

## REGIONAL EMPLOYER FORUMS (REFS)



The Spring REFs are over for another season. Thank you to everyone who attended, networked, shared their ideas and took part in what have been our most successful events to date.

If you couldn't attend, you can **download the presentations** from our website. They're password protected, so you'll need to contact [ERMs@mycsp.co.uk](mailto:ERMs@mycsp.co.uk) for access.

## YOU SAID, WE DID

**YOU SAID...** you wanted us to improve the data request (DR1) process.

**WE HAVE...** completed an end-to-end review of the process and we'll keep you posted of the improvements we'll be making to the process in the near future. Stay tuned!

**YOU SAID...** you wanted us to share examples of employer best practices.

**WE HAVE...** asked you to tell us how you promote the Civil Service Pensions website. 57% of you told us you use your internal intranet as the main way of promoting the website, but many of you highlighted other great ways to do it. We've produced a summary of these findings, which you can request by emailing your **Employer Relationship Manager (ERM)**.

## CURRENT FOCUS

### As easy as A.B.S.

The distribution of Annual Benefit Statements (ABS) is just around the corner. To help you prepare for it, we've published an **EPN** of your responsibilities that will enable us to distribute accurate statements on time. It also includes useful information about Pension Savings Statements (PSS) and member and employer pension-tax awareness sessions.

### Don't Jog On, Log On!

We know that our members lead busy lives, so we've launched an online Pension Portal where they can take time out to check their financial future.

Following receipt of their ABS, members will be able to login to the **Pension Portal** to plan their retirement using a new pre-populated modeller, as well as be able to check and update their address details, quickly and safely.



### All aboard the Pension Portal

Active members will need to use information in their ABS as well as a 'Client Code' provided by their employer to login to the **Pension Portal**.

To help with this, we've asked employers to complete a questionnaire to confirm that they will be able to provide client codes to their members.

To ensure the on-boarding of members to the Pension Portal goes smoothly, please complete your questionnaire as soon as possible or speak to your **Employer Relationship Manager (ERM)** if you think you may have an issue.

### A helping hand when you're in a hurry

In April, we added a new feature to the employer and member sections of our website to help visitors find the information they're looking for even faster.

Using an intelligent search engine, our new **Help Centre** should be the first port of call when you're looking for pension information in a hurry.

Please promote the relevant Help Centre to your members and colleagues by downloading the **'Find it Fast' campaign collateral** and displaying it on your organisation's intranet and notice boards.

### Monthly website round-up

The change of contribution rates was a hot topic for employers in April, who viewed the **Contribution Rates page** 4,005 times. Meanwhile, the most popular member page was the **Bite Size videos** page with 43,170 views.

### Did you make the switch?

On 01 April, we turned on TLS 1.2 for those of you who had enabled it.

Unfortunately, a large number of you still haven't confirmed that you've turned on TLS 1.2. To do so, speak to your IT department or shared service provider.

We've now implemented SPF and DMARC with TLS 1.2, which should provide additional assurance to your IT and Security teams should they have had any concerns.

Please email confirmation that TLS 1.2 is turned on, to [systemsservicedesk@mycsp.co.uk](mailto:systemsservicedesk@mycsp.co.uk)



## ON THE HORIZON

### Employer Administration Guidance tool relaunch

We've recently relaunched our Employer Administration Guidance (EAG) training with new modules linked to key scheme events that you can complete throughout the year. More details coming soon via EPN. In the meantime, you can register your Employer Administration Guidance online profile, by contacting your **Employer Relationship Manager (ERM)**.

### Fix up and look sharp!

Now that CYE has been completed for the majority of you, please make sure your monthly interface file is consistent and will be received by the Scheme Administrator (MyCSP) by your agreed submission date. Remember, no more than 1% errors should be reported within your monthly interface files!

If you require any support with your interface, your **Interface Analyst** will be happy to help you.

### Civil Service Live 2019

The CSL roadshow kicked off in Edinburgh on 04 June and will be at seven locations across the UK until 17 July. For a full list of dates and venues, visit the **CSL website**.

If you're attending, don't forget to visit the Civil Service Pensions stand, where we'll be showcasing our Strictly Pension Power campaign (not to be missed), presenting scheme facts & figures and answering pension related questions. Places are limited, so **register now!**



### A week of pension wellness



Pension Awareness Week (09 to 13 September) provides a fantastic opportunity for members to engage with their pension. During this year's celebrations, we'll be showcasing our new #PensionPoet campaign for members. Start thinking today about what you could do in your office to take part!

For more information about what we could offer, contact your **Employer Relationship Manager (ERM)**.



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