

Approaching Retirement Session Transcript

Intro, Housekeeping, brief outline [00:00]

Please note that this seminar today on Approaching Retirement is only for members of the Local Government Pension Scheme... Local Government Pension Scheme (NI), which is administered by NILGOSC ourselves, so it will not apply to anyone such as teaching staff or lecturers; so just make sure that if you're on today's seminar you are actually a scheme member, only because... I mean you're welcome to stay but it might not apply to you if you're not actually a member of the NILGOSC pension scheme.

If you are sending in questions during the presentation, please submit those, as I say, via the Q&A section. You'll find the Q&A section next to where you usually find the meeting chat. You can still open the chat function, but you'll see there's a message that stops you from posting in it. The reason for that being is that just - especially yesterday, we actually found after yesterday's event, we had a lot of questions in the chat, and it's quite difficult to keep track of them. But the Q&A section works much the same. It just means that you're posting your question in there instead. And it means that whenever we send you a reply, the reply feeds in under it like a wee thread, so it means that we don't have to keep trying to find and go back to the question that we're answering. The chat can get quite overwhelming for people answering the questions otherwise. So please do use the qu - the Q&A section. It is much the same. You're just posting a question on that section of the Team's screen, okay.

And as I say, at the very end, if you prefer to keep your - your verbal question for the end, you can absolutely do that as well.

Please note as well, you don't have to stay for all the verbal questions at the end. I mean yesterday we were on for quite a while afterwards, answering questions.

If it's a case that you need to leave once this - the presentation and the demonstration of the online platform is finished, please do head on.

There's absolutely no need to stay for questions if you don't want to at the very end.

So, to get going with today's presentation, firstly. My name's Leah Sheerin, I'm the Employer Liaison Officer here at NILGOSC. With me today I also have my colleague Sinead Nicholson who is our Communications Officer. We are going to be talking to you today about Approaching Retirement. So hopefully most of the people here attending today are people who are thinking of retiring in the next wee while, maybe the next couple of years. Maybe it also includes people who are not going to be retiring for another 10 years or so. And maybe you just want to kind of learn a wee bit more about what your retirement could look like... nice and early. So that's absolutely fine if you're joining for that reason as well.

Anyone who has been at the last couple of events this week, so the Pension Awareness event, which was on Wednesday, and the Scheme Benefits event, which was yesterday, you may notice - you may recognise some of the slides throughout this presentation. Just some of the key information is obviously still going to be in it. So don't worry if you're still seeing some of the same slides. That's just the key information that we need to include in all of our presentations, such as how your pension's worked out, and things about the state pension and things like that.

But because today's about Approaching Retirement mostly, we do go into a wee bit more depth about things like claim forms, whenever you're claiming for your retirement benefits.

Brief Outline

So, what we will go through is a little bit of background on the Scheme. So we'll talk about what the Scheme is like, what it's like being a member of the LGPS (NI). We'll look at how your pension is worked out. We will look at the different types of retirement that are available to you as a member of the pension scheme. We will look at the retirement claim forms - now, I don't show an example of the claim forms on the screen, but I do go through the sections as in what this section is asking you to - to fill in. Claim forms can be quite long and a wee bit overwhelming sometimes to fill in for members, so if you do ever need help filling in those claim forms, I can direct you to where you would speak to an admin adviser on that.

We will talk about pensioner death benefits as well, so what are the death benefits that are available to any beneficiaries, or any not-eligible children, or spouses, or civil partners, and so on in the event of your death as a pensioner. We will go through a demonstration of My NILGOSC Pension Online, which Sinead is going to take us through. We'll look at a few things for preparing for your retirement just to remember as you are in the lead-up to your retirement. And then at the very very end, as I say, we'll have time for questions. That'll be time for verbal questions. While I'm doing the presentation, Sinead will be trying her best to go through the Q&A section for any written questions that are there. But please do please do bear in mind that we're trying to get through the presentation too.

Scheme Attributes [04:22]

What is a pension with NILGOSC?

So, firstly, what is a pension with the LGPS (NI)? So as a member of the pension scheme, what can you expect from this Scheme? So firstly, it is what we call a defined benefit, [excuse me], pension scheme. What that means is that your pension is calculated based on your pay, your membership length, and the accrual rate. So there's an accrual rate that gets added on to your pension each year. **[Excuse me, something in my throat]**. So to define benefit pension schemes, all that means, as I say, is that it builds up based on your pensionable pay each year, your membership length, so how long you've been in the Scheme for, and then there's an accrual rate that gets added to it each year as well. It is a Career Average Revalued Earnings scheme, or a CARE scheme.

CARE versus Final Salary

So you'll sometimes hear us talk about the CARE scheme or your CARE pensionable pay. That is that Career Average Revalued Earnings. That has been in place since 1st of April 2015 onwards. Everything before that is what we call Final Salary. And I'll go into detail about what the difference between CARE and Final Salary sections of the Scheme are.

So, in the CARE section of the Scheme, the way that your pension builds up is that every year we get your pensionable pay figure from your employer for that particular tax year or that particular scheme year.

We **divide it by 49** and we add that directly into your pension pot each year. And then year on year you should see your pension pot building up based on that **1/49th of your pensionable pay** for the previous year.

Your pension with the LGPS (NI) is also payable for life so important to remember that that whenever you do come to claim your pension from NILGOSC, the pension that you're getting - that annual pension figure - you're going to be paid that out every single year for the rest of your life.

So rather than a Defined Contribution scheme, it is one where, you know, you are getting out of it this benefit of a guaranteed pension, payable up until the point that you pass away. And even after that there is, as we say, the death benefits that are payable to any nominated beneficiaries, eligible children, spousal pensions, and so on.

Your pension with the LGPS (NI) is **also index linked**. What that means is that it increases in line with inflation. That's just through an annual adjustment that we add.

I will be showing you on the screen what a sample CARE pot looks like so how a sample member's Career Average Revalued Earnings pension is building up year on year, and you'll see where that increase gets added in to keep it in line with inflation. So, I mentioned there, CARE and Final Salary. So, up until 31st of March 2015 there was what we call the Final Salary scheme and that changed to the CARE scheme from the 1st of April 2015 onwards. What this meant is that before 1st of April 2015 the way your benefits were calculated at the point of retirement was quite different. And then after 1st of April 2015 with the CARE scheme coming in, it changed again with how it was going to be calculated - how your pension actually builds up.

