

NHS Total Reward Statements – Manager’s information pack (non ERS organisations)

Note for employers:

This pack has been developed to help your managers handle the common questions we expect employees to have about their Annual Benefit Statement.

Please ensure managers do not attempt to provide employees with financial advice. If employees need any financial advice they should consider contacting an independent financial adviser.

If you do not have a GOV.UK Verify account

Your Annual Benefit Statement is hosted on the Total Reward Statement website. Before you can access your statement you need to visit the website to set up a GOV.UK Verify account.

1. Visit <https://www.totalrewardstatements.nhs.uk/>
2. Click on the ‘log in or register’ button on the homepage.
3. Then click on ‘This is my first time using Verify’
4. You will then be guided through the Verify journey

If you have already used GOV.UK Verify

If you have already proved your identity with GOV.UK verify you can use Verify to access your statement.

To do so:

1. Visit www.totalrewardstatements.nhs.uk/
2. Click on the ‘log in or register’ button on the homepage.
3. Click ‘I’ve used Verify before’
4. Select the identity provider you have already used and enter your email address and password
5. A code will be sent to your mobile phone
6. Enter the code

You’ll then be able to view your statement

Problems accessing Gov.UK Verify

If you are having trouble using Gov.UK Verify, guidance is available on the Verify website:

<https://www.gov.uk/government/publications/introducing-govuk-verify/introducing-govuk-verify#how-to-get-help-signing-in>

You can also contact the TRS helpline on 0300 330 1351. This team can help with issues you cannot resolve yourself.