

Hot Topics, Hints and Tips

KEY EVENTS AND ACTIVITIES



ABS

448,340

Produced

448,340

Issued

PSS

6,502

Issued

ANNUAL STATEMENTS

New in 2018

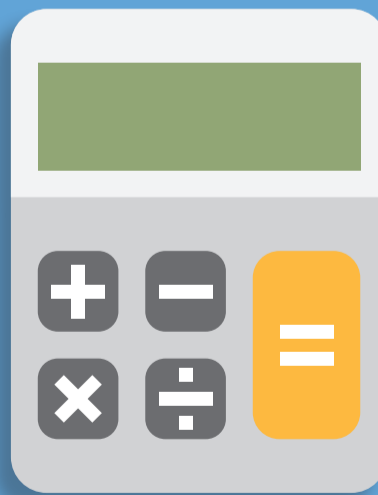
This year, a new Annual Statement Task Force will be on hand to answer queries from members. The team are experienced in dealing with ABS and PSS Statement queries so members will get the answer they need when they email or call.



MODEL FUTURE

We've launched a new Retirement Modeller so members can get an indication of the benefits they could receive when they retire. To use the modeller members just need a copy of their latest ABS. For more information visit:

www.civilservicepensionscheme.org.uk/members/modeller/



Need help with Annual Statements?

Dedicated support is available at: absqueries@mycsp.co.uk and PSS@mycsp.co.uk

NIGO (NOT IN GOOD ORDER)

#1

TOP TIP

Death Benefit Nomination Form

Make sure that both the member and a witness have signed and dated the form on the same date.

Our Quick Start guide to 'Being Prepared' contains guidance on how to complete a DBN form. Visit the Quick Start Library on the website for more information.

INTERFACES

TOP TIP



Don't forget your agreed schedule submission date!

Monthly Compliance Model



91.1%

Interface Support

Do you need help with your regular interface submissions? If so, the Interface Team can help. Email:

InterfaceTeam@mycsp.co.uk

Get it? Got it? Good!



Our new Pension Power sessions give members the facts about their pension and put them in control of their benefits. For more information about these free, one hour sessions, visit:

www.civilservicepensionscheme.org.uk/members/pension-power

DATA BREACHES

In August, 36 data breaches were raised with employers.

#1

Address Change Delays

TOP TIP

You must notify the Scheme Administrator (MyCSP) if a member changes their address as soon as possible.

EMPLOYER HELPLINE

Here to help

For all general queries, call the Employer Helpline.

The Helpline is staffed by a dedicated team experienced in handling all types of employer queries. Call:

0300 123 1040



HOT TOPIC

Monthly call volumes:

Total calls: 1,192

#1 call type: CASE UPDATE

Employer satisfaction score: 95.8%

DATA VALIDATION

#1 FAIL

TOP TIP

CSP15 form

Always read the Guidance Notes and Important Information on the CSP15 form before completing it.

EMPLOYEE RELATIONSHIP MANAGEMENT (ERM)

The ERM team supports employers with the following things:

- Service Review & Performance Management
- Service issues
- Escalations
- Training opportunities

Moments that Matter to You

During the recent Spring REFs the ERM team held interactive sessions with employers to find out what matters most to them. Find out what employers said by downloading the 'Moments that Matter' presentation on the REF page of the Civil Service Pensions website.

Contact your ERM at ERMs@mycsp.co.uk

How was it for you? Tell us what you think of Hot Topics, Hints and Tips by completing a short survey: www.smartsurvey.co.uk/s/LJ03U/