So, if you are a member who was in the Scheme **before 1st of April 2009**, you'll have basically **three different ways that your pension is calculated**.

Membership pre 1st April 2009

So you can see on the screen there if you were in before 1st of April 2009, that's part of the Final Salary period. And that is the period that we kind of - came to be known as the 80th scheme, or the 80th part of the Final Salary scheme. The reason it was called the 80th scheme was just because it's a divisor of 80 that was used whenever we came to calculate your annual pension figure.

So you can see there how it would have been worked out up to 1st of April 2009. So when you retired it would have been your Final Pay at the point of retirement, multiplied by the length of your membership, divided by 80. So that's that 80th scheme coming in there, the divisor of 80. That would give you that annual pension figure. Plus, you'll be probably aware yourself if you were in the Scheme before 1st of April 2009, you're also entitled to an automatic lump sum, sometimes referred to as the retirement grant. So that was a lump sum, a tax-free lump sum that was part of your main scheme benefits and was automatically paid to you whenever you came to retire.

Membership post 1st April 2009

Anyone who then joined after 1st of April 2009 - it was still in the Final - Final Salary part of the Scheme, but it changed the divisor – changed basically from 80 to 60. So that's why we called it the 60th part of the scheme. So you can see between 1st of April 2009 right up to 31st of March 2015 it was still the Final Salary section, but instead now the way that your final annual pension figure was worked out, was your Final Pay at the point of retirement, multiplied by the length of your membership in the Scheme, divided by 60, and that gives you the annual pension figure.

You'll note there that the automatic lump sum that is attached to the benefits for a member who's in the Scheme before 1st April 2009 aren't included in that 09 to 2015 part of the Scheme. That automatic lump sum option dropped off so that no longer became an automatic benefit for members after 1st of April 2009. So if you weren't in the Scheme before 1st of April 2009, you'll not have an automatic tax-free lump sum payable to you.

We will come to talk about some of the options that are available to members who joined after 1st of April 2009 who do want to look into having a tax-free lump sum. We'll look at the conversion options which basically means you'll be converting or giving up part of your annual pension figure for a lump sum - a tax-free lump sum. Then whenever we came to the 1st of April 2015, the Scheme changed completely from what we called a Final Salary scheme to a CARE scheme, and that's where that Career Average Revalued Earnings comes in. Whenever it changed to a CARE scheme, what it meant is that rather than your benefits from then on being calculated based on your Final Pay at the point of retirement, it instead became an accrual of pension year on year. So every single year you are building up CARE benefits or CARE pension. And the way that that is calculated, as I said in the previous slide, is your pensionable pay for that year, divided by 49, and that goes directly into your annual pension pot.

Example Calculation

As I say, I'll show you what that looks like on - on one of the next slides here, a sample CARE pot. So, this is just with some sample figures that you can see - completely sample figures pulled from the air. So, not - not a - not - not a - a real member here.

Pre 1st April 2009

So, if we're looking at somebody who joined before 1st April 2009, so they have that membership in that final salary 80th section of the Scheme. So, that is going to include, at the point of retirement, their annual pension being worked out as Final Pay times length of membership, divided by 80. And that's their annual pension figure. So, for example, with sample figures there, £26,900 if that's their final pay at the point of retirement, multiplied by 5 years of membership up to 1st of April 2009, divided by 80. And that gives them an annual pension of £1,682 up to the point of retirement. And that's their annual pension figure up to the point of 1st of April 2009.

Because this person joined before 1st of April 2009, remember they are entitled to that automatic tax-free lump sum. That isn't going to be carried on past 1st of April 2009. So, that is calculated as the Final Pay, at the point of retirement, multiply by the

length of their membership, multiplied by three, and then divided by 80. That gives them that tax-free lump sum, and that is automatically paid, and it's a key part of their benefits from 1st - before 1st of April 2009.

With the sample figure again being used there, their Final Pay at retirement was £26,900 multiplied by five year's membership up to the point of 1st of April 2009, multiplied by 3, divided by 80, and that gives them that tax-free lump sum of £5,046. So, that - those two purple boxes you see there at the side of the slide, they are their benefits that they're going to have attached to their membership in the Scheme before 1st of April 2009.

Post 1st April 2009

Then we come to 1st of April 2009 onwards. This member is still in the Scheme, so they're going to have this other wee chunk of membership and benefits attached to that me - membership period - where remember the Scheme changed from the 80th divisor to the 60th divisor. So how that would look for this member is they also have another little portion of benefits at the point of retirement to work out which is going to be their Final Pay at the point of retirement, multiplied by the length of their scheme membership up to 31st of March 2015, divided by 60, and that gives them that annual pension figure.

And an example of that using the sample figures again, is their Final Pay at retirement of £26,900, multiplied by 5 years, divided by 60, and that gives them £2,242 of annual pension. And you can see that in that blue box at the side of the screen there. So whenever we come up to 31st of March 2015, this person has been in the Scheme since before 1st of April 2009. They now have two different parts of their benefits that are calculated in a slightly different way at the point of retirement.

Post 1st April 2015

Now, let's say for example, this person is still in the Scheme after 1st of April 2015 whenever the Scheme changes from what we called the Final Salary section of the Scheme to a CARE scheme. And what that looks like is from 1st of April 2015 onwards, this person is no longer going to just have their benefits calculated at the point of retirement. Their Final Salary benefits from pre 1st of April 2015 will still be

calculated that way because they can only be fully calculated using their Final Pay at the point of retirement.

Whereas their CARE benefits now from 1st of April 2015 onwards, it shifts away from doing the calculations at the point of retirement to actually just having a pot a pension pot that builds up year on year, every single year that you're in the Scheme from 1st of April 2015 onwards. So, what that will look like for this particular person. So, they have a total pensionable pay for the year, and we divide it by 49, and that gets directly added into their CARE pension pot. So, with our example figure, say for example, they earned £20,000 in a particular year, we take that from the employer, that figure, we divide it by 49, and that gives them an accrual rate of £408.16 of annual pension.

