

## **Information about your Pension – Wales**

### **Benefits statement**

Active members (teachers in pensionable service) will receive an annual benefit statement from Teachers' Pensions each year based on the information held on their service record for the period up to 31 March each year. Therefore, it is vitally important that members check this record for accuracy, ensure that it reflects their service and corresponds with their employment records.

Teachers' Pensions has a 'pensions online' service for active and deferred members and the NASUWT advocates that members make use of this.

If there are any anomalies such as missed service or incorrect pay records, then in the first instance members should raise this with their Employer to ensure that the Employer has sent Teachers' Pensions accurate information. If the Employer has failed to do so, members should seek assistance from the NASUWT.

It is vital that members retain documentary evidence of pension contributions paid, such as payslips. If it becomes necessary to pursue a legal challenge in respect of missing pension contributions, these are necessary evidence.

### **Internal Dispute Resolution Procedure (IDRP)**

All scheme members are able to make a complaint to the Department for Education (DfE) if they feel that their pension has been incorrectly calculated by Teachers' Pensions, there has been maladministration, they have a complaint, or they wish to appeal against an unsatisfactory decision. Members are advised to seek assistance from the NASUWT before using the DfE IDPR.

Please see below useful contact details for pensions matters:

## **Contacts**

NASUWT Cymru  
Clos Greenwood/Greenwood Close  
Parc Busnes Porth Caerdydd/Cardiff Gate Business Park  
Caerdydd/Cardiff  
CF23 8RD

Ffon/Tel: 029 2054 6080

Email: [rc-wales-cmyru@mail.nasuwt.org.uk](mailto:rc-wales-cmyru@mail.nasuwt.org.uk)

Teachers' Pensions  
Mowden Hall  
Darlington  
DL3 9EE  
Tel; 0845066166  
[www.teacherspensions.co.uk](http://www.teacherspensions.co.uk)

Wesleyan  
Wesleyan Assurance Society  
Colmore Circus  
Birmingham  
B4 6AR  
Tel: 0800 358 0325  
<http://www.wesleyan.co.uk/professions/teachers/>

The Pensions Advisory Service (TPAS)  
11 Belgrave Road  
London  
SW1V 1RB  
Tel: 0300 123 1047  
[www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)

Pensions Ombudsman Service (TPO)  
11 Belgrave Road  
London  
SW1V 1RB  
Tel: 020 7630 2200  
[www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)