

# Hot Topics, Hints and Tips

## YOU SAID, WE DID

### REGIONAL EMPLOYER FORUMS (REFs)

Thank you... if you are one of 26% of employers that have already completed our Regional Employer Forum (REF) survey. Your feedback will help us to shape future REFs.



### EMPLOYER E-LEARNING

YOU SAID... you wanted more support to understand your role and responsibilities when administering the scheme.



WE HAVE... created an online learning tool for employers called Employer Administration Guidance (EAG). To access the EAG tool you'll need to create a user profile. For more information about how to do this, email [erms@mycsp.co.uk](mailto:erms@mycsp.co.uk)

### BETTER, SMARTER, FASTER

YOU SAID... you needed smarter navigation on [www.civilservicepensionscheme.org.uk](http://www.civilservicepensionscheme.org.uk)



WE HAVE... split the website into Member and Employer sections and improved the navigation bar too, making it quicker and easier to find the information you need, when you need it.

### EPN DISTRIBUTION LIST

YOU SAID... you wanted timely information from us.



WE HAVE... asked Pension Leads to confirm their organisation's Employer Pension Notice (EPN) contacts by **16 November**.

If you haven't received your email yet, contact [erms@mycsp.co.uk](mailto:erms@mycsp.co.uk)

## CURRENT FOCUS

### MEMBER CALLS

During October, we received **30,176** calls from members.



### REQUEST FOR SERVICES (RFS) FORM - ADMINISTRATOR REMINDER

Please ensure that you are using the most up-to-date RFS form, which can be found [here](#)

If you use a shared service provider, please make them aware where they can find this form.

### DATA BREACHES

**#1 REASON: Members calling to change their address**



If you use a self-service platform, please ensure that your employees understand how to use it to notify us of change of address.

Our new 'Moving House' campaign reminds members to tell their HR or Shared Service Centre when they change their address.

To request a collateral pack to display in your organisation, contact [communications@mycsp.co.uk](mailto:communications@mycsp.co.uk)

### TIMESCALE FOR QUOTE APPLICATIONS



**48.7%** of quote applications sent to the Scheme Administrator (MyCSP) were received outside of the agreed timeline.

Employers should request a quote from the Scheme Administrator four months prior to a member's intended last day of service. Our [What to Expect Guide](#) and [Bite-Sized video](#) contain more information about how long the process takes.

### DO YOU HAVE THE POWER?

Have you booked your one-hour Pension Power session yet? Funded by Civil Service Pensions, these engagement sessions are an excellent way for members to learn more about the benefits of the Scheme.



Face-to-face sessions & webinars are now available! For more information, visit the [Pension Power page](#) on our website or email [pensionpower@mycsp.co.uk](mailto:pensionpower@mycsp.co.uk)



### DATA REQUESTS

**#1 REASON: Incomplete or missing information on the CSP15 form**

**Administrators Top Tip**

- 1 If the member has had a pay award after the latest interface, stipulate the salary and effective date in the accompanying email.
- 2 Provide the member's new working hours using words 'hours' and 'minutes' to prevent any misunderstanding.
- 3 The planned end date and start date should correlate and there should be no gaps between these dates.

### EMPLOYER PENSION NOTICES (EPNs)



In the last three months we've issued nine EPNs (547 - 555) about various issues including the Defined Contribution Transition Project, Transition Project, Cash Exit Payments, and Missing Pension Data.

To read the EPNs listed above and other important scheme updates, visit the dedicated [EPN page](#) on our website.

## ON THE HORIZON

### CIVIL SERVICE COMPENSATION SCHEME (CSCS) & EFFICIENCY CASES

In [EPN552](#) we provided important information about the upcoming changes to compensation payments. We can now confirm that from **01 January 2019** employers will take over responsibility for making cash payments.

### HANGING ON THE TELEPHONE



We're currently testing an automated process to identify and verify callers.

When launched, this new process will make it easier for our Enquiry Centre to identify and verify callers, reducing the length of time callers will have to wait before getting to speaking to an Adviser. More information about this will be coming soon!

### INTERFACE COMPLIANCE MODEL

Decrease in tolerance from 2% to 1% by **January 2019**. Lookout for future updates from the Interface team.

### GMP RECONCILIATION

In December 2018 and January 2019, some pensioners may have their pension reduced as a result of their GMP being corrected.

Look out for more information in January's edition of Hot Topics, Hints and Tips.