



NHS Pensions Online (POL) Guide

28. Form RF12 – Application for a refund of contributions

Before completing the Pensions Online RF12 application form please ensure that the following has been completed:

- Check whether the member is entitled to a refund.
- The employment has been closed
- Contributions submitted are correct
- The member has correctly completed, signed and dated Part A of the paper RF12
- Check their name and date of birth match The National Health Service Business Services Authority (NHSBSA) records
- There is no concurrent p/t employment with you that is active and pensionable
- Member has provided bank details
- When the employment(s) span three tax years you will need contracted out National Insurance earnings for the first year

The electronic form RF12 can be found in the main E-Forms menu:

E-Forms	
SI 55	Annual Update
SI 55	Terminating a period of membership
SI 55G	Updating a members personal details
SI 55E	Change a members employment details
SI 10	JOINER - for Trusts, PCT's and GP Practice Doctors
SI 14	JOINER - for practitioners
Automated Forms	Automated requests for information - IMPORTANT
RFT1	RFT1
Change to WT / PT	Retrospective Change to WT / PT
AOP4	EA Code change
Non-updated records	Non-updated records
A 2	Pension application form
RF12	Refund application form
TPP	EATPPCON
Agenda For Change	Agenda For Change - Pay Protection

Once you have selected the link you will be asked to input the member details:

Welcome to the NHS Pension Scheme ONLINE
RF12 - Refund application form

EA - 5812 Back Print Employer Menu E-Forms

[Exit Online Services](#)

[Site Update](#)

Before you complete this form, please ensure:

- Form RF12 has been completed and signed by both parties.

Please enter NI number **OR** SD Membership Number .

NI Number

SD Membership Number (e.g. 12345678)

Date of Termination 1 January

The 'Date of Termination' must be the same as that submitted on the employment termination details.

If it does not match you will receive the following onscreen warning message:

Welcome to the NHS Pension Scheme ONLINE
RF12 - Refund application form

EA - 3414 Back Print Employer Menu E-Forms

[Exit Online Services](#)

[Site Update](#)

Before you complete this form, please ensure:

- Form RF12 has been completed and signed by both parties.

Please enter NI number **OR** SD Membership Number .

****The input DOT is not present in the member record. We hold 30/08/1992. If this is incorrect, please exit and amend via SD55E e-form.**

NI Number

SD Membership Number (e.g. 12345678)

Date of Termination 1 January

Once a matching Date of Termination is entered you will be taken to the employment selection screen where you should select the matching employment:

Welcome to the NHS Pension Scheme ONLINE
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Please click on the Employer name of the employment for which you wish to apply for a refund.

Emp ID	Employer	Star Date	End Date
1	Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust	03/03/2009	24/07/2009

If there are any concurrent open employments displayed on this page you will need to close them before the RF12 can process successfully.

On the next screen you will be asked to check the members' personal details and input their address. If any of the personal details are incorrect you will need to cancel out of the RF12 and submit an **SD55G** to amend the details before submitting the RF12.

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Part A

- * Ni Number
- * Pension Reference Number
- * Title
- * Surname
- * Forenames
- * Previous Surname
- * Date of Birth
- * Last day of membership
- * Ea Code
- * Reason for Termination

01

* If any of the above details need amending, please exit this form and make amendments via the appropriate e-form before continuing.

Address

Post code

Country

PO BOX 2269

BOLTON

LANCS

UK

BL6 9JS

Submit

Cancel

If all details are correct select 'submit' and you will be taken to the next screen which asks for census data:

Welcome to the NHS Pension Scheme ONLINE
RF12 - Refund application form

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Please enter census data

Disability

Religion / Belief

Sexual Orientation

Ethnicity Code ?

Census data should be completed in all cases. If any fields are omitted you will receive an onscreen warning message, as shown below:

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RF12 - Refund application form

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Please enter census data

*** Disability - This is a mandatory field please make your selection from the drop down menu.

*** Religion / Belief - This is a mandatory field please make your selection from the drop down menu.

*** Sexual Orientation - This is a mandatory field please make your selection from the drop down menu.

*** Ethnicity Code - This is a mandatory field please insert a valid code. A full list of codes can be viewed by selecting ?

