



South Tyneside Council

Providing pension services for
Tyne and Wear Pension Fund and

Northumberland County Council Pension Fund

Pensions Office

PO Box 212, South Shields, NE33 9ER

📞 | 0191 424 4141

🌐 | www.twpf.info

February 2019

Dear Scheme Member

Removal of paper annual updates P60 and payslips Local Government Pension Scheme (LGPS)

We have previously advised LGPS pensioner members that payslips, P60s and annual updates are moving online and that we will no longer automatically provide paper copies.

We are doing this because across all of the member records we administer we send more than 160,000 paper Statements, annual updates and payslips each year. Removing paper brings significant cost and resource savings. It also means that you can receive information quickly and securely and store your documents without needing to hold onto paper copies.

We are writing to you for a final time to advise you that from April 2019 we will not be sending you a paper copy of:

- your annual pensioner update which includes your April payslip, P60 and update with information on cost of living increases and,
- payslips, including those produced if your pension changes by £10 per month or more.

Viewing your documents online with mypension

Instead, payslips and P60s will be available online via our 'mypension' service. You will need to register for this service to be able to view your documents. Details of how to register are below.

To keep you updated with annual cost of living increases and other useful information, we will publish information on our public website at www.twpf.info/receiveapension

Once you have registered for mypension, we will tell you each year when your April payslip, P60 and annual update is available using the email address we hold for you. It is therefore important to keep us up to date with all your contact details, especially your email address and home address should we need to contact you for other matters.

In addition to viewing your annual updates online within mypension you can also securely:

- view a payslip every month - in advance of pension payday
- view your pension record, including a history of cost of living increases
- view a history of your tax codes
- view historical mypension documents - removing the need to keep paper copies
- update your personal details
- raise a query with the Pensions Office, at a time that is convenient for you.

Registering for mypension – if you have not already signed up for the mypension service, you need to register at www.twpf.info/my pension. To help you register we have produced a helpful step by step registration guide, which is enclosed.

Our guide at www.twpf.info/memberguide explains what you can see and do on your mypension account as a pensioner member.

If you have problems registering, please call the mypension supportline on 0191 424 4200 between 8:30am and 4:30pm, Monday to Friday. For any other queries about your pension you can continue to call our Pensions Helpline on 0191 424 4141.

Need a paper copy - if you wish to opt out of receiving your payslips, P60 and annual update online and continue to receive a paper copy you must let us know. Please write to the Pensions Office at the address below, or call the Pensions Helpline on 0191 424 4141.

Opting out of electronic payslips, P60s and annual updates will not prevent you from registering for the mypension service. In fact, for those who are able to, we encourage members to register and use the other features that are available as this is the most efficient and secure way to access and provide information.

More than one membership record

Any election for paper will apply across all of your records. However, if you have more than one membership with the same fund you will only need to register for mypension once. If you have membership within both the Tyne and Wear Pension Fund and the Northumberland County Council Pension Fund you will need to register for mypension service for each Fund.

Yours sincerely



Ian Bainbridge
Head of Pensions, South Tyneside Council

Pensions Office, PO Box 212, South Shields, NE33 9ER. If you are sending us recorded mail please use our full address which is Pensions Office, Town Hall and Civic Offices, Westoe Road, South Shields, Tyne and Wear, NE33 2RL.