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# NHS Pensions Online Guide (POL)

27. AW8

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## Important - Notes to remember before submitting form AW8

If for any reason, the retirement benefits claim form (AW8) cannot be submitted via POL, the paper AW8 should be sent to The National Health Service Business Services Authority (NHSBSA) for processing. When sending the paper AW8 you must supply a valid reason for why you have been unable to submit the form via POL. If a reason is not provided, the application will be returned to you for submission via POL.

The information listed below must be sent to The NHSBSA immediately after the submission of the AW8 on POL. The NHSBSA will not be able to process the application if the information is outstanding.

**Important** - Emails (including attachments) may be sent via the internet may not be secure. It is the Employers responsibility to ensure that their email service is satisfactorily configured to ensure protection of the content in transit, and they may prefer to use a postal service. Employers who are using NHSMail can refer to the [NHS Digital website](#) to gain assurance that the content of emails is adequately protected within the service.

In either case, The NHSBSA cannot be held responsible if the information is sent to an incorrect email address.

If the member is employed as a Practitioner, the email address you should contact is [nhsbsa.practitioners@nhs.net](mailto:nhsbsa.practitioners@nhs.net).

For all other members, please contact [nhsbsa.polia@nhs.net](mailto:nhsbsa.polia@nhs.net).

### **Overseas mandate for foreign bank account details**

See part 9, overseas bank details section, for details on how to submit the AW8 via POL for a member with an overseas bank account. The [overseas mandate forms](#) can be found on our website.

### **Her Majesty's Revenue and Customs (HMRC) protection certificates**

See part 8 for details on how to submit the AW8 via POL for a member with a protection certificate.

### **Maximum tax free amount**

When entering the member's lump sum decision (part 6, section 5), you are unable to specify whether the member wishes to receive the maximum lump sum which may incur a tax charge, or whether they wish to receive the maximum tax free amount. Select whether the member wishes to receive no additional lump sum, the maximum or a specific amount. The NHSBSA will contact you if they require any additional information.

### **Redundancy supplementary information checklist or concurrent pensionable employment form (AW343)**

If the member is claiming benefits on redundancy, please complete the redundancy supplementary checklist and send this to [nhsbsa.polia@nhs.net](mailto:nhsbsa.polia@nhs.net). The [redundancy supplementary information checklist](#) can be found on our website.

Concurrent pensionable employment form (AW343) should be sent if the member is claiming redundancy benefits from one post only. This should be sent to [nhsbsa.polia@nhs.net](mailto:nhsbsa.polia@nhs.net). The [concurrent pensionable employment form \(AW343\)](#) can be found on our website.

### **Interests of Efficiency (IOE) checklist**

The Interests of the Efficiency (IOE) checklist will require completing for all IOE retirements. The [Interests of the Efficiency \(IOE\) checklist](#) can be found on our website. Once the AW8 has been submitted on POL, please send the checklist to [IOEInformation@nhs.net](mailto:IOEInformation@nhs.net).

### **Serious ill health over normal pension age**

The application should be submitted with the reason for retirement as Age. You must then notify The NHSBSA immediately those benefits are to be commuted and send the [application to commute age retirement benefits on grounds of serious ill health form \(AW341a\)](#).

### **Serious ill health under normal pension age**

The application should be submitted with the reason for retirement as Commuted Incapacity. You must then notify The NHSBSA immediately that benefits are to be commuted and send the [application to commute ill health retirement benefits form \(AW341\)](#).

### **Maximum service/maximum pensionable age details**

If the member has reached maximum pensionable age or maximum service the employment should be terminated, where possible, with an exit code of 11 (ceased to be pensionable, upper age limit).

**Important** – You must ensure that the correct payable date is entered onto POL. The payable date for benefits will be the day after the member's non-pensionable last day of employment. For members of the 1995 Section of the 1995/2008 Scheme, the Total Pensionable Pay (TPP) periods that are produced on POL will be the last three years to the date the member reached maximum pensionable age/service and the pension record was terminated.

If you are unsure if the member has achieved maximum age/membership, please email [nhsbsa.pensionsawards@nhs.net](mailto:nhsbsa.pensionsawards@nhs.net) with the subject title 'Award pending – Maximum age/membership'. They will then advise accordingly.

### **Same sex marriage where male member is married to a male**

See part 6, section 7 for details on how to submit the AW8 via POL. You will then need to email The NHSBSA to advise that the member is a male member married to a male.

### **Pay protection within 12 months of retirement**

If the member has pay protection within 12 months of retirement, please complete [form AW8 Annex](#) and send to [nhsbsa.polia@nhs.net](mailto:nhsbsa.polia@nhs.net).

### **Claiming pension benefits from a later date**

Where the member is claiming pension benefits from a date later than their last day of Scheme membership, you must send the [AW8 supplementary form](#) to advise The NHSBSA of the payable date of benefits.

Where a member is under normal pension age when they opted out of the Scheme, the application should **not** be processed on POL and the paper form must be sent to The NHSBSA.

Where a member is over normal pension age when they opted out of the Scheme, the application should be submitted on POL with the correct prospective payable date entered. The payable date will be the day after the members last day of non-pensionable employment.

### **Disallowed days**

If a member has disallowed days within the pay periods, (last three years for 1995 Section, 10 years for 2008 Section) you must advise The NHSBSA of the following information:

- The exact dates of the disallowed days.
- Confirmation of whether the disallowed days were followed by annual leave, paid notice or return to work. Please also supply the relevant dates.

**Important** – the employment should be terminated with the members last day of employment with you, not the day that they went onto no pay.

### **Re-employed Pensioners / members with benefits already in payment**

**When submitting an AW8 for a re-employed pensioner, or a member who already has benefits from a previous scheme in payment, POL will not produce the bank details section of the form. Benefits will be paid into the bank account details that their current benefits are being paid into.**

### **Drawdown – 2008 Section/2015 Scheme**

Applications for drawdown cannot be submitted on POL. Please send the paper AW8 to The NHSBSA along with the following information:

- The date the member wishes to drawdown benefits.
- That the current rate of pensionable pay has been in place for at least 12 months before drawdown.
- Confirmation that the pensionable pay will reduce by at least 10%.
- That the reduced pensionable pay will remain in place for at least 12 months.
- The percentage level of drawdown required, minimum 20%, maximum 80%.
- Employer pay and hours (if part time) from 1 April to the date before benefits are to be drawn down.