50/50 section

If they're in the 50/50 section of the Scheme - some of you may be aware that there is a 50/50 section. All that means is that you can opt into this section of the Scheme, which means you will be paying half contributions, so half the contribution rate that you'd usually pay. And in turn, you'd be building up half the pension. So you can see there the divisor of 49 is just changed to 98. So it's literally cut in half, so you're building up less pension, half the pension because you're paying half the contributions. So, for example, instead they would be earning £20,000 of pensionable pay in that particular year. We divide it by 98 instead of 49, and they get that annual accrual of 248 - £204.08 of annual pension.

Your CARE benefits are calculated annually and they build up year by year. So that's the key difference between the CARE benefits from 1st of April 2015 onwards and the Final Salary benefits that would have been up to the 31st of March 2015.

Membership across all 3 Parts

Okay. Now I will show you a wee bit more detail on what that looks like for a member who has membership across all the three sort of parts of the Scheme. Just so you can see it because it is a wee bit complex for members to understand at times. So I did tell you I would show you what a CARE pot looks like. So from 1st of April 2015, the CARE section of the Scheme, how benefits are built up from then onwards. So

you can see in this first year this member would have joined the Scheme from say 1st of April 2015.

Year 1

They start of course with an opening balance of zero because they've just joined. That particular year they have an annual pensionable pay figure of £23,500. Their employer tells us that - they give us that figure. We take that figure, divide it by 49. That gives them new pension savings for that particular Year 1 of £479.59. That becomes their closing balance at the end of Year 1.

Year 2

Whenever they come into Year 2 - and just so you're aware, the scheme year runs 1st of April to 31st of March - so whenever they come into Year 2 from the following 1st of April, they start with that opening balance, which is just their closing balance from the previous year. They get that revaluation rate applied to their opening balance for Year 2. So that's that index linked aspect to your NILGOSC pension that I mentioned at the start there.

It's a benefit that's available to all the members of the pension scheme is that your - your pension earnings are always - we always try to increase them each year to **keep them in line with inflation** and to offset the - the effect of rising prices.

So you can see that that in that particular year was 0.5%, which shows - which gives them about £2.39 added onto their opening balance there.

In that particular year too their pay seems to have gone up. They're now at £29,500. We take that figure, divide it by 49 for that year; it gives them their new pension savings of £602.45. That gets added onto their opening balance for Year 2, plus the revaluation rate, which is 2.39. And then that gives them that closing balance at the end of Year 2 of £1,084.44.

Subsequent Years

So you can see there: Year 3, Year 4, right up to the end of Year 5 how that's going to be building up. And you can see there that person's annual pensionable pay isn't

staying static. We'd expect, you know, certain - certain members of the Scheme will have pretty static pensionable pay each year, but some people will work overtime, some people might have a pay award during the year, some people might have a pay grade change during the year. So that can explain why, you know, annual pensionable pay can change year on year.

But you can see that no matter where that person's pay goes, it's always what the pay for that particular year was, divided by 49, and that's what gets added into their pension pot. So at the end of Year 5, this particular sample member ends up with an annual pension figure of £3,054. So, moving on to look at what it looks like in terms of all the different parts of membership of the Scheme.

Cake Tier Model

So we often talk about membership as being kind of like tiers of a cake. You can see here that the different tiers correspond to the different parts of, first of all, the Final Salary section of the Scheme, and then the CARE section of the Scheme, which is that bottom green section there of that cake. So some members of the Scheme will have all - all of the four tiers so they will have - been in the Scheme before 31st of March 2009. So, they'll have a 80th part of the scheme, and they'll have that automatic lump sum attached to that part of their membership. Then with the blue, they'll also have been in the Scheme from 1st of April 2009 right up to 31st of March 2015, so they'll have that 60th part of the scheme as well. And then they'll have been in the Scheme still from 1st of April 2015 onwards. And they'll have that CARE part of their benefits too.

So, at the point of retirement, a member that meets all that - that has been in the Scheme since before 1st of April 2009 will have all of that - all of those tiers there. So just have a wee think when you look at that. I suppose cake on the screen. How many tiers that you as a - as a member have. Some people on today's call will only have the green tier, the very bottom one. They've only joined after 1st of April 2015. Some people will only have the bottom two so they'll have the blue and the green tiers there.

Okay, so just have a wee think to yourself about, you know, **do you understand really how much membership you have in the Scheme**, and what that will mean for how your benefits are worked out whenever you come to retire.

How are my Benefits Calculated [19:47]

What it'll look like with sample figures, just for, again, the same sample member I showed you before. It's the same figures being carried through there. So this example, specifically, is a member who joined before 1st of April 2009, so whenever they come to retire, they will have membership across all those different sections of the Scheme. So we will need to take all of that information and calculate their benefits at the point of retirement in several different ways.

So firstly, they have membership since before 1st of April 2009, and that will be that purple - those two purple bubbles there that you can see at the - the - the very left of the screen. So they have attached to their pre-April 2009 benefits; they have £1,682 of annual pension. Remember, because they were in the Scheme before 1st of April 2009, they also have that automatic tax-free lump sum. And for that particular member, it worked out at £5,046. So that's their pre-April 2009 benefits. Then you come on to calculating their benefits from the 1st of April 2009 right up to the 31st of March 2015. That's that blue - that kind of darker blue bubble there, the second bubble on the screen. Attached to that part of their benefits, they have £2,242 of annual pension.

Then this person was of course still in the Scheme after 1st of April 2015 whenever it became a CARE scheme. And attached to that part of their scheme membership, whenever they come to retire, they have £3,054 of annual pension built up. We calculate all those separately on that person's behalf. We add them together and that gives them the one annual pension figure that's payable to them at the point of retirement. So we don't - we don't split them up and pay them separately. They all get added together. And you can see that $£1,682 + £2,242 + £3,054$ figure gives them an annual pension figure total of £6,978. Again, that person does have that membership from before 1st of April 2009, so that automatic tax-free lump sum gets carried through to retirement, and they can take that at retirement of £5,046, specifically for this sample member.

