

Hot Topics, Hints and Tips

YOU SAID, WE DID

Sharing best practice

YOU SAID... you wanted to learn about what other participating employers are doing to deliver their responsibilities, and how we can share any best practices.

WE HAVE... launched a 'Best Practice' email so employers can tell us what they're doing. We'll then share this with you in future editions of Hot Topics...and on our website.

In this month's Best Practice email, we asked you to tell us how you promote the Civil Service Pensions website.

If you haven't received your Best Practice email, contact your ERM at ERMexternalMailbox@mycsp.co.uk

Data Requests (DR1)

YOU SAID... you wanted us to improve the Data Request (DR1) process.

WE HAVE... distributed a survey to all employers in February, so you can help to shape the improvements we'll be making to the process during the summer.

Removal of leaver notifications

YOU SAID... you want more support following changes to the leaver notification process.

WE HAVE... created a list of frequently asked questions and answers based on what employers have asked us about the change in process. We'll be sharing these FAQs with you very soon, so look out for them.

CURRENT FOCUS

Spring into action

Put a spring in your step this April by attending one of our **Regional Employer Forums**:

03 April – Edinburgh

04 April – Manchester

10 April – Cardiff

11 April – London

Regional Employer Forums are a great way to get the latest news, views, and information about Civil Service Pensions. To reserve your place, email ref@mycsp.co.uk by the **29th of March 2019**.

As lunch is provided, let us know if you have any dietary requirements too.

View the **locations, dates, times, and venues** of the spring REFs.

Taking CARE of year-end

Your end of year activity is critical to the successful delivery of Annual Statements.

Please make sure you submit confirmation of your CARE year-end closure and additional five-day Pension Input Period by your agreed submission date. For more information about end of year activity, see **EPN569**.

If you need help with your end of year data, contact your Interface Analyst at interfaceteam@mycsp.co.uk.

Sign up to this great idea!

Are you using your email signature to engage scheme members with their pension, like some of our colleagues are doing?

Many of you are using your signatures to promote our website, or to remind members to 'spring clean' their personal details (e.g. their address) before the Annual Statement exercise so members receive their Annual Benefit Statement without delay.

If you're not doing so already, sign up to this simple best practice today!



New resources for 2019

You can now view full guidance on how to complete the 2018-19 Annual Resource Accounts exercise on our website.

As outlined in the guidance, you'll need to:

- Complete Annex 13A IN FULL and return it as soon as possible to resourceaccounts2019@mycsp.co.uk
- Respond to any queries as soon as you can, as it affects the turnaround of your deadline dates.

Active data cleanse – will you complete on time?

As the Data Cleanse project nears the end, please make sure you're on track to complete by the predicted date.

To do this, check your Active Data Cleanse MI to see if your validations are being cleared at the required rate.

Also, please remember to fix your monthly errors and warnings. Failure to do so may lead to an increase in Data Validation Failures (DVs) and missing or incorrect data on member records!

For data cleanse support, contact the Scheme Administrator (MyCSP) at dcemployerquery@mycsp.co.uk

Switch on to safer emails

From the **1st of April**, the Scheme Administrator (MyCSP) will be using an email encryption system to make email exchanges more secure.

To use the new system, you must confirm to the Scheme Administrator that you've turned on TLS 1.2. To do this, simply speak to your IT department or shared service provider.

Email your confirmation (or advise if TLS 1.2 is not turned on) to systemsservicedesk@mycsp.co.uk as soon as possible.



ON THE HORIZON

Do you have the Power?



Have you booked a Pension Power webinar yet? If not, we'll be hosting 'show and tell' sessions for employers on the **16th and 18th of April** to demonstrate how our webinars work and the benefits of running them.

Places are still available for the session on the **18th of April**. For more information, or to book your place, email pensionpower@mycsp.co.uk

EPN round-up



In the last three months, we've issued 12 Employer Pension Notices (560 – 571).

All our EPNs are stored on a dedicated EPN page on our website, so if you think you've missed any recently, visit www.civilservicepensionscheme.org.uk to read the latest ones.

Exit times



Due to a high demand for exit schemes, we're currently at full capacity until **mid-April 2019**.

If you're looking to run an exit scheme in the coming months, you'll need to consider this. Contact your exit scheme co-ordinator as soon as possible to discuss your requirements.