### **Data issues preventing submission of the AW8**

If the record has a data issue that you are unable to rectify, please email [nhsbsa.datamanagement@nhs.net](mailto:nhsbsa.datamanagement@nhs.net) who will correct the issue to enable you to continue processing the AW8 electronically. In subject header please input 'Award Pending'

### **Action to be completed before submitting the AW8**

Before you submit the AW8, the following action will need to be taken:

- The member's employment will require terminating by submitting form SD55T via POL.
- The member's date of birth must be verified
- All relevant sections of the paper AW8 form must be complete.
- Check if any additional information needs to be sent to The NHSBSA.

### **Retention of the completed paper copy of the AW8**

NHS Pension Scheme application forms must be retained by NHS employers for a minimum of seven years. After seven years, the forms must be destroyed under confidential conditions that meet Department of Health and Social Care guidelines.

## Completion of the electronic AW8

Once you have selected the AW8 link in E-Forms, the following screen will appear.

The screenshot shows the 'Welcome to the NHS Pension Scheme ONLINE AW8' page. The top navigation bar includes 'EA - 5500', 'Back', 'Print', 'Employer Menu', and 'E-Forms'. A left sidebar contains 'Exit Online Services' and 'Site Update'. The main content area has a blue header with the text 'Before you complete this form, please ensure:' followed by a bulleted list of requirements: 'Members employment and personal details have been updated', 'Members date of birth has been verified on our records', and 'Paper AW8 has been completed and declarations at part 10 and part 11 are complete'. Below this, it asks the user to enter their 'NI Number' or 'SD Membership Number' with corresponding input boxes. A checkbox is provided for indicating that the member's signature on the paper application form for retirement benefits (AW8) and Bank Details notification (G59) has been signed by a witness, other than the member's spouse. At the bottom right, there are 'Submit' and 'Cancel' buttons.

Enter the member's NHS Pension Scheme membership number (SD) or National Insurance number (NiNo) into the relevant box. You must tick the small box to identify that checks have been made to the relevant section of the AW8. If you do not tick the box a message will be produced and you will not be able to continue.

## Part 1 – Payable date and reason for retirement

The member details are prepopulated from the information held on NHSBSA records. If any information is incorrect, please make the amendments before submitting the AW8.

The last day of membership displayed is the date that the employment has been terminated via form SD55T. If this is incorrect, please amend by form SD55E on POL, before continuing with the AW8.

The member's Scheme membership will determine what option boxes are produced.

**Important** – It is the employer's responsibility to ensure that the member is eligible to claim specific Scheme benefits and that the payable date and reasons for retirement are correct. POL has limited validations.

You must ensure that the correct payable date and reason for retirement are input. If these are incorrect it may lead to a delay in the member's application and incorrect benefits.

### One Section/Scheme only

Welcome to the NHS Pension Scheme ONLINE  
AW8 - part 1

Back Print Employer Menu E-Forms

Part 1

Name of member  
Title  
Surname  
Firstname(s)  
Other names

National Insurance Number  
NHS Pension Scheme number  
Sex

Claiming Retirement from

Last day of employment, last day of Scheme membership or 75 th birthday if earlier.  
Take account of any periods of leave due and untaken at that date of retirement.

Scheme Payable Date Reason for Retirement  
1995  [ ] Please Select...  
2008  [ ] [ ] [ ]  
2015  [ ] [ ] [ ]

20  March  2015

Next Cancel

Tick the box to select 1995 (or 2008, 2015 dependent upon the member's Section/Scheme membership). Insert the relevant payable date and select the reason for retirement.

Claiming Retirement from

Last day of employment, last day of Scheme membership or 75 th birthday if earlier.  
Take account of any periods of leave due and untaken at that date of retirement.

Scheme Payable Date Reason for Retirement  
1995  [ ] 27/03/2015 Age  
2008  [ ] [ ] [ ]  
2015  [ ] [ ] [ ]

20  March  2015

Next Cancel

Select **next** to continue.

### Either Section/Scheme

Claiming Retirement from

Last day of employment, last day of Scheme membership or 75 th birthday if earlier.  
Take account of any periods of leave due and untaken at that date of retirement.

Scheme Payable Date Reason for Retirement  
2008  [ ] 27/10/2015 Age  
2015  [ ] 27/10/2015 Age  
2015  [ ] [ ] [ ]

20  October  2015

Next Cancel

If the member wishes to claim benefits from both Schemes, you will need to tick the box next to each Section/Scheme, inserting a payable date and selecting a reason for retirement for each Section/Scheme.

Claiming Retirement from

Last day of employment, last day of Scheme membership or 75 th birthday if earlier.  
Take account of any periods of leave due and untaken at that date of retirement.

Scheme Payable Date Reason for Retirement  
2008  [ ] 27/10/2015 Age  
2015  [ ] 27/10/2015 Age  
2015  [ ] [ ] [ ]

20  October  2015

Next Cancel



If the member only wishes to claim benefits from one Section/Scheme, tick the relevant Section/Scheme entering a payable date and reason for retirement for that Section/Scheme only.

Scheme	Payable Date	Reason for Retirement
2008 <input checked="" type="checkbox"/>	27/10/2015	Age
2015 <input type="checkbox"/>		Please Select...

25  October  2015

Next Cancel

## Both Sections/Schemes

Scheme	Payable Date	Reason for Retirement
1996 <input type="checkbox"/>		Please Select...
2008 <input type="checkbox"/>		Please Select...
2015 <input type="checkbox"/>		Please Select...

10  October  2017

Next Cancel

If the member wishes to claim benefits from all Sections/Schemes, you will need to tick the box next to each one, inserting a payable date and selecting a reason for retirement for each Section/Scheme.

If the member only wishes to claim benefits from one or two Sections/Schemes, tick the relevant box entering a payable date(s) and reason for retirement for that Section/Scheme

Select **next** to continue.

## Ill health

**Important** – If a member has deferred benefits in a separate Section/Scheme they must also submit an application to be accepted for ill health retirement for benefits from that Section/Scheme before the AW8 can be submitted.

Scheme	Payable Date	Reason for Retirement
1996 <input type="checkbox"/>		Please Select...
2008 <input checked="" type="checkbox"/>	26/05/2017	Incapacity

25  May  2017

Next Cancel

Select **next** to continue

## Commuted ill health

**Important** – If a member has deferred benefits in a separate Section/Scheme they must also submit an application to be accepted for ill health retirement for benefits from that Section/Scheme.