Pension options on retirement [21:57]

Okay. So, looking at what the pension options are on retirement whenever you actually come to take your benefits.

Standard Benefits

Firstly, you can look at taking your standard benefits that you've built up in the Scheme. And that's just a case of taking your annual pension figure that's been built up. For this particular person, they have the annual pension figure. Again, just carrying through the same sample - same sample member from the previous examples. An annual pension of £6,978, plus they have an automatic lump sum of £5,046 because they joined before April 2009. So this person could just take that annual pension figure.

That's payable for the **rest of their life**.

That tax-free automatic lump sum of £5,000 is going to be payable once, and once it's spent, it is gone. So that is a one-off lump sum. But certainly, their annual pension is going to be payable for the rest of their life.

Lump Sum

The second option then is if they're looking at that and saying, you know, I - I do have that tax-free lump sum of £5,046, but I think I'd like a little bit extra of a lump sum; I'd like a bit more, and I'm happy enough to give up some of my annual pension figure for more lump sum. They can look at converting some of their annual pension into a tax-free lump sum. The way that that works is that for every £1 of annual pension that is given up, you can get a tax-free lump sum of £12, or £12 towards a tax-free lump sum. It is of course subject to HMRC limits. The maximum tax-free lump sum limit is currently set at £268,275.

A lot of us won't have to worry too much about breaching that limit because it's quite a high quite a high tax-free lump sum limit. Anything above that is going to be subject to tax. So anything - if anyone is ever looking into a lump sum that's going to breach that and go above it, you do need to say to us so that we can discuss your options

with you. But certainly, most people will be beneath that. So, this person, as I say, already has an automatic lump sum of the £5,046, but they can choose to get to boost it and get a bit more of a lump sum. If you are somebody who joined after 1st of April 2009, and you don't have that automatic lump sum already attached to your benefits, it's still an option. You just wouldn't have that automatic lump sum, but you can still give up some of your annual pension to create a lump sum where there was no lump sum before, okay.

Just remember always - we always want members to make sure they understand that the value of a lump sum, if you're **giving up annual pension for a tax-free lump sum, the value of that lump sum may not replace the value of your pension.**

Remember that when you give up annual pension, you're giving up pension that will be payable every year for the rest of your life.

For lump sum that's only going to be payable once. And once it's spent, it's spent. So just make sure you weigh up your - your options at retirement and make sure you understand what the lump sum conversion option will mean for you.

Maximum Lump Sum Conversion

There is an option to convert to the maximum amount of lump sum, so if you're looking at your annual pension figure at retirement and saying, "You know what, I'm happy enough to give up as much of that annual pension figure as I potentially can to get as high a tax-free lump sum figure as I potentially can." So, again, using the same sample member, they have their standard benefits to begin with of an annual pension of £6,978. They then have the standard lump sum payable of £5,046 attached to their membership from before 1st of April 2009. They say "Yes, I want to go for the maximum lump sum conversion option". What that will look - for - what that will look like for this particular member will be, they have a reduced annual pension figure now, which you can see in the green box of £4,756. In return they're going to get a tax-free lump sum of £31,708.

Now, you can see in the purple box there, separately, they also still have that standard lump sum of £5,046. Because that's attached to their benefits from pre-April 2009 that doesn't get touched at all or affected by the conversion to a lump sum.

That's still payable as it always was. But it's what you see here being changed is that annual pension figure of £6,978 being reduced down to that £4,756. But in turn, they're getting quite a high lump sum of £31,708. So again, that is going to be an option that's available to all members whenever you do come to retire, and we send you out your final pension quote with all of your, you know, your standard benefits.

This is what's going to be payable to you at retirement, and you get your claim forms to start actually claiming your pension. We will show you [these are your standard benefits and this is the maximum conversion lump sum option that you have]. So we'll always show you the maximum option for lump sum, and then you can come back to us and say if you want to go somewhere in between. "So I want this amount of lump sum!" And then we can come back out to you and say "This is what it will look like with your annual pension being reduced if you want that amount of lump sum!".

So just be aware that **option is there for converting**, especially for members who don't have an automatic lump sum attached to their benefits already.

Types of Retirement [26:44]

Right, coming on to look then at the different types of retirement because, of course, today we're talking about Approaching Retirement and what are the steps that you should be taking, and the things you should be thinking about whenever you're coming up to retire from the Scheme. So the different types of retirement include voluntary retirement, and that includes everything from early, normal, or late retirement. There is also the flexible retirement option. There's redundancy or business efficiency, and then there's ill-health retirement. So we'll talk about each of those in detail now.

Voluntary Retirement

First up is voluntary retirement. And voluntary retirement, as I say, under that falls in: normal retirement, early retirement, and late retirement.

Normal retirement is just at your normal pension age. So normal pension age for most people in the Scheme is going to be in and around your state pension age. If

you were in the Scheme since before 31st of March 2015, you will also have the Final Salary benefits attached to that period. For Final Salary benefits, your normal pension age is 65. So realistically, you can from age 65 take your final salary benefits up to the 1st of April 2015 without reduction. The only thing to remember is that you can't take your Final Salary benefits without also taking your CARE benefits that you've built up after 1 of April 2015. And it - that would mean that if you went at age 65, your Final Salary benefits would be payable without reduction. But if your CARE benefits are attached to your state pension age of say 67, 68, you would be expecting some early retirement reductions to be applied to your CARE benefits.

So again, you just need to **weigh up the option** there about whether or not you want to go at age 65 to be able to take those Final Salary benefits unreduced, but you may face some reductions for your CARE benefits.

Early Retirement

If you're looking to go early from the Scheme so there is an early retirement option that is available from age 55 onwards. The reason I have a star next to 55 is just to be aware, as I say on the side of the slide there, that the minimum normal pension age of 55 will be increasing to 57 from April 2028. So just be aware of that, especially if you're looking to retire early from the age of 55 in the next couple of years.

From 1st of April 2028 it'll be - **early retirement will only be able to be taken from 55 onwards**. So just be aware of that. If you do want to retire early, just be aware that you will have actuarial reductions applied to that.

The reason for that being is that - remember your NILGOSC pension is going to be payable for the rest of your life.