To view a full list of ethnicity codes click on the question mark at the side of the field.

The drop down menus alongside the other fields displays the options available for selection.

When fully and correctly completed, click on 'submit' and you will be taken to the next screen to complete bank details.

Welcome to the NHS Pension Scheme ONLINE
RF12 - Payment method

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Please select a Method of Payment

- Into a Bank/Building society**
- To a Nominee**
(payment is to be made to a third party)
- Authorisation Case**
(payment is to be made to the employer)
- Home address**
(This option is only available for members who hold a foreign bank account and therefore payment via BACS is not possible)

Payment can be made to:

- a bank or building society. In the case of the bank you will be asked to provide the account number, sort code and type of account. For a Building Society, the roll number will also be required.

It is important to check the bank details are entered correctly as once submitted a successful payment will process within a few hours.

- a nominee, in which case the name and address of the nominee will be requested.
- an authorised employer. This means the member wishes the funds to be paid to the employer to recoup monies owed.

You will need to confirm that the member left with outstanding funds owing and that they have not completed this box in error.

Written authorisation from the member should have also been received.

- the member's home address (if they live overseas and do not have a UK bank account).

Payment into a Bank/Building Society

Where this option is selected you will receive the following screen:

Welcome to the NHS Pension Scheme ONLINE
RF12 - Part 2

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Name of Bank/Building Society

Sort Code

Account Number

Building Society Roll Number

Account type

Submit Cancel

Once correct details are entered click 'submit'. Before being taken to the next stage you will be asked to submit the bank details again:

Welcome to the NHS Pension Scheme ONLINE
RF12 - Part 2

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Please enter details again to verify

Name of Bank/Building Society

Sort Code

Account Number

Building Society Roll Number

Account type

Submit Cancel

After selecting 'submit' you will be asked to confirm the details before being taken to the next stage. If you have made any mistakes you also have the option to change the information.

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RF12 - Part 2

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Name of Bank/Building Society	Nat West
Sort Code	016724
Account Number	00000001
Building Society Roll Number	
Account type	Current

Once you have selected 'Confirm Bank Details' you will see the confirmation screen.

Part A	
NI Number	HY300834A
Pension Reference Number	21000007
Title	MRS
Surname	EPSURNAME
Forenames	EPFORENAME
Previous Surname	
Date of Birth	
Last day of membership	
EA Code	
Reason for Termination	
Address	PO BOX 2269 BOLTON LANCS UK
Post Code	BL6 9JS
Country	
<hr/>	
Part B	
Method of Payment	Into a Bank/Building society
Name of Bank/Building Society	PEN BANK
Sort Code	123456
Account Number	00000001
Building Society Roll Number	
Account type	Current
1st year NI Earnings	£0.00
Contracted Out NI Earnings ?	Yes

Payment to a nominee

Where this option is selected you will receive the following screen:

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RF12 - Part 2

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Name of Nominee

Address

Post Code

Country

Once correct details are entered click 'submit' to be taken to the next screen, which asks for details of the nominee:

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RF12 - Part 2

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Name of Nominee

Address

Post Code

Country

Once these details have been completed you will be given the following confirmation screen:

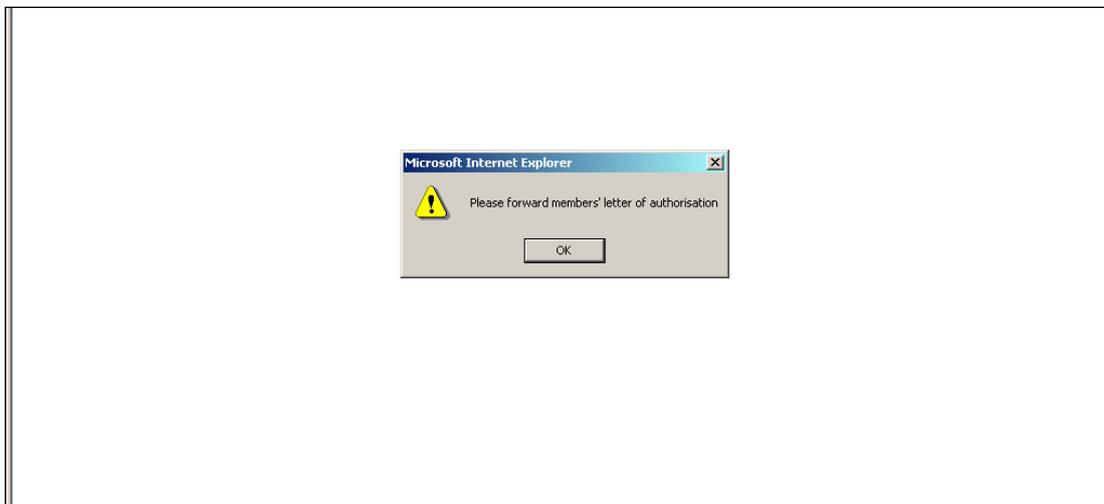
The screenshot shows a web form with the following fields and values:

Pension Reference Number	80050960
Title	DR
Surname	
Forenames	
Previous Surname	
Date of Birth	
Last day of membership	
Ea Code	
Reason for Termination	
Address	220 Broadway Fleetwood Lancashire uk
Post code	fy7 8lg
Country	
Part B	
Method of Payment	To a Nominee
Name of Nominee	Mr Refund Example Hesketh House 200-220 Broadway Fleetwood Lancs
Address	
Post Code	FY7 7LG
Country	Great Britain
Contracted Out NI Earnings ?	no

At the bottom of the form, there is a blue button labeled "Print RF12 form and return to E-Forms menu".

Authorisation case:

Where this option is selected you will be first asked to send the members authorisation letter to The NHSBSA.



After selecting 'ok' you will receive a confirmation screen that the RF12 has been submitted successfully.

Part A
 Ni Number
 Pension Reference Number 53131314
 Title MISS
 Surname
 Forenames
 Previous Surname
 Date of Birth
 Last day of membership
 Ea Code
 Reason for Termination
 Address 220 Broadway
 Fleetwood
 Lancashire
 uk
 Post code fy7 8lg
 Country

Part B
 Method of Payment Authorisation Case
 Contracted Out NI Earnings? no

[Print RF12 form and return to E-Forms menu](#)

Home address

This option should only be chosen for members who live overseas and do not have a UK bank account.

Once this option has been selected you will be asked to confirm the member's address and after selecting submit you will receive the normal confirmation page for printing and submission of the RF12.

What happens next?

In most cases submission of the form will result in the application processing within a few hours and the next day the payment should be issued (3-10 days should be allowed for receipt of the payment).

A letter is sent Second Class to the member's address notifying them of the payment and providing them with a breakdown of the calculation.

A copy of this notification is also sent to Pensions Online **Noticeboard** for your records, as shown on the following example:

Notice Board - Microsoft Internet Explorer provided by Envision

print it out.

You may delete an item, providing you have been provided with the rights to delete, by clicking on the 'trash can' icon. Otherwise they will be deleted 6 weeks after being posted to the Notice Board.

The following notifications have been received					
Notification Type	Surname	First name	Membership number	Date received	Status
Refund				25-Oct-2011	
Refund				21-Oct-2011	
Retirement Benefits				19-Oct-2011	
Retirement Benefits				19-Oct-2011	

Unsuccessful processing

There are some circumstances where the refund application form will not process successfully and an example of these is as follows:

- An earlier employment has not been closed by the previous employer
- The member is not entitled to a refund as they have sufficient membership for preservation.
- The member is not entitled to a refund as they have already rejoined the Scheme in another employment or remains pensionable in a concurrent employment.
- A joiner or updating form is in error and must be resolved before the RF12 can continue with processing.

If there is any problem with either the calculation or the membership record, the refund will be held and the case will be brought to The NHSBSA attention for review.

At this stage we will liaise with the relevant employers to try to make the payment as soon as possible.

You will be notified via the **Noticeboard** once the refund has been successful.

Any enquiries concerning a delay in payment of the refund should be made to the main employer helpline number 0300 3301 353, and not the Pensions Online Helpdesk.