Scheme	Payable Date	Reason for Retirement
1996 <input checked="" type="checkbox"/>	29/02/2016	Commuted Incapacity
2008 <input checked="" type="checkbox"/>	29/02/2016	Commuted Incapacity
2015 <input checked="" type="checkbox"/>	29/02/2016	Commuted Incapacity

20  February  2016

Next Cancel

Upon selecting **next** the following question will appear.

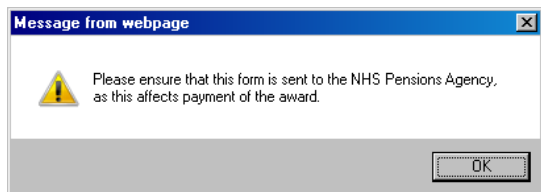
Scheme	Payable Date	Reason for Retirement
1996 <input checked="" type="checkbox"/>	29/02/2016	Commuted Incapacity
2008 <input checked="" type="checkbox"/>	29/02/2016	Commuted Incapacity
2015 <input checked="" type="checkbox"/>	29/02/2016	Commuted Incapacity

20  February  2016

No

Next Cancel

If you select No, you will not able to proceed with the application. When selecting Yes, the below message will appear.



Select ok and then **next** to continue

## Interests of Efficiency (IOE)

When selecting **next**, additional information will be requested.

You must select the option **a single lump sum** and select **next** to proceed.

## Redundancy/Compensation

When selecting **next**, additional information will be requested.

Capitalisation must be set to **Yes** and retirement age must be **65** in all cases.

## Part 2 – Employment details

If not already prefilled, input the member's job title and place of employment.

The screenshot shows a web form titled 'Part 2'. On the left, a vertical list of labels includes 'Employed as', 'Place of employment', 'EA Code number', and 'Date of Birth'. The 'Employed as' field contains the text 'Senior Nurse'. The 'Place of employment' field contains 'Birmingham Community Healthcare NHS Trust'. Below the 'Employed as' field is a blue 'Next' button, and below the 'Place of employment' field is a blue 'Cancel' button.

Select **next** to continue.

If the reason for retirement has been selected as compensation, the additional input screen will be produced.

The screenshot shows a web form titled 'Part 2' with a dark blue header bar containing 'Back', 'Print', 'Employer Menu', and 'E-Forms'. The left sidebar lists 'Paying Authority', 'AW343 received?', 'Employed as', 'Place of employment', 'EA Code number', and 'Date of Birth'. The 'Paying Authority' field contains 'No' with a checked checkbox. Below this field is a blue 'Next' button. To the right, there are several empty input fields and a blue 'Cancel' button.

Complete the requested information in order to proceed.

Select **next** to continue.

## Part 3 - Pay details

**Note:** If the member is in the 2008 Section of the 1995/2008 Scheme, 2015 Scheme or is employed as a Locum GP, General Medical, Dental or Ophthalmic Practitioner then the screens for pay will not be produced and POL will take you to Part 5.

Part 3

Frequency of Payment ? Monthly

**Whole time and Part time contributors:**  
 (A) Give below dates and total pensionable pay (TPP) in each of the last three years of contributing service. If the Member is **whole time** and the last year is the highest, only complete the first line (i). The last day of pensionable membership shown here must be the same as the date shown in box 34 of the final S055.

**DOMICILIARY VISIT FEES (DV's):**  
**Whole time members:**  
 (i) Include DV fees in the figures shown below.  
 (ii) Show the amount of DV's separately at (C) below.

**Part time members:**  
 (i) Exclude DV fees from the figures shown below.  
 (ii) Complete the whole of Part 4.

	From	To	Dis Days	Amount
(i) Last year	27/03/2014	26/03/2015	0	£ [ ] [ ]
(ii) Middle year	27/03/2013	26/03/2014	0	£ [ ] [ ]
(iii) Earliest year	27/03/2012	26/03/2013	0	£ [ ] [ ]

(B) Amount of deemed pensionable pay in respect of SICKNESS (NOT SSP), STAGED PAY AWARDS, BONUS/SPECIAL DUTY PAYMENTS, MERIT OR DISTINCTION AWARDS, LONDON WEIGHTING in (A) above in highest year only. £ [ ] [ ]

**Annual rate at cessation:**  
 Complete the annual rate of pay at cessation of employment or at last day of pensionable membership if earlier. £ [ ] [ ]

Next Cancel

It is important to note the correct **frequency of payment**. If **weekly** is chosen then the following message will be produced.

**Message from webpage**

Has the member attached a letter stating weekly payment of pension?, press ok for YES and cancel for NO

OK Cancel

If **weekly** is correct, please email the members letter to The NHSBSA.

### Total Pensionable Pay (TPP)

The latest **to** date produced should always match the members last day of Scheme membership.

If the member is employed full time and the last year's TPP is the highest, it is only necessary to complete the final year and input figures of 0.00 in previous years.

If the member is employed in a part time capacity all three years must be completed.

**Whole time and Part time contributors:**  
 (A) Give below dates and total pensionable pay (TPP) in each of the last three years of contributing service. If the Member is **whole time** and the last year is the highest, only complete the first line (i). The last day of pensionable membership shown here must be the same as the date shown in box 34 of the final S055.

**DOMICILIARY VISIT FEES (DV's):**  
**Whole time members:**  
 (i) Include DV fees in the figures shown below.  
 (ii) Show the amount of DV's separately at (C) below.

**Part time members:**  
 (i) Exclude DV fees from the figures shown below.  
 (ii) Complete the whole of Part 4.

	From	To	Dis Days	Amount
(i) Last year	27/03/2014	26/03/2015	0	£ 51225 15
(ii) Middle year	27/03/2013	26/03/2014	0	£ 30454 35
(iii) Earliest year	27/03/2012	26/03/2013	0	£ 30009 10

(B) Amount of deemed pensionable pay in respect of SICKNESS (NOT SSP), STAGED PAY AWARDS, BONUS/SPECIAL DUTY PAYMENTS, MERIT OR DISTINCTION AWARDS, LONDON WEIGHTING in (A) above in highest year only. £ [ ] [ ]

If the member has been employed with you for less than three years, POL will only ask you to input the part of the three years that **relate to your employment**. If you have details for the whole of the TPP period, please email [nhsbsa.polia@nhs.net](mailto:nhsbsa.polia@nhs.net) with the relevant details.

If the member has disallowed days within the TPP periods you will need to enter the amount of disallowed days into the input box. When you select next, POL will automatically step back the periods to take account of the disallowed days.

If the member has deemed pay within their highest year's pay, this should be input into box (B) above.

