

NHS Pensions Finance - Payment of Contributions via Pensions Online (POL)

Setup

- The Employing Authority (EA) or GP Practice must complete a Direct Debit Mandate to set up an instruction with the employers bank allowing NHS Pensions to take the amount submitted from the designated bank account
- Email or call Equiniti Finance to request a Direct Debit Mandate.

For GP Practices call 01253 774660 or email nhsbsa.practicepayments@nhs.net

For EA's call 01253 774522/4717 or 4521 or email nhsbsa.eafinance@nhs.net

- The mandate must be printed, completed and signed by an authorised person
- The completed mandate must then be posted back to the Fleetwood address shown at the top of the mandate
- The returned, completed mandate is then sent to the bank so the new instruction can be set up.
- Once set up, the instruction will give the NHS Pension Scheme permission to take the amount submitted from the designated bank account.
- It takes 10 to 14 days for the bank to set up the instruction and so cannot submit e-forms until the bank has completed its action.

Payment

- Log in to POL and submit monthly figures for NHS Pension contributions. If you have any problems logging in, please contact the POL Helpdesk on 0870 011 7108.
- GP Practices use the 'GP1' e-form and EA's use the 'RFT1' e-form
- The figures that employers submit are saved into a 'holding file' and they remain there until the next file upload which is normally done no earlier than 3pm every working day.
- If you discover an error while the figures are still in the holding file, we can delete the submission to enable you to resubmit. **Call 01253 774660 for GP Practices or 01253 774522 for EA's** to arrange deletion.
- Once the figures are uploaded they cannot be deleted. Please ensure you correctly enter the contribution period e.g. March contributions, are payable in April. In the event that you accidentally input and submit the wrong month, you must inform NHS Pensions by email at nhsbsa.practicepayments@nhs.net Please copy in

nhsbsa.pensionsfinance@nhs.net to advise us of the error, so we can correct it on your behalf.

- Please ensure you click on the 'Submit' button on the bottom right of the screen. When the form has been successfully processed you should see the following message:

SUMMARY

This is confirmation that your form has now been submitted. The surgery bank account will be debited within five working days.

- For GP Practices submitting GP1's - The figures upload directly into the NHS Pension accounts system and a payment of the amount submitted is instigated through BACS to be taken 2-3 working days later
- For EA's submitting RFT1's - The figures upload directly into the NHS Pension accounts system and a payment is instigated on the payment date that was provided by the EA on the RFT1. Please note that the submission date needs to be before 3pm at least two working days prior to the due date.