If we have to start paying that out to you earlier than expected, then we're going to have to start applying some reductions to that because we're going to have to be paying it out to you for the rest of your life for a longer period than we expected to be.

Late Retirement

The other side of it then is the late retirement option which means that you are staying on later in the Scheme and contributing to the Scheme, and taking your pension later than we expected. So say, for example, your normal pension age is the age of 68 and you remain with your benefits in the Scheme until age 70, 71. What that means is that you will face, whenever you take your pension benefits from us, you'll face actuarial increases to your pension benefits because we're paying them out for potentially a shorter period than we expected. You're taking it at a later time than we thought you would, so therefore we're going to increase your pension benefits.

Just note as well that with late retirement your **benefits do have to be taken before the age of 75** so by the age of 75 you do have to have all of your benefits from the NILGOSC pension scheme taken out and claimed.

Early Reductions Grid

Just to show you the grid. It doesn't go into too much detail the grid and it might not mean too much to you without your figures in front of you, so don't worry too much about trying to work things out as you look at the grid here. But this is the grid that we use for reductions - early retirement reductions. So you can see here somebody who is going before their normal pension age, say, for example, somebody who has a normal pension age - age of 68, and they are looking to go and take all of their benefits at the age of 66. That person is going to face reductions of two years. So that will be that third row there in that grid. So the two years reductions - two years of early retirement reductions are going to be a reduction to their annual pension figure of 10%. And then a reduction to any automatic lump sum that person might have if they joined before 1st of April 2009, of 3%.

You can see the earlier this person retires - up to, you know, 13 years - you can see there how that is going to reduce their pension and their lump sum if they have a lump sum component attached to it as well. So you can see if you're going, you know, 10 years early, you're going to be expecting 36% reduction on your annual pension figure that's payable and 16% reduction on your automatic lump sum if there is one payable to you at retirement. So again, really important you weigh up your

options and you're aware that the reductions come into play if you're looking to go early from age 55 onwards.

As I say, the grid might not make much sense without your figures in front of you, your own personal figures, but Sinead will be showing us on the My NILGOSC Pension Online demonstration how you go about running calculations for yourself on that portal. If you are putting in an early retirement date on that from 55, the age of 55 up to your normal pension date, you'll see that the reductions are actually factored into the - the figures that you get from that calculator. So, it works very well rather than you having to sit and work it out yourself.

Rule of 85

Just to mention about the Rule of 85 because we are talking about Approaching Retirement today. Some - I'm aware that some members in the call today will have some Rule of 85 protections. Some members won't and you won't have to worry too much about this. So just to go through that very quickly. The Rule of 85 was basically a scheme provision that allowed members who retired early from the Scheme to take their benefits without reductions. And the reason that that was done was if they - their member age plus the length of their membership at the point of retirement equaled 85 years or more, they were entitled to no reductions to their pension being paid early. Okay, so it was that key of member age plus length of membership equal 85 years or more at the point of retirement; that person could expect to retire early without any reductions being applied to their pension.

Now that Rule of 85 was **abolished from the 1st of October 2006**, so anyone in the Scheme - anyone who joined the Scheme after 1st of October 2006 won't have any Rule of 85 protections attached to them.

But anyone who joined before 1st of October 2006 may retain some protections. If you're retiring from the age of 60 onwards and you have - you have some of those protections, so you join the Scheme but after 1st of April 2006, and you look to retire from the age of 60 onwards, any protections that you have under the Rule of 85 will be applied automatically.

If you're retiring before 60, your employer does have a discretion of whether they want - whether they choose to turn on the protections for you. The reason that - for that is that your employer has to cover the the strain on the fund from your benefits being paid early to you if you have Rule of 85 protections. So if you go before the age of 60 and you have Rule of 85 protections, your employer can choose whether or not they are going to turn on those protections of Rule of 85 and therefore cover the reductions for you.

Protections are very very specific to each member, so we do recommend if you do want to look into what your protections are under the Rule of 85, **we recommend speaking to one of our admin team for your own circumstances.**

That's just because we'll need to take a look at your actual pension record, and your membership length, and your age, and things like that to actually give you a proper answer. So anyone who's going to be asking about the Rule of 85 today,

I can give you some general information but if it's specific to you and your own personal circumstances, I'll have to direct you to our admin team instead.

Flexible Retirement

Looking at a different type of retirement then. Flexible retirement is also an available option for all members under the pension scheme. It is available from age of 55 onwards with your employer's consent. Of course, that age 55, remember, is going to be changing to 57 from April 2028.

Remember that it is with your **employer's consent**, so your employer may have very specific guidelines about when they will allow flexible retirement and when they won't, so make sure you speak to your employer about it first.

You must reduce your working hours or your grade. They're the key things about flexible retirement. You can only flexibly retire from the Scheme if you reduce either your working hours or your grade. Your employer can then have additional requirements attached to their policy on flexible retirement. So, for example, some employers say your hours have to be reduced by 40%. You need to reduce your working grade by one on the pay scale or something like that, so your employer

could have those additional requirements. Again, speak to your employer if flexible retirement is something that you're interested in.

You do have to have at least two years of qualifying membership in the Scheme is the only thing so from the age of 55 onwards plus 2 years of qualifying membership in the Scheme; just means that you need to have been a member of the Scheme for more than two years to actually avail flexible retirement. What it looks like when you flexibly retire is that you can choose to draw some or all of the benefits that you've built up. You do have to take all of your pre 1st of April 2009 benefits if you joined before then.

All of the benefits attached to that period do need to be taken at the point of flexible retirement; **you can't leave them in the Scheme.**

Then after that, you can choose to take all, some, or none of your benefits built up after 1st April 2009 so anything before - between 2009 to 2015, and anything after 2015 that you've built up, you can choose to leave those in the Scheme. The only thing to note is that you can't choose to take nothing on the - at the point of flexible retirement. You do have to claim some pension. And the point of flexible retirement is that you basically can remain in work and in the Scheme building up further pension until a full retirement unless you choose to opt out. So you remain in a reduced capacity in your role, so you've reduced either your working hours or your grade. You've accessed some of your pension benefits - benefits from the Scheme, and then you - you continue to work at a reduced capacity building up further pension until your full retirement date.