POL will check that the figures you have input reconcile with those previously supplied on the SD55 updates and termination. If the figures do not reconcile, POL will produce either a tick box or text box for you to confirm you are happy with these figures, and provide a reason why these figures do not reconcile.

Annual rate at cessation:  
Complete the annual rate of pay at cessation of employment or at last day of pensionable membership if earlier.

£   |

Insert the member's annual rate of pay into the annual rate of cessation box.

Select **next** to continue

### **Pensionable pay and deemed dates**

Where the middle or first year pensionable pay is higher than the final year's pay, The NHSBSA will use the highest pensionable pay, but will use the final year's deemed date. This is to avoid any overpayment of Pensions Increase.

If no substitute award is received within six months, The NHSBSA will change the deemed date to the middle or earliest year and the member will then receive any Pensions Increase that is due.

## Part 4 - TPP details for part time workers

The following screen will only be produced for members who work part time.

This should be completed using the member's notional whole time equivalent pay figure.

(B) Has the Specialist been entitled to the percentage increase in pensionable pay set out in the Terms and Conditions of Service for Hospital Medical and Dental Staff for their part time service? No

For ALL part time members: please give the NOTIONAL WHOLE TIME pensionable pay for each of the last 3 years, or lesser period if applicable. This figure should be the pensionable pay that would have been paid in a single comparable with whole time employment.

Year	From	To	Amount
Last	05/12/2015	04/12/2016	£ <input type="text"/> <input type="text"/>
Middle	05/12/2014	04/12/2015	£ <input type="text"/> <input type="text"/>
Earliest	05/12/2013	04/12/2014	£ <input type="text"/> <input type="text"/>

If the member has had a change to part time within the last three years, you will be required to input a figure for all three years. Where the member was employed whole time, insert the TPP figure that you have input on the previous page.

Select **next** to continue.

## Part 5 - Redundancy cases

This screen will only be produced when the reason for retirement has been selected as compensation.

The screenshot shows a software interface for 'Part 5' with the following elements:

- Navigation links: Back, Print, Employer Menu, E Forms
- Section (A) Classification: A dropdown menu with 'Admin. and clerical' selected.
- Section (B) Reason for Retirement: A dropdown menu with 'Competitive tendering - Premature retirement' selected.
- Section (C) Redundancy payments by EA:
  - (a) EA responsible for any compensation charges: Input field.
  - (b) EA Code: Input field.
  - (c) Gross amount of redundancy payment due, prior to any reduction (see Pt. 15, Para 7 of the EA Guide): Input field.
  - Gross Whitley R.P.: Input field.
  - Any other payments: Input field.
  - (d) Tax code from P45: Input field.
  - Enter Tax paid on both amounts at (c) above: Input field.
- Section (e) Have you made a redundancy payment?: A dropdown menu with 'No' selected.
- Bottom left: 'Next' button.
- Bottom right: 'Cancel' button.

Make a selection from the drop down list and input the relevant details. If details are in an incorrect format or are missing, warning messages will be produced and you will be unable to proceed.

Select **next** to continue.

## Part 6 - Miscellaneous inputs

Part 6  
1. Your name:  
a) Title  
b) Surname  
c) Firstname(s)  
d) Other names

2. Address for future correspondence:  
1st line of address  
2nd line of address  
3rd line of address  
4th line of address  
Post code  
ISO Country Code  
Home telephone number (no spaces)

3. Details of other Jobs (only complete this item if you are under the age of 60; please read the booklet)  
(i) Any work in NHS at time of retirement?  
(ii) Definitely Re-employed after retirement?

4. Allocation of pension  
Does member wish to allocate part of their pension?

5. Does the member want an additional lump sum by giving up part of their pension?

6. Send details of marital status, family and certificates direct to the Agency  
If member has indicated that they wish to send certificates direct to the Agency, please tick this box

7. Marital status?

8. Do you have any dependant children, if so, how many?

Next Cancel

**Section 1** displays the member's name that we hold on our system.

**Section 2** contains the member's address, which has been taken from NHSBSA records.

If incorrect, this should be amended before submitting the AW8.

The ISO country code must be selected from the dropdown list available.

- EE - ESTONIA
- EG - EGYPT
- EH - WESTERN SAHARA
- ER - ERITREA
- ES - SPAIN
- ET - ETHIOPIA
- FI - FINLAND
- FJ - FIJI
- FK - FALKLAND ISLANDS (MALVINAS)
- FM - MICRONESIA, FEDERATED STATES OF
- FO - FAROE ISLANDS
- FR - FRANCE
- GA - GABON
- GB - UNITED KINGDOM**
- GD - GRENADA
- GE - GEORGIA
- GF - FRENCH GUIANA
- GG - GUERNSEY
- GH - GHANA
- GI - GIBRALTAR
- GL - GREENLAND
- GM - GAMBIA
- GN - GUINEA
- GP - GUADELOUPE
- GQ - EQUATORIAL GUINEA
- GR - GREECE
- GS - SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS
- GT - GUATEMALA
- GU - GUAM
- GW - GUINEA-BISSAU

**Section 3** requests details of any other employments at the time of, or after retirement.



3. Details of other Jobs (only complete this item if you are under the age of 60; please read the booklet)

(i) Any work in NHS at time of retirement?  No  Yes

(ii) Definitely Re-employed after retirement?  No  Yes

If **yes** is selected the additional input screen below will be produced. Insert the name and address of the re-employment position and member's job title.

3. Details of other Jobs (only complete this item if you are under the age of 60; please read the booklet)

(i) Any work in NHS at time of retirement?  No  Yes

(ii) Definitely Re-employed after retirement?  No  Yes

Please provide name and address of employer, HA or PCT that is or will be responsible for the payment of fees, if you are a Dental Practitioner just enter DPB

What is your job, or what will be your job?

Will your other work at (i) above continue after you retire?  No  Yes

On what date will any work at (ii) above begin? 01 January

**Section 4** asks for confirmation of whether the member wishes to allocate part of their pension. If yes is selected, the allocation of pension form (AW811A) must be sent to The NHSBSA.

4. Allocation of pension

Does member wish to allocate part of their pension?  No  Yes

**Section 5** asks for confirmation of whether the member wishes to commute some of their pension into a lump sum retiring allowance.

**Important** - Section 5 will not be displayed if the reason for retirement has been selected as **Commuted Incapacity**. Commuting pension for a larger lump sum occurs automatically in these circumstances.

5. Does the member want an additional lump sum by giving up part of their pension?  No  Yes

**Important** – you will be unable to input whether the member wishes to claim the maximum lump sum which incurs a tax charge, or the maximum tax free amount. The NHSBSA will contact you for this information if it is required.

