

# Pension News

2024



## An update for Pensioners in the Local Government Pension Scheme (LGPS)

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We are pleased to publish the latest edition of our Newsletter; keeping you updated on any changes to the Local Government Pension Scheme (LGPS) which may affect you. Inside you'll also find useful information about your pension and other areas of interest.



## Service Update

We are thrilled to share some exciting news with you! The Surrey Pension Team has been shortlisted for the prestigious Pension Administration Award in the Pension Age Awards 2024 shortlist.

This achievement reflects the unwavering hard work, dedication, and excellence demonstrated by our team. It represents a noteworthy milestone in our ongoing journey of continuous improvement. We take immense pride in this recognition and remain committed to consistently enhancing our services to pave the way for a better tomorrow for our customers.



## Updating Your Contact Details



### The advantages of the 'My Pension' Portal

In order for us to pay you your monthly pension, it is vital that you inform us of any changes to your personal details.

You can do this online by visiting the ['My Pension' Portal](#) ([mypension.surreycc.gov.uk](http://mypension.surreycc.gov.uk)), where you can update your address and bank details. The portal also gives you an overview of your pension payment information.

#### Not registered?

No problem. If you are not already registered, you can do so either [online](#), by contacting the Customer Relationship Team at [crt pensions@surreycc.gov.uk](mailto:crt pensions@surreycc.gov.uk), or by calling our 'My Pension' portal support line on **0300 200 1034**.

More information can be found on our [member website](#) ([www.surreypensionfund.org.uk](http://www.surreypensionfund.org.uk)).

#### Can't find what you're looking for on the portal?

If you would like some support with navigating the 'My Pension' portal, we are happy to help.

Visit [www.surreypensionfund.org.uk](http://www.surreypensionfund.org.uk) or send us an email (including your national insurance number) to arrange a call back.



## LGPS Scam Advice

### Information on scammers & how to avoid them

In these times of economic uncertainty, it's crucial to remain vigilant against potential risks. Unfortunately, this uncertainty may expose savers to increased vulnerability to scammers.

If you currently have a pension that is not yet in payment, we strongly urge you to consider seeking financial advice and to verify the credentials of those you are dealing with. Taking these precautions can help safeguard your pension funds and protect you from falling victim to scams.

Further information about scammers can be found on the following websites:

[www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk)

[www.fca.org.uk/scamsmart](http://www.fca.org.uk/scamsmart)

[www.moneyhelper.org.uk/en/money-troubles/scams/how-to-spot-a-pension-scam](http://www.moneyhelper.org.uk/en/money-troubles/scams/how-to-spot-a-pension-scam)



# Pensioner Pay Dates



## For 2024

Your monthly pension is paid on the last Thursday of each month, with the exception of December, when the payment date may vary.

Please find below details of the monthly pension payment dates for 2024.

Month	Payment Date
<b>January 2024</b>	25 January 2024
<b>February 2024</b>	29 February 2024
<b>March 2024</b>	28 March 2024
<b>April 2024</b>	25 April 2024
<b>May 2024</b>	30 May 2024
<b>June 2024</b>	27 June 2024

Month	Payment Date
<b>July 2024</b>	25 July 2024
<b>August 2024</b>	29 August 2024
<b>September 2024</b>	26 September 2024
<b>October 2024</b>	31 October 2024
<b>November 2024</b>	28 November 2024
<b>December 2024</b>	20 December 2024

## Signpost

If you are seeking additional support, we recommend exploring resources provided by Surrey Age UK, a trusted independent local charity that provides services across the whole of the county to help people aged 50+ make the most of their life.

You can find valuable information and services on the [AGE UK Surrey website](http://www.ageuk.org.uk/surrey/about-us) at [www.ageuk.org.uk/surrey/about-us](http://www.ageuk.org.uk/surrey/about-us).

Additionally, Surrey County Council offers health and welfare support, ensuring a comprehensive range of services for seniors.

For more details on the assistance available, please visit the [Health and Welfare Support section](http://www.surreycc.gov.uk/health-and-welfare/support/welfare-support) on the Surrey County Council website at [www.surreycc.gov.uk/health-and-welfare/support/welfare-support](http://www.surreycc.gov.uk/health-and-welfare/support/welfare-support).

These resources are designed to address various aspects of well-being and provide the necessary guidance to enhance your quality of life.

## New Member Website

At the end of January, we refreshed our website with many improved features and a greater focus on our own processes.

You can find all our [pensioner resources](http://www.surreypensionfund.org.uk/pensioners) at [www.surreypensionfund.org.uk/pensioners](http://www.surreypensionfund.org.uk/pensioners).

On our website you will find information on:

- How & when will my pension payments be made?
- Pension increases
- How to change my details
- How to report a death
- What if I die as a pensioner?
- Pensioner Newsletters

We appreciate any feedback that you may have that could contribute towards future improvements.

You can also find our new [Privacy Notice](http://www.surreypensionfund.org.uk/privacy-notice) on the website.

Let us know your comments via email at [pensions.communications@surreycc.gov.uk](mailto:pensions.communications@surreycc.gov.uk).

## Got a Pension Query?

Our Customer Relationship Team are happy to help.

For general pensions enquiries, please call **0300 200 1031**

For 'My Pension' portal support, call **0300 200 1034**

Lines are open Monday-Friday 9am-4pm

You can also email the team at: [crt pensions@surreycc.gov.uk](mailto:crt pensions@surreycc.gov.uk)

We will make every effort to provide you with a response as quickly as possible. For us to do so more quickly, please provide your full name, national insurance number and date of birth (DD/MM/YY) with your email enquiry.

## Pension Increase

As the increase is applied from 8 April, your April payment will be made up of a proportion of pension at the current amount and a proportion of pension at the increased amount.

You should receive your Pension Increase letter shortly. Please remember, if your scheme membership ended after 22 April 2023, then a smaller part-year increase will apply.

If you have any questions about your Pension Increase, contact us using the details below or visit the [Surrey Pension Fund website](http://www.surreypensionfund.org.uk/pensioners/pension-increases):  
[www.surreypensionfund.org.uk/pensioners/pension-increases](http://www.surreypensionfund.org.uk/pensioners/pension-increases).

## Got a Tax Query?

Your monthly pension is taxable income and HM Revenue and Customs (HMRC) inform us of the tax code to be applied to your pension.

Should you have any queries regarding tax on your pension, you will need to contact HMRC.

The easiest way to check your tax is through the HMRC personal tax account at the [GOV.UK website](http://www.gov.uk) at [www.gov.uk/personal-tax-account](http://www.gov.uk/personal-tax-account).

You can also use this to check your State Pension age and forecast.

If you prefer, you can write to HMRC at:

**Pay As You Earn and Self-Assessment**

**HM Revenue and Customs**

**BX9 1AS**

Or contact them by telephone at:

**0300 200 3300 (UK)**

**+44 153 535 9022 (Overseas)**



### Our Contact Details

 **0300 200 1031**

 **Surrey Pension Team**  
**PO Box 465**  
**Reigate, RH2 2HA**

View your pension online:  
[mypension.surreycc.gov.uk](http://mypension.surreycc.gov.uk)

Problem accessing our portal?

 **0300 200 1034**