Welcome to the latest edition of the NHS Pensions Member Newsletter. Please share this newsletter with your colleagues and ask them to sign up by completing our online subscription form.

1. Have you seen your refreshed pensions statement?

Every year, employers update member records between April and June to prepare statements with over three million pension calculations performed. Refreshed statements for 2017-18 are now available to view.

There are two ways that statements can be accessed:

- via ESR Self Service
- or
- via Government Gateway (for deferred members and/or if the employer does not have access to ESR)

We are currently testing a solution (gov.uk/verify) to replace Government Gateway. Read more about this below.

Information about the statements, what they contain and how to access them is available on the TRS information website.
2. A new way to access your Annual Benefits Statement

If you access your Annual Benefits Statement through Government Gateway, you may have already seen a notification encouraging you to register on GOV.UK Verify in order to gain access to your statement.

GOV.UK Verify has been tested with a selected number of users since early July. Government Gateway access will still be available until later this year and gradually phased out.

Members can use the new service here.

You will be asked to register once for a Verify ID the first time you access the service.
3. Did you know?

- With figures taken from the latest statistics, over 675,000 people have viewed their statement online during the last 12 months, compared to 468,000 people this time last year.
- Of those viewing statements, 23% were male and 77% female.
- Members who have accessed their statement are spread across 12,279 organisations.
NHS Pensions has gathered the most popular questions asked by you about your Total Rewards Statement. Here are the top 5:

1) How can I access my Total Reward Statement?

Your statement is held securely on the TRS website. We have provided two ways of determining your identity in order to allow you to log in:

- Using ESR Employee Self Service; and
- Using the Government Gateway or GOV.UK Verify

Read more.

2) How is my 1995 Section pension revalued each year on my Total Reward Statement/Annual Benefit Statement?

If you have actively contributed to the 1995 Section during the Scheme year your statement will show your revalued pension, which has been calculated using the most recent whole time equivalent pensionable pay figure and Scheme membership, details of which have been provided by your employer(s). Read more.

3) What if I have forgotten my Government Gateway login details?

If you have forgotten your password or your User ID for Government Gateway, please follow the self-service links on the TRS website to retrieve this information. You can click ‘Forgotten your User ID?’ to retrieve your User ID, or ‘Forgotten your password?’ to retrieve your password. Read more.

4) How often is my Total Reward Statement/Annual Benefit Statement updated?
Your statement is updated each year to show the benefits built up until the 31 March.

5) Why don’t I have a pension estimate on my Total Reward Statement?

If you have accessed your NHS Total Reward Statement and found that you have not been provided with an Annual Benefit Statement there is probably a good reason and no need for you to be concerned. The following are the main reasons why you may not have received this part of your statement. Read more.

For more FAQs, visit our Ask Us page.

Confused by our terminology? Try using our Jargon Buster which contains some of the key words and phrases used. It is available at the bottom of every web page.

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If you need to contact us about your NHS pension, you can find the contact details on our website. Alternatively, our online knowledge base ‘Ask Us’ can answer your questions 24 hours a day, 7 days a week.