

Hot Topics – Summer Edition FAQ's

Can you explain more about aggregation of service in relation to the ABS please e.g. breaks in service, how these impact on pension?

Details of the various rules around joining past and new service can be found on the Employer Pension Guide -

<https://www.civilservicepensionscheme.org.uk/employers/employer-pension-guide/section-4-your-responsibilities-when-staff-join/section-41-your-responsibilities-when-staff-join/joining-past-service-with-new-service/>

Remedy - having some difficulties getting data from our Payroll provider for 2015/16 due to GDPR, records deleted after 6 years. Is anyone else having this issue?

The Civil Service Pension Scheme arrangements will retain information in line with our Data Retention Policy. Data will not be held for any longer than is necessary to perform the processing, and will be destroyed when all processing activity has been completed, that is six years after the last financial transaction has been made that relates to the data subject or any surviving beneficiary of the data subject. Full details of the privacy policy and data retention can be found at

<https://www.civilservicepensionscheme.org.uk/privacy/>

If you have any concerns relating to your ability to collect the information required for the Phase 2 of the data collection then please contact the team at DCEmployerquery@mycsp.co.uk and the team will be able to work with you to move forward.

Can you run a report to see who hasn't completed the nomination section in the portal?

Due to GDPR we cannot provide you with individual member details relating to who has completed their Death Benefit Nomination (DBN). What we can do is provide you with the overall department information which you can then use to push uptake of the portal and completion of the DBN. If you require this information then please contact your Employer Relationship Manager.

Why is pensionable pay for classic based solely on pay as of the 31/3?

It has been agreed with the Scheme Manager that the cut off for pensionable earnings is the end of the scheme year. Full details of what is included for each scheme can be found on the Annual Benefit Statement section of the website.

<https://www.civilservicepensionscheme.org.uk/your-pension/yearly-pension-update/annual-benefit-statement-abs/>

Is there an aim for the portal to generate emails to members and perhaps remind or flag blank DBNs?

Currently this is not part of the improvement plans for the Civil Service pensions portal. We have put this suggestion to the project team and asked them to consider it for future phases.

If a member doesn't know personal reference number, where should we refer them to?

The Annual Benefit Statement (ABS) Management Information will be shared with the Pension Lead of each employer by the 9th September 2022 and this will include the personal reference number for each member who was eligible for an ABS. The member can also contact our portal helpline through phone or email to request this.

Please can you provide details of portal line?

The portal helpdesk can be contacted by members through either email (portal@mycsp.co.uk) or by telephone (0300 790 05902)

What is the current target/SLA for dealing with ABS queries?

We will respond to ABS queries received by 31 December 2022, by 28 February 2023.

All details around timescales can be found in

<https://www.civilservicepensionscheme.org.uk/employers/employer-pension-notice/e662/>

Where can we find the podcasts?

An EPN will be released shortly that will share details of the various outputs where you will be able to access the podcast.