If the member is only claiming benefits from one Section or Scheme, the lump sum option will only be produced for that relevant Section/Scheme.

5. Does the member want an additional lump sum by giving up part of their pension?

Scheme 1995

Yes  No

Lump Sum selection

Please Select

Select the member's lump sum decision from the drop down list.

5. Does the member want an additional lump sum by giving up part of their pension?

Scheme 1995

6. Send details of marital status, family and certificates direct to the Agency

If member has indicated that they wish to send certificates direct to the Agency, please tick this box

Yes  No

Lump Sum selection

Please Select

Maximum

Specify Amount

None

If **specify amount** is selected, you will be required to input the amount that the member has specified on their application form. This is in addition to any basic/mandatory lump sum and must be wholly divisible by 12.

5. Does the member want an additional lump sum by giving up part of their pension?

Scheme 1995

Yes  No

Lump Sum selection

Specify Amount  £

If the member is claiming benefits from more than one Section/Scheme, the lump sum option will be produced for each Section/Scheme that the member is claiming benefits from.

**Important** – If a member has benefits in multiple Sections/Schemes, a lump sum choice will be produced where the 1995 Section membership ends before 31 March 2008. Before inputting the 1995 Section lump sum you must check that the member has service in the 1995 Section after 31 March 2008. If the member doesn't have 1995 Section membership after 31 March 2008, the 1995 Section lump sum must be selected as **none**.

5. Does the member want an additional lump sum by giving up part of their pension?		Yes <input checked="" type="checkbox"/>
Scheme		Lump Sum selection
2008		Please Select <input type="checkbox"/>
2015		Please Select <input type="checkbox"/>

Select the lump sum option that the member has selected for each Section/Scheme.

5. Does the member want an additional lump sum by giving up part of their pension?		Yes <input checked="" type="checkbox"/>
Scheme		Lump Sum selection
2008		Maximum <input type="checkbox"/>
2015		None <input checked="" type="checkbox"/>

When reviewing the form before submission the details will be displayed for you to check.

4. Allocation of pension		
Does member wish to allocate part of their pension ?		N
5. Does the member want an additional lump sum by giving up part of their pension?		Yes
2008		Maximum
2015		None
6. Send details of marital status, family and certificates direct to the Agency		
Has member indicated that they wish to send certificates direct to the Agency		No
7. Marital status ?		Single
8. Do you have any dependant children, if so, how many ?		0

**Section 6** should only be ticked if the member wishes to send certificates direct to The NHSBSA.

6. Send details of marital status, family and certificates direct to the Agency		<input type="checkbox"/>
If member has indicated that they wish to send certificates direct to the Agency, please tick this box		

If the member wishes to send their certificates direct to The NHSBSA, please ask them to make sure they enclose a covering letter with their full name, membership number (SD) and address and postcode. This is to ensure that they are linked to the correct AW8 and are returned promptly.

**Section 7** asks for the member's marital status. You will input the relevant details at Part 7.

**Important** - If the member is a male who is married to a male, the AW8 must be submitted with the marital status as **civil partnership**. If married is selected, this will lead to incorrect survivor benefits.

7. Marital status ?		Single <input checked="" type="checkbox"/>
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**Section 8** requests the number of any dependent children. If there are dependent children, the details will be input at Part 7.

8. Do you have any dependant children, if so, how many?		0 <input checked="" type="checkbox"/>
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Select **next** to continue.

## Part 7 – Marital details and census information

The member's marital status will determine what information is required. If the member is single you will only receive an input screen for the Census data unless there are dependent children.

The spouse's surname will prepopulate the same as the member's. This can be overtyped if the surnames differ.

If you have not seen the original certificates or original certified copies the drop down selection must be set to **no**.

If the member is unable to provide the relevant date, you should proceed by inputting 01/01/1900 with the drop down selection as **no**. The member's first name should be input as unknown.

The screenshot shows the 'Part 7' form with the following fields and options:

- Please tell us:**
  - The date of your marriage / civil partnership: 1 January (dropdown), [ ]
  - Have details of marriage / civil partnership been verified by sight of the certificate?: No (dropdown)
  - Your spouse / civil partner's date of birth: 1 January (dropdown), [ ]
  - Has the spouse / civil partner's date of birth been verified by sight of the birth certificate?: No (dropdown)
  - Your spouse / civil partner's first name: [ ]
  - Your spouse / civil partner's surname: [ ]
  - Your spouse / civil partner's National Insurance number: [ ]
- Please enter census data:**
  - Disability: [ ]
  - Religion / Belief: [ ]
  - Sexual Orientation: [ ]
  - Ethnicity Code: ZZ (dropdown)

Buttons: Next, Cancel

In all cases, the census data should be selected as **unknown** with the ethnicity code **ZZ**.

The screenshot shows the 'Please enter census data' section with the following fields and options:

- Disability: [ ]
- Religion / Belief: [ ]
- Sexual Orientation: [ ]
- Ethnicity Code: ZZ (dropdown)

Buttons: Next, Cancel

If there are dependent children the additional input boxes will be produced for each dependent's details.

The screenshot shows the 'Dependant Children' section with the following fields and options:

- Surname: Pension
- First name: [ ]
- Sex: Female (dropdown)
- Date of Birth: 1 January (dropdown), [ ]
- Verified?: No (dropdown)

Buttons: Next, Cancel

Select **next** to continue.

## Part 8 - The HM Revenue and Customs (HMRC) information screen

This contains information required by The NHSBSA to enable the member's Lifetime Allowance to be correctly notified to the member under the HMRC rules.

Please use the drop down boxes as appropriate and complete the required information as detailed on the AW8.

If any mandatory information is missing or in an incorrect format an on screen warning message will be produced.

The screenshot shows a web form titled "Part 8 - HM REVENUE AND CUSTOMS (HMRC) INFORMATION SCREEN". At the top, there are navigation links: "Back", "Print", "Employer Menu", and "E-Forms". The form contains five numbered questions:

1. Are there any retirement arrangements outside the NHS Pension Scheme? (Please Select)
2. Will the annual pension from all pension arrangements, including the NHS Pension Scheme be more than £30,000 a year? (Please Select)
3. Pension benefits taken on or after 6 April 2006?  
3(i) Total aggregated % of LTA used (Please Select) %  
3(ii) Date of first Benefit Crystallisation Event (Please Select)
4. Pension benefits taken before 6 April 2006? (Please Select)
- 4(i) Gross annual pension in payment today or at date of first BCE (£) (Please Select)
5. Should NHS Pension Scheme benefits be treated as entirely in excess of the LTA? (Please Select)

Below the questions, there is a text box for a "Certificate number for valid 'Certificate for enhanced primary fixed (2012, 2014 or 2016) or individual protection (2014 or 2016)' from HMRC. If the member has more than one form of protection enter at least one certificate number. Where the protection type is prior to 2016, please remember to send a copy of the certificate to NHS Pensions." Below this text box are "Next" and "Cancel" buttons.

