

PENSIONS UPDATE BULLETIN

Members in England and Wales

URGENT AND IMPORTANT – ACTIONS WHICH MEMBERS SHOULD TAKE IN CONNECTION WITH THE TEACHERS' PENSION SCHEME

On 1 November 2026, the Government is transferring administration of the Teachers' Pension Scheme (TPS) from Capita to Tata Consultancy Services (TCS). Information about this is available on the TPS website at: [Important information about Teachers' Pensions services | 09 | 2026](#)

NASUWT does not believe that the most effective way to administer the TPS is to outsource administration to a private company – the Union believes that direct government control of the pension services which teachers receive is best achieved by in-house administration. This position is also shared by the TUC, which is campaigning for the insourcing of previously outsourced public services, including public service scheme administration.

However, the Department for Education (DfE) has confirmed that the transfer of TPS administration to TCS will go ahead and it is an important priority of NASUWT to ensure that members' interests are safeguarded during the contract transition process and also when TCS takes over the administration of the TPS.

TPS blackout

One of the most important consequences of the transfer of the contract is that most TPS members' services will be unavailable from 22 October 2026 to 2 November 2026, including:

- the website;
- Teachers' Pensions phone contact centre;
- secure email; and
- My Pension Online.

During this period of time, members' records and confidential data will be transferred from Capita to TCS. This is known as the 'TPS blackout'.

The Government has advised NASUWT that TPS Payroll services will be unaffected by the blackout and all pension payments will continue to be made on their due date. However, **most member services will not be available during the blackout.**

During the blackout, only genuinely urgent new cases will be opened by the TPS. These are cases which fall into the following categories:

- bereavements, including the death of a TPS member during this period;
- serious ill health, including applications for serious ill-health commutation because of terminal illness; and
- serious financial hardship.

If you need to contact the TPS in respect of any of these issues during the blackout, you should use the following email address: urgent@teacherscorp.com

This should not be used for routine contact with the TPS during the blackout, because the TPS member's file will not be available to the scheme administrator and because it may result in a delay to genuinely urgent new cases being progressed.

This emergency email address should not be used outside of the blackout period.

Any TPS cases which have not been completed by 22 October 2026 will still be worked on during the blackout, but TPS members will not be able to contact the Scheme about these or receive any information about their case, pension benefits or pensionable service record.

Return to full members' services

The DfE's intention is that the TPS website and My Pension Online function re-opens on 2 November 2026. However, the DfE advises that routine contact (for example, to check that pensionable service records have been transferred successfully) is delayed until the week commencing 9 November 2026, so that functionality is as high as possible for TPS members with pre-transition or new cases.

Members will have to set new passwords and reset MFA details when they log into MPO, following the lifting of the blackout. NASUWT has asked the DfE to ask employer organisations to create capacity in the Directed Time Calendar (by removing other duties) to enable teachers to reset their MPO accounts during Directed Time.

The DfE's intention is that the TPS contact centre and phone services should re-open on 2 November 2026. However, the DfE has asked TPS members to only use the phone services for urgent calls. Members are advised to use MPO wherever possible.

Actions which NASUWT members should take

NASUWT has no expectation that the transition of member data to TCS will not be successful – and the Union is working extremely hard to ensure that it will be. However, following discussions with the TUC and with sister public sector unions which have experienced the impact of scheme administrator transfers, **NASUWT advises that members download any key documents from their My Pension Online account and archive these securely.** This includes the latest Benefit Statement, which shows TPS accrual and provides a forecast of pension benefits. Information about how to understand the Benefit Statement is on the TPS website.

Key documents would also include the death grant nomination form if the death grant beneficiary is anyone other than the spouse or civil partner. This should be archived with any completed will.

NASUWT has asked the DfE to send the 2025/26 Annual Benefit Statement through the post to members, but, to date, the DfE has not agreed to this.

Please note that NASUWT does not provide assistance in respect of accessing documents via the My Pension Online portal – members should follow the instructions on the Teachers' Pensions website on how to log on to the My Pension Online portal and follow the guidance documents on the webpage: www.teacherspensions.co.uk/members/member-login.aspx

Please note that NASUWT cannot provide individual financial or pensions advice, including on the content of a Benefit Statement. Financial or pensions advice can be obtained from a regulated Financial Advisor; for example, an Independent Financial Advisor (IFA) or Wesleyan: www.wesleyan.co.uk/financial-advice/teachers

Members are strongly advised not to use AI tools to obtain pensions advice, including pensions casework advice. This includes AI tools which reference NASUWT by name. Members should be aware that NASUWT information about pensions matters will only come from an official and authorised NASUWT source and that this will never include financial or pensions advice. If members have any doubt about whether information is from an authorised NASUWT source, please check this with advice@mail.nasuwt.org.uk

Payroll services

In the event of any breakdown in Payroll services during the blackout which have previously been actioned (for example, a monthly pension payment is not made on the due date), members should use the urgent@teacherscorp.com mailbox to contact Teachers' Pensions and also inform NASUWT via advice@mail.nasuwt.org.uk

NASUWT will be maintaining extremely regular contact with the DfE over matters relating to the transfer of the TPS administration contract through to the middle of November 2026. Following transfer of the administration of the TPS, NASUWT will be working with the DfE and TCS to try to achieve improvements in member services, which have been under considerable strain in recent years.