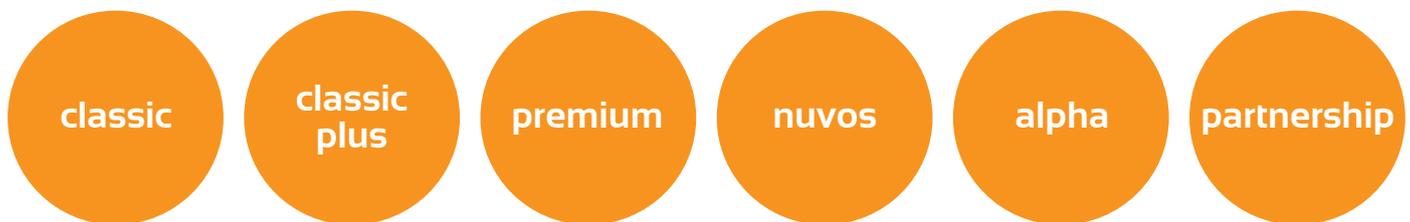
If you would like to take part in a focus group at some point in the future, let us know here:

[www.smartsurvey.co.uk/s/CSPfocus](http://www.smartsurvey.co.uk/s/CSPfocus)

## In the meantime... check the web

Don't forget, there's a lot of information already on the Civil Service Pensions website that can answer most of the questions you may have about your pension.

Each of the schemes has its own section on the website; click on the name of your scheme to go to the relevant section of the website:



**Please note:** If you're not sure which scheme you are a member of, your employer will be able to tell you.

There's a frequently asked questions section that answers questions like:

- How do I update my personal details?
- What happens if I am too ill to work?
- What pension benefits will my dependants receive in the event of my death?

[www.civilservicepensionscheme.org.uk/members/active/active-faqs](http://www.civilservicepensionscheme.org.uk/members/active/active-faqs)

The website also has a section containing important forms that you may need such as:

- Application to buy added pension
- Death benefit nomination forms
- Partner declaration forms

[www.civilservicepensionscheme.org.uk/members/member-forms](http://www.civilservicepensionscheme.org.uk/members/member-forms)

Please look out for future communications from us, and remember that items we publish can be found on our website: [www.civilservicepensionscheme.org.uk/quickstart](http://www.civilservicepensionscheme.org.uk/quickstart) and posted on our Twitter account: [@CSPScheme](https://twitter.com/CSPScheme)