Where a member has a protection certificate, the last eight digits of the certificate must be input in order to proceed.

## Part 9 – Member’s address and bank details

This part of the form requests the member’s current address and the bank details that the member has provided for payment of their pension/lump sum amounts.

There is a provision to change the member’s address if they intend to change their address or move abroad. If the address is to change please notify The NHSBSA to avoid queries. If any mandatory information is missing or is in an incorrect format on screen validations will be produced.

The screenshot shows a web form titled 'Part 9' with the sub-header 'Have you ever been a member of an Insurance Policy based pension scheme'. The form is divided into several sections: 'Address', 'Bank or building society account details', and 'Other Pensions'. The 'Address' section includes fields for 1st, 2nd, 3rd, and 4th lines of address, a dropdown for 'Is address foreign?' (set to 'No'), and fields for 'Post code', 'ISO Country Code' (set to 'GB - UNITED KINGDOM'), and 'Date of the change' (set to '1 January'). The 'Bank or building society account details' section includes a dropdown for 'Type of account - if none select voucher' (set to 'British'), a field for 'Branch sort code', a field for 'Account number', a field for 'Roll Number', and a section for 'Full name and address of your bank/building society' with four lines of address and a dropdown for 'Account type' (set to 'Current'). The 'Other Pensions' section includes a field for 'PAYMASTER reference number of any other pension'. At the bottom, there is a 'Voluntary deductions?' section with a 'No' dropdown, and 'Next' and 'Cancel' buttons.

The bank account details will usually consist of a six digit sort code and an eight digit account number. However there are several variables where more information can be found at the end of this document.

### Important -

For Re-employed Pensioners, or members who are already in receipt of pension benefits, the screen will appear as below –

This screenshot shows a simplified version of the 'Part 9' form. It includes the same header and 'Address' section as the previous screenshot. However, the 'Bank or building society account details' section is significantly reduced, with only a field for 'Account type' (set to 'Current') and a field for 'PAYMASTER reference number of any other pension'. The 'Voluntary deductions?' section and 'Next'/'Cancel' buttons are also present.

## Overseas bank account

Where the member has an overseas bank account they must complete the relevant overseas bank mandate specific to the country that they are requesting benefits to be paid.

No overseas bank account details should be input into POL. You should process the form by selecting the type of account as **foreign** and account type as **N/A**.

Bank or building society account details	
Type of account - if none select voucher	Foreign
Branch sort code (this is the six figure number that is usually in the top right hand corner of your cheque)	
Account number	
Roll Number	
<b>Full name and address of your bank/building society</b>	
Name of Bank or Building society	
1st line of address	
2nd line of address	
3rd line of address	
Account type	N/A

When reviewing the AW8, the bank details will be shown as follows:

Bank or building society account details	
Type of Account	Foreign
Account number	
Roll number	
Branch sort code (this is the six figure number that is usually in the top right hand corner of your cheque)	
<b>Full name and address of your bank/building society</b>	
Name of Bank or Building society	FOREIGN
1st line of address	FOREIGN
2nd line of address	
3rd line of address	
Account type	NA

The overseas mandate form must be sent to The NHSBSA immediately after the POL submission.

## Voluntary deductions

If a member has provided details of voluntary deductions, select **yes** and an additional input screen will be produced for you to input the details.

Use **drop down** boxes and enter amount of deduction accordingly.

Use **drop down** boxes and enter amount of deduction accordingly.

Select **next** to continue.

## Confirmation of input details

Once you have input all sections of the AW8, you will then be shown the details that you have input on the form. You should review these details to ensure that they are correct before selecting **submit**.

If details are incorrect select **cancel**. You will then need to re input the form.

If the information is correct, select **submit form** and the following confirmation message will be produced.



Select **ok** and you will be taken back to E-Forms.

If after submitting the AW8 you realise that information has changed or is incorrect please notify The NHSBSA of the relevant information. Please **do not** submit another AW8 on POL as this will result in duplication and a delay in benefits.



## Frequently Asked Questions

### Q. What do I do if the following message is produced?

'There are update forms in suspense at NHSBSA. Please contact your Pension Administrator to arrange clearance of these forms before you proceed to submit the retirement application'

A. Send an email with the subject titled 'Award Pending – SD \*\*\*\*\* to [nhsbsa.datamanagement@nhs.net](mailto:nhsbsa.datamanagement@nhs.net). The team will arrange for the relevant action to be taken and advise when you can proceed with the AW8.

### Q. What if I have definitely closed the record down, but the message is still being produced saying that I need to close the employment?

A. Check to see if the member has another open employment at your Trust (e.g. bank post). If so, this employment will also need to be terminated via SD55T before submitting the AW8. If still unable to submit please email [nhsbsa.datamanagement@nhs.net](mailto:nhsbsa.datamanagement@nhs.net) who will investigate and advise.

### Q. Which form should the member complete? Retirement benefits claim form (AW8)/ Deferred benefits claim form (AW8P)

A.

- If the member is claiming previous deferred Scheme benefits only, they should complete deferred benefits claim form (AW8P) which has to be sent to The NHSBSA for processing.
- If the member is in NHS employment at the time of their retirement, the retirement benefits claim form (AW8) should be completed. **Important** – If the member is in non-pensionable employment you must read the 'Claiming pension benefits from a later date' section under 'Notes to remember before submitting form AW8' before submitting the AW8.
- If the member has left NHS employment they should complete deferred benefits claim form (AW8P) which has to be sent to The NHSBSA for processing.

### Q. How do I input whether the member wishes to receive the maximum tax free amount or the maximum additional lump sum which may incur a tax charge?

A. When entering the member's retirement lump sum (Part 10 of the paper AW8) onto POL, you are unable to specify whether the member wishes to receive the maximum lump sum which may incur a tax charge, or whether they wish to receive the maximum tax free amount.

Please submit the AW8 with the member's decision as either no commutation, specific amount or maximum commutation (whichever they have chosen) and The NHSBSA will contact you if they require any further information in relation to the tax charge.

