

Pension Fund Administration Sub Committee

Meeting to be held on 11 October 2012

Electoral Division affected: <u>None</u>

Report on Member Self Service

Contact for further information:

Diane Lister, 01772 534827, County Treasurer's, Your Pension Service,
diane.lister@lancashire.gov.uk

Executive Summary

Member Self service (MSS) is a significant system development which allows pension scheme members (including pensioners) online access to their data through a secure website. This development is due to be implemented and communicated during November 2012.

Recommendation

That the Sub Committee note the implementation of Member Self Service.

Background and Advice

Member Self service (MSS) is a significant system development which allows scheme members (including pensioners) online access to their data through a secure website. MSS will enable members to: -

- Perform pension forecasts
- Check and amend contact/address details
- Check pension scheme membership and accuracy of records
- View nominations and download forms to amend / complete
- View Annual Benefit Statements online
- View payslip & P60 details online (pensioners only)
- Change bank account details (pensioners only)
- View and download Scheme documents, guides, factsheets, leaflets etc.

This development is due to go live at the end of November to coincide with the issue of annual benefit statements for current active members of Lancashire County Pension Fund. Members will be informed by newsletter that their statements are available online (paper statements will be available on request). The newsletter will contain a guide to registration. Pensioners and deferred members will be informed of this development under separate cover.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Future savings are expected as a result of this development as paper mail reduces and more documents (including annual newsletters) are made available online.

Risk management

Significant and robust testing of this system has been undertaken by Heywood, the Service's software supplier, and by ICT/OCL to ensure that this function can be accessed securely online.

Local Government (Access to Information) Act 1985 List of Background Papers

N/A