You can of course choose to opt out of the Scheme after flexible retirement; you don't have to stay in and keep building up benefits in the Scheme. If you do choose to opt out, you need to speak to your employer just to let them know that you do wish to opt out of the Scheme after flexibly retiring. With flexible retirement, because you are still going to be accessing some benefits earlier than expected, so before your normal pension age, your benefits are still reduced if you're under normal pension age, so anything that you take upon flexible retirement we will still have to look at, and say "Is this being taken before your normal pension age attached to those benefits, and if it is then we'll have to reduce them slightly."

The inverse of us - of it is if you flexibly retire after your normal pension age, then your benefits are going to be increased because you're taking them later than expected.

And, as I say, at the very end there **you cannot choose to draw none of your benefits**, so just be aware of that that you can't flexibly retire and take nothing from the Scheme.

Redundancy/Business Efficiency

Redundancy or business efficiency retirement is another type of retirement that is covered under the Scheme, so your benefits if you're made redundant or you're retired on the reason of business efficiency, they are payable immediately if you're age 55 or over, and if you have two years of qualifying membership in the Scheme so if your employer makes you redundant, and you have those two years of qualifying membership, and you're over the age of 55, then your benefits are payable immediately, and they are payable without reduction to you because your employer basically meets the cost of the early payment of those benefits.

If you're in the Scheme for - if you're in the Scheme and you are made redundant by your employer, but you are under the age of 55 at the point of redundancy or business efficiency retirement, what that means is you - your benefits are not immediately payable to you, but you will be entitled to what we call deferred benefits, which are payable at your normal pension age. That just means that your benefits are kind of frozen. They're kept within the Scheme up until the point that you can take them at your normal pension age.

Your employer can... in the event of you being made redundant, your employer can choose to award additional pension to you of up to £8,823 per year. That's the 2025/26 figures, which can change each - each scheme year. That is completely at your employer's discretion, so they decide whether or not that is something that they do. It should be in their discretions policy for each employer whether or not they are going to - or in what scenarios they award additional pension upon redundancy or business efficiency retirement

Ill-Health Retirement

Ill-health retirement is another type of retirement under the Scheme so this is in the case where a member is in a position where they are suffering from ill-health to the point where they can no longer work. And that will mean that they will go through this assessment process for ill-health retirement. And, if they are successful in being given ill-health retirement or they're accepted for ill-health retirement; I'll show you what that means in a wee second now. So ill-health retirement is payable at any age in the Scheme, so you don't have to be over the age of 55 or anything.

It is payable to **any member of the Scheme at any age.**

You do need to have two years of scheme membership is the only thing. Your benefits are not reduced for early payment if you retire on ill-health. If you are looking into ill-health retirement, you speak to your employer, they come to they fill in a form for you, and they approach us on your behalf about your ill-health retirement. And what it will look like the process is that you - you, the member, are assessed by one of our independent medical practitioners, and they will assess you for ill-health retirement to see if it's suitable to to give that to you.

And, if you are successful or if you are - if it would apply to you and the - and the registered medical practitioner says that ill-health retirement applies, you are basically paid all of the pension benefits that you've built up in the Scheme up to that point of ill-health retirement, without reduction. And then, depending on what tier they put you into, whether it's tier 1 or tier 2, you are also paid an enhancement on top of that.

Tier 1

And what the enhancement is based on is, so tier 1 is kind of the top tier. It's the - the strongest tier of ill-health retirement. Tier 1 is usually for members who are considered unlikely to be capable of gainful employment before their normal pension age, so unlikely to be capable of having any gainful employment again before their normal pension age. If you are assessed by the medical practitioner and you're given tier 1, ill health retirement, what that means is again, you're going to receive all the pension benefits you've built up to that point of ill-health retirement plus an

enhancement of 100% of the pension that you would have been expected to build up in the Scheme to your normal pension age so what you would have built up if you hadn't had to retire under ill-health retirement.

Tier 2

Tier 2 is just a slightly lower tier so tier two is where you're assessed by the medical practitioner, and they say, "Yes, ill-health retirement does apply here, but you are considered likely to at some point, before your normal pension age, become capable of gainful employment. You, in that case for tier 2, would again - you still receive all of the pension benefits you've built up to that point of - of ill-health retirement unreduced, but instead of the enhancement of 100% you get an enhancement of 25% of the pension that we would have expected you to build up in the Scheme up until retirement, okay.

So just be aware that ill-health retirement is an option that's available there for members. You just have to **have those two years of scheme membership**. But apart from that, it's payable at any age.

You do have to go through the assessment process with one of our medical practitioners but do speak to your employer if it is something that you think you would be interested in, or something that you think you need to avail of.

How do I claim my benefits? [42:42]

How do you actually go about claiming your pension benefits so whenever you decide you're ready to retire from the Scheme, and claim your pension benefits, what do you need to do? So, we rely on receiving your leaver details from your employer. So firstly, you need to tell your employer, "Look, you're looking to retire." They tell us "This person's looking to retire". They hopefully send us in advance. There's an advanced leaver's form called an LGS16. That's for your employer to fill in, to tell us "This person is planning to retire from this date. Here's the estimated retirement date. Here's their pay details and things like that." So we can actually start calculating your benefits for you. We calculate your benefits and we send you claim forms based on the information your employer has given to us.

Claim Forms

The claim forms include several different sections, as I say - as I said at the start of the presentation there; the claim forms are quite long. They can be quite lengthy to fill in. So please do let us know if you do need any help filling those in for yourself. So the claim forms include an overview, first of all, of the standard benefits that are payable to you as a member. So it'll be your standard annual pension that's payable, and if you have any automatic lump sum if you joined the Scheme before 1st of April 2009, they will be included in the overview at the start of your claim forms. Then there's form 1 through to form 4.

Form 1 will ask for your payment details because, of course, once we're happy that everything looks correct, we want to make sure that we can start getting your pension paid to you. Form 2 is your public service pension history, and as I say in brackets there, that's if relevant. So that's where we want to know about any other public service pension funds that you were a member of in the past, so any information you can give us there in that section will be helpful.