### Q. The member has a HMRC protection certificate. Which digits do I input onto the form?

A. Insert the last eight digits of the certificate number into the input box. The protection certificate must then be sent to The NHSBSA.

**Q. The member has not worked for you for the last full three years. What pay figures do we require?**

**A.** POL will only produce an input box with the dates where the member has worked for your employing authority. Input the relevant pay details and The NHSBSA will calculate the remainder of the three years.

## Appendix A – Additional bank account information

Name of society	Type of account	Sort code	Field 2 account number	Field 10 account number
Abbey National Plc	Bank account Instant Plus	09 01 26	Pensioner's a/c no	Not required
	All savings accounts Instant Saver, Five Star, Sterling Seven Day	09 00 00	00050005	Pensioner's a/c no.
Alliance and Leicester Plc	Cash Plus	72 58 26	Cashplus reference (appears on Cashplus card)	Not required
	Standing Order Collection Accounts	72 58 10	00000000	Pensioner's a/c no
		16 55 10	00000000	Pensioner's a/c no
	Alliance and Leicester Giro	72 60 00 to 72 60 06 (Scotland) 89 20 00 to 89 20 06	Nine-digit account numbers. 1st digit of a/c no becomes last digit of sort code	Not required
	Alliance Account	72 50 00 to 72 60 06 (Scotland) 89 10 00 to 89 10 06	Same rules apply as for Girobank accounts (first digit of a/c no becomes last digit of sort code)	Not required

	Alliance and Leicester - Isle of Man	16 60 17	12000043	Pensioner's a/c no
Anglo Irish Bank Corp (IOM) PLC		40-05-15	35341139	Pensioner's a/c no
Barnsley	All accounts	62 17 19	00000000	Pensioner's a/c no
Bath Investment	All accounts	40 09 19	40133094	Pensioner's a/c no
Beverley	All accounts	60 02 23	97451436	Pensioner's a/c no
		62 28 90	00000000	Pensioner's a/c no
Birmingham Midshires	All accounts	20 97 78	00968773	Pensioner's a/c no
Bradford and Bingley	13 40 00 accounts	13 40 00	00000000	Pensioner's a/c no
Bradford and Bingley	40 19 38 accounts	40 19 38	10312000	Pensioner's a/c no
Britannia former Bristol and West Savings a/c	All accounts	62 30 23	53731530	Pensioner's a/c no
	Direct Savings	62 24 53	53731530	Pensioner's a/c no
		30 93 73	00124371	Pensioner's a/c no
Britannia	All eight fig accounts	57 13 27	Pensioner's a/c no	Not required
	All nine fig accounts	57 13 27	00000000	Pensioner's a/c no
	Isle of Man - All	60 07 03	71040625	Pensioner's a/c no
Buckinghamshire	All accounts	20 02 06	20224448	Pensioner's a/c no

Cambridge	All accounts	20 17 22	40338346	Pensioner's a/c no
Caixa Galicia	All accounts	72 60 00	05197279	Not required
Caixa Galicia	All accounts	30 00 02	00493231	Not required
Chelsea	All accounts	08 60 72	00000001	Pensioner's a/c no (first eight digits)
Cheltenham and Gloucester Plc	All accounts			
Chesham	All accounts	40 17 12	90232009	Pensioner's a/c no
Cheshire	All accounts	20 53 77	50244961	Pensioner's a/c no
Chorley and District	All accounts	16 16 22	11758805	Pensioner's a/c no
City and Metropolitan	All accounts	40 15 05	71469134	Pensioner's a/c no
Clay Cross	All accounts	60 01 10	04803183	Pensioner's a/c no
Coventry	All accounts	40 63 01	Pensioner's nine digit a/c, omitting the last digit and the /	N/A
Cumberland	All accounts (old type)	16 52 21	99999999	Pensioner's a/c no
	All accounts (new type)	16 52 21	Pensioner's a/c no	Not required
Darlington	All accounts	40 19 03	40277061	Pensioner's a/c no
Derbyshire	All accounts	57 00 55	00000000	Pensioner's a/c no

Dudley	All accounts	08 90 48	70715024	Pensioner's a/c no
Dunfermline	Account types 11 - 19 (inc Dunfermline Gold)	83 92 06	Pensioner's a/c no	Not required
	All others	83 92 07	00000000	Pensioner's a/c no
Earl Shilton	All accounts	60 07 12	13761536	Pensioner's a/c no
	New sort code (replacement)	60 11 06	13761536	
	New Accounts	62 28 71	Pensioner's a/c no	
Ecology	6 digit accounts starting 00 or 000	05 03 88	40417739	Pensioner's a/c no
	All others	05 03 88	40417716	Pensioner's a/c no
First Active PLC	All accounts	30 15 25	63227798	Pensioner's a/c no
First National	All accs except Guaranteed Windfall	90 21 27	11327930	Pensioner's a/c no
Furness	All accounts	16 12 27	40393606	Pensioner's a/c no
Frizzell Bank Ltd	All accounts	51 81 18	02618281	Pensioner's a/c no
Gainsborough	All accounts	30 93 41	00041688	Pensioner's a/c no
Greenwich	All accounts	60 09 16	25225138	Pensioner's a/c no
Halifax Plc	Cashcard, Maxim or accounts with banking details	Halifax range of sort codes (11 series)	Pensioner's a/c no (as quoted on statement)	Not required
	All others	Halifax range of sort codes (11 series)	00000000 or 99999999	Pensioner's a/c no

Halifax Plc	Isle of Man - All	30 12 80	00135710	Pensioner's a/c no
Hanley Economic	All accounts	30 01 20	09995102	Pensioner's a/c no
Harpenden	All accounts	40 23 11	01246356	Pensioner's a/c no
Hinckley and Rugby	All accounts	40 24 19	81228218	Pensioner's a/c no
Holmesdale	All accounts	60 17 27	27584798	Pensioner's a/c no
Ilkeston	All accounts	40 25 29	21052683	Pensioner's a/c no
Ipswich	All accounts	23 44 48	00004000	Pensioner's nine-digit a/c no commencing 25
Jamaica National Overseas (UK) Ltd	All accounts	30 12 95	00189875	Pensioner's a/c no
Kent Reliance	All accounts	62 24 97	00000000	Pensioner's a/c no
Lambeth	All accounts	57 11 94	34266844	Pensioner's a/c no
Leeds (previously Leeds and Holbeck)	All accounts	30 00 00	00240303	Pensioner's a/c no
	Investment accounts	30-00-05	00038664	Pensioner's a/c no
	includes former Mercantile a/c's	40 27 15	12440040	Pensioner's a/c no
	Premier cheque account	08 61 19	Pensioner's a/c no	N/A

