

NHS Pensions – Standard membership enquiry factsheet

Important note:

You should first read the 'Membership record factsheet' as this covers the bulk of the membership related enquiry that we receive and includes a list of commonly queried reasons why employment might not be included in your pension record.

What do I need to do to query inaccurate or missing membership?

The employer you worked for during the employment in question should be your first point of contact unless otherwise instructed below.

You can look up an employer's address using the **Employer Directory** which is available on our website.

Alternatively you can contact our **Member Helpline** on **0300 3301 346** for assistance.

The most common type of membership enquiry we receive is where a scheme member believes NHS Pension Scheme contributions have been paid during an employment but where that employment is either not recorded correctly or is missing from your pension record altogether. In this instance your pay slips or pay advice would show that pension contributions have been deducted from your pay by the employer.

In the first instance the employer should be contacted directly to resolve this type of membership enquiry if it relates to employment within the last seven years or where you are still employed with that employer. Enquiry may include one or more of the following:

- You believe a period of pensionable employment is missing from our records.
- You believe the start/leaving date of an employment on our records to be incorrect.
- You recently worked part time and wish to query annual hours/sessions recorded.
- You wish to query changes in whole time / part time membership.
- You wish to query a period of disallowed days recorded.

If relevant, the following form should be downloaded and sent to the employer:

SM27B (membership enquiry with the employer)

For all other standard membership enquiries, where the employment to be queried is not current (over seven years ago) or where the employer is not known, you should instead contact us using the following form:

SM27C (membership enquiry with NHS Pensions)

Additionally you can also use this form to enquire about any missing finalised 'Added Years' contracts or transfer of benefit arrangements from other pension providers where relevant.

Important note:

When using the SM27C to contact us, you should enclose supportive evidence such as payslips and appointment letters that can help to confirm that you paid contributions to the NHS Pension Scheme or provide other required employment detail. A payslip summary sheet is provided for you to list any payslip details in date order.

If we manage to trace your employer we will provide a contact address for you to make enquiries with them, otherwise we will look into your enquiry using the information you have provided.

What happens next?

In most cases the employer will be able to investigate and confirm your membership. Where necessary, the employer will also update our records with any changes. They will let you know what action they have taken using the SM27D enquiry response form.

If the employer has identified an amendment but is unable to update our records they will let you know using the same form but also pass the details onto this office to process. We will write to you to confirm any action we have then taken.

Please complete all relevant boxes before submitting the enquiry form. Any incorrectly or partially completed forms may be returned to you.

Whenever possible remember to enclose pay slips, pay advice or other supportive documentary evidence when submitting your enquiry.

If you wish to query multiple employments with the same employer you can complete individual forms or attach a separate letter and ensuring that all information is provided.

If your enquiry relates to multiple employers complete a separate form for each employer (or us if instructed to do so).

There are separate factsheets and enquiry forms available for Mental Health Officer (MHO) and Special Class (SC) status enquiries.