Form 3 is the maximum lump sum conversion options that are available to you whenever you retire. So as I said back when we were talking about the lump sum conversion option; we will always show you your standard benefits that are payable, and then we'll show you what the maximum lump sum you could get if you convert some of your annual pension to lump sum; what that maximum lump sum will look like. We won't be giving you figures in between, but you can certainly come to us and say, "I want this amount of lump sum. I don't want the maximum you showed me, but I want this amount." And we can then tell you, recalculate it, and tell you "This is what it would look like for your annual pension figure if you reduced it for that lump sum".

Form 4 then is your previous pension benefits declaration. That's where we - we are going to ask you for information on any pension benefits that you have already started to - to receive from any other funds - any other pension funds. That's just so that we can make sure for tax purposes and things like that that we - that we are keeping you right and keeping ourselves right in paying your pension. Finally, you just complete that form and return it to NILGOSC and return it to ourselves.

And, **as long as the information all looks correct**, and we're happy enough with, you know, your payment details, your public service pension history and so on, then we will process those and start paying your pension for you.

So, what happens next after we get your claim forms? We check them. We check the claim forms and your benefits, as I say, are processed. Usually, we try to keep the timeframe of within 10 working days. Any lump sum that's payable to you is paid directly to your bank account within 5 working days. Your Ben - your pension benefits are paid monthly in arrears on the last working day of the month so that will be how your pension is paid going forward once you become a pensioner. You continue to inform NILGOSC of any changes, so really really important that even though you're a pensioner and you're no longer contributing to the Scheme, you do still need to let us know of any changes to things like, if you now go and start a new job again after you've retired and taken your NILGOSC pension. Tell us if your address has changed. Tell us if you have a change to marital status, and things like that. Tell us if there's a change to your name, especially your surname as well. Phone number, email address, anything like that.

Please do still try to keep us informed because it means that - that if we need to get in contact with you, we want to make sure that we're sending it to the right address or we're calling the right phone number and getting in touch with you when we need to.

Please note that the pension payment can take a bit longer if there are queries on either the pay information we've gotten from your employer or on your claim forms so we still need you to fill in a little bit of a section of the claim forms and we send them back to you. That can lead to a bit of a - a bit of a - a wait for your pension to be paid because we can't pay it until everything is correct.

Death and Survivor's benefits [46:46]

Looking then at death and survivors' benefits so just to be aware that the Scheme does have that protection for your family in the event of your death. If you die as a pensioner and - so you - you've already received your pension from the pension scheme and then you pass away, the death benefits that are payable to your

dependents and your family; they will depend on when you left the Scheme, how long you've been on pension for, and whether your dependents will qualify for a pension. And the different types of pensions that are available here and the different types of death benefits; I'll go through those in a bit of detail now.

Survivor's Pension

So firstly, there's the survivor's pension. Sometimes called the spouse's pension, but that can - that can entail or that can include being paid to a spouse, a civil partner or a cohabiting partner. That pension is going to be payable for the rest of their life in the event of you passing away. Please do make sure that if you have a spouse, or a civil partner, or cohabiting partner, especially for, I think, spouse; Sinead will keep me right whenever she comes onto the demo here. For spouse and civil partner, we definitely will have those recorded on our system.

Cohabiting partner, I'm not so sure. There was a query yesterday about where we record a cohabiting partner. I think it's just the case that whenever you retire, we need to make sure that that person, that cohabiting partner is able to prove that they were your cohabiting partner whenever you were alive, so they have, you know, paperwork and bills to be able to prove that you lived together as partners... Sinead: That's right, yeah, we don't need a record of it now, but whenever... Leah: Perfect. That's what I was thinking. Yeah. So, it's spouse and civil partner we hold a record of. Sinead: Yes. Leah: Cohabiting partner we don't hold necessarily a record of on your pension record, but we - we do still need to know - they need to be able to prove basically in the event of your death that they would - that they would be ineligible - they would be seen as eligible for the survivor's pension as a cohabiting partner.

Child's Pension

There's also the child's pension; so that's available for any eligible children. I'll go - come on to the next slide here where I'll talk about what an eligible child is, just so you're aware of that. That is going to be payable to that child for the duration of their eligibility so for however long that they are - that they remain an eligible child for. What an eligible child is. So that includes anything from a natural or adopted child, a

stepchild or a child that you, the deceased, accepted as a member of your family. They need to have been dependent on you, the member, at the date of your death.

So whenever you pass away a child that was accepted by you as a member of your family, and they were dependent on you as a - as a member of your family at the date of your death, they could be seen as an eligible child as well. They must also meet these three bullet points at the bottom of the screen.

So they must either be under the age of 18, over the age of 18 and less than 23 and in full-time education, or physically or mentally impaired.

So they do have to meet one of those bullet points at the bottom of the screen and one of the bullet points at the top of the screen, okay, to be deemed an eligible - eligible child.

Lump Sum Death Grant

If you don't have a spouse, or a civil partner, or cohabiting partner, and indeed if you don't have any children whenever you pass away, then those are just not payable; they're not going to be payable to anybody else; they're only there for those particular people. But what everyone does have regardless of whether you have a spouse, a civil partner or so, or a child; what everyone is entitled to, or their dependents, or their beneficiaries are entitled to, is the death grant, the lump sum death grant. So the lump sum death grant is roughly equal to three times your pensionable pay. That is going to be adjusted if you're part-time.

The lump sum death grant is **payable to whoever you choose it to be payable to** so you nominate who you'd like to receive that death grant in the event of your death.

Really important for you to do that obviously whenever you're coming up to retirement to make sure that whenever you do pass away that is **going to go to the person that you want to go to.**

That's what we know - that's what we call nominating your beneficiaries. It's your beneficiaries for the death grant. You can choose several beneficiaries for this death grant, so you can choose, you know, 50% to go to one child, 50% to the other. You

can choose 50% to go to your spouse, 50% to go to a charity, or so on. Or you could even break it up even further than that.

NILGOSC does **retain a discretion** on who ultimately receives that death grant.

The reason we say that is just because we need to make sure it's going to be paid out to the right person. We do always try to ensure, when at all possible, that it goes out to the person that you've nominated, though. You can record your nominated beneficiaries for the death grant on My NILGOSC Pension Online, on the online portal, and Sinead will show us where that is done. Or if you struggle to use that online portal, you can still submit the LGS20 Expression of Wish form, and I'll show you where that form and all of our other member forms are kept on our website on the next slide.