Leek United	All accounts	40-28-01	11012258	Pensioner's a/c no
Loughborough	All accounts (use for new notifications)	30 00 80	01781004	Pensioner's a/c no
	Old sortcode-collection acc still in use	30 95 21	00556885	Pensioner's a/c no
Manchester Building Society	All accounts	08 90 00	70127065	Pensioner's a/c no
Mansfield	All accounts	20 55 62	10613185	Pensioner's a/c no
Market Harborough	All accounts	20 49 08	70608386	Pensioner's a/c no
Marsden	All accounts	01 05 93	01525182	Pensioner's a/c no
Melton Mowbray	All accounts	40 32 14	10572780	Pensioner's a/c no
Monmouthshire	All accounts	40 34 27	10600717	Pensioner's a/c no
Nat West	Cash Plus	6 digit sort code supplied	8 digit a/c supplied	16 digit Card Reference not necessary
National Commercial Bank Jamaica Ltd(London) 1st Floor 83 Victoria St LONDON SW1H OHW		20 00 00	90663689	Pensioner's a/c no
National Counties	Pre-1993 accounts	40 20 24	90614629	Pensioner's a/c no (10 digits followed by first three letters of name)



National Counties	Post-1993 accounts	40 20 24	90614629	Pensioner's a/c no (10 digits - No letters of surname)
Nationwide	Flexaccount	07 01 16	Pensioner's a/c no	Not required. If an account number is quoted as ****/6***** then use a sortcode of 07 01 16 and the account number less the ****/6 in field 2
	Cashbuilder (Card account)	07 00 30	Pensioner's a/c no	Not required
	Cashbuilder (Passbook a/c) and other investment a/cs	07 00 93	33333334	Pensioner's a/c no
Newbury	All accounts	20 59 14	50660000	Pensioner's a/c no
		62 28 74	00000000	Pensioner's a/c no
Newcastle	All accounts	23 59 54	00000008	Pensioner's full a/c no (inc alpha characters)
	All accounts	23 59 54	Pensioner's a/c no (numeric digits only)	Not required
Northern Rock	Cheque accounts	08 60 64	Pensioner's a/c no	Not required
	Investment accounts	08 61 15	88888888 or 00000515	Pensioner's a/c no

			is preferred	
	Guernsey - All accounts	30 93 73	01207246	Pensioner's a/c no
North Lanarks Municipal	All accounts	82 20 00	90005528	Pensioner's a/c no
National Westminster	Gibraltar - all accounts	60 60 60	02100002	Pensioner's a/c no
North of England	All accounts	20 83 69	40672432	Pensioner's a/c no
Norwich and Peterborough	All accounts	08 60 81	Pensioner's a/c no	Not required
Nottingham	All accounts	60 80 09	96875364	Pensioner's a/c no
Nottingham Imperial	All accounts	40 35 18	41137085	Pensioner's a/c no
Penrith	All accounts	60 16 21	77173163	Pensioner's a/c no
Portman	Cheque a/cs, Portman Wessex Current a/c	23 71 70	Pensioner's a/c no	Not required
	All investment a/cs	20 11 39	90050210	Pensioner's a/c no
Post Office		90-78-68	Pensioner's eight digit a/c	Not required
Principality	All accounts	20 18 15	90653535	Pensioner's a/c no
Progressive Building Society	All accounts	90 21 27	43486565	Pensioner's a/c no
Providian National Bank	All accounts	20 32 53	00159255	Pensioner's a/c no

Prudential	Egg Account	40 61 99	0 before the pensioner's seven digit a/c no	Not required
Saffron Walden Herts and Essex	All accounts	20 74 05	00775991	Pensioner's a/c no
Saga A/c Postal Service	All accounts	57 11 84	53731530	Pensioner's a/c no
Scarborough	All accounts	40 40 22	40724971	Pensioner's a/c no
Scottish	All accounts	83 06 08	00255419	Pensioner's a/c no
Shepshed	All accounts	60 14 10	89883209	Pensioner's a/c no
Skipton	Investment accounts	20 78 42	70798924	Pensioner's a/c no
Stafford Railway	All accounts	20 81 00	70848336	Pensioner's a/c no
Staffordshire	All accounts	20 97 78	10789011	Pensioner's a/c no (eight digit)
	Mortgage accounts	20 97 78	50789038	Pensioner's a/c no
Standard	All accounts	30 96 15	00152528	Pensioner's a/c no (11 digit)
Stroud and Swindon	All accounts	40 43 21	91199501	Pensioner's a/c no
Swansea	All accounts	30 95 46	01464485	Pensioner's a/c no
Teachers	All accounts	60 24 43	60230282	Pensioner's a/c no
Tipton and Coseley	All accounts	20 27 17	70885096	Pensioner's a/c no

Universal	All accounts	30 00 47	00013906	Pensioner's a/c no
Vernon	All accounts	08 90 24	70236215	Pensioner's a/c no
Victoria Mutual	All accounts	20 00 00	80571512	Pensioner's a/c no
West Bromwich	All accounts	40 46 13	91066277	Pensioner's a/c no
West Cumbria	All accounts	82 68 29	90000990	Pensioner's a/c no
Woolwich Plc	Current account	10 80 02 see *	Pensioner's Cheque A/c No	N/A * Woolwich transferred to Barclays Bank in 2007. Obtain individual account details from members
Woolwich transferred to Barclays Bank in 2007. Obtain individual account details from members	Prime Gold card	10 80 02 see *	Pensioner's a/c no (last eight digits)	N/A * Woolwich transferred to Barclays Bank in 2007. Obtain individual account details from members
	Open Plan	10 80 12 see *	Pensioner's A/C no	N/A * Woolwich transferred to Barclays Bank in 2007. Obtain individual account details from members

	All others	10 80 00 to 10 80 09 see *	First eight digits of roll number	N/A * Woolwich transferred to Barclays Bank in 2007. Obtain individual account details from members
	Guernsey - All accounts	60 09 20	49652494	Pensioner's a/c no
Yorkshire / Gainsborough Building Society	All accounts except mortgage, secured loan and Sharesave	57 00 45	First eight digits of roll number	Full 10-digit roll number
	Mortgage, secured loan, Sharesave	62-23-37	First eight digits of roll number	Full 10-digit roll number
Yorkshire Building Society		60 92 04	First eight digits	Not required