Please try to keep that nomination of death grant beneficiaries as up to date as possible, so keep it updated as things change. So, for example, marital - marital circumstances if they change or you know... you, for whatever reason; you were maybe at one point wanting to give everything to a certain charity and now you want to give it to somebody else.

So make sure that you **update that as needed** to make sure that whenever you know you pass away, we can - we can hopefully ensure that's going to the person that you really wanted it to go to, okay.

NILGOSC Website Sections [51:54]

I'm going to come on now to look at the NILGOSC website. I have a couple of things that I want to show you on that website such as I say where to find those member forms to fill in for us, and then after that Sinead is going to go through the demonstration of My NILGOSC Pension Online, and then I only have maybe two or three slides left, and then it's time for questions at the end. So I'm going to come out of this and go into our NILGOSC website. So, this is our NILGOSC website here on the screen. It is nilgosc.org.uk and it's available for anybody to go on to it and have a look at the resources that are on it there. Our website is great if you haven't been on it before. It's really really beneficial. There are loads of other resources available for both members, deferred members, pensioners, employers, and so on.

Members Section on Website

So what we'll look at is the Members area here. At some point soon if anyone here is looking at retiring soon, you could well be looking at the Pensioners area here. I'll go into the Members area for now just to show you all the different tabs that are available there. So, there's lots of information about the Scheme and about your - your membership of the Scheme such as, you know, how you go about joining the Scheme, understanding the Scheme in terms of how your benefits are worked out, and so on.

Boosting your Pension Section on Website

There's also a section here which I'll not go into detail on today just because we don't really go into detail on boosting your pension contributions in today's seminar. But there is the section here on Boosting your pension. There are two different options here. There's the Additional Pension Contributions, or the APCs. Or there's the Additional Voluntary Contributions, or AVCs. If anyone that's on the seminar today wasn't on the seminar yesterday or Wednesday and wants some further information on APCs and AVCs, please do let us know. Just as I say, we're not going to be dealing with those in detail in today's seminar. But certainly, if you're interested in the APCs, you can go into this section of the website here.

So again, Members, Boosting your pension. It'll give you lots of information there about how to go about setting up an APC contract, which means you're going to pay extra contributions to then buy yourself a guaranteed amount of additional pension at retirement. Or there is the AVCs option, which means that you're going to be paying into our AVC provider, Prudential, who will invest those additional contributions on your behalf. And you go into this section if you're interested in AVCs rather than the APCs, okay.

Forms for Members Section on Website

I want to show you where to get the forms for members on our website so if there's ever a form that we ask you to fill in for us, you go to the More options drop down here. Under Resource library, there are Employer resources and Member resources. You go into Member resources. And if you scroll down on the right hand - the left

hand side of the screen here, you'll see Forms for members. If you click on that and scroll down, you'll see all the different forms that we might refer to and ask you to fill in. So if you're looking to transfer in any benefits from a previous pension scheme into NILGOSC that's where you go for the LGS8 Transfer Quotation Request form.

I mentioned about nominating your death grant beneficiaries, that's that LGS20 Expression of Wish form to fill in and send into us. Any change in circumstances that you can't log on the - that you can't log on the My NILGOSC Pension Online portal, you can fill in that LGS24 form instead, and so on. So lots and lots of forms there available for you to fill in. So if we ever ask you to fill in a form for us you can find those in that section there, okay.

Demo of My NILGOSC Pension Online [55:23]

At this point, I'm going to hand over to Sinead, so Sinead can do the demonstration of My NILGOSC Pension Online for us. So Sinead, you feel free to - to grab the screen for me. **Sinead:** Okay, hopefully everybody can see that there now. So as Leah said, what I'm going to do now is take you through a demonstration of My NILGOSC Pension Online. So this is our online portal. Could be really useful for if you're approaching retirement because what it allows you to do is:

You can log on, and you can run quotations, and you can pick as many dates and years as you like.

Registering for My NILGOSC Pension Online

Okay, so how you get onto that. If you haven't registered for our online system, you can follow along with me now if you want or you can go back and do it later. But you go to our website which is nilgosc.org.uk, or you can just put NILGOSC into Google. Up at the top here, you'll see a Register and a Sign in button. So I'm going to click on Register. Okay, so whenever I click on Register, it's going to bring me to this screen. And you can see that there's 3 options. There's a Login, which is what I'll do in a minute. But if you haven't registered before, you can click on this bottom one, I've never registered. And it's going to tell you some information we'll need from you in order to register, and it'll ask you to accept some terms and conditions.

Email Address Held

So if you just click the button down here and click Let's begin, it'll simply ask you for your surname, your date of birth, and your national insurance number. And then you click Submit. Now if we already hold your email address on file, what will happen then is you'll get an email to that email address, and we - there'll be a link in there that you can click on to continue your registration.

Email Address Not Held

If we don't hold an email address on file for you, you'll get a note on the system to say that we're going to post you out an activation code within a few days. If we post you out an activation key, then what you want to do is, go back in here once you receive that activation key. Click on the I've never registered. Click again on the terms and conditions but instead of clicking on Let's begin, click on the I have an activation key. And it'll ask you for the same details. Your surname, your date of birth, and your national insurance number. And then you put the activation key in there. And what that'll do is, it'll bypass the email that you need to do, and that'll get you onto the online system.

Dashboard

Okay, so, what I'm going to do is, I'm going to log on here now. So whenever you log on... this is what it'll look like, okay. So, whenever you log on, here is the dashboard. And everybody's will look potentially slightly different depending on what type of member you are. So, if you're an active member, a deferred member, or you also maybe have a pensioner record; or some people have - some people are active and also deferred, some people are active and also pensioner.

You might have different tiles.

Documents and Uploads Tile

So the first one I'm going to show you here really quickly is the Document and uploads. So you can click in here, and what we can do in this section, is we can go through Files sent to you, so this is things that we'll send to you. So, for example, in this demo record, you can see there's a membership pack in here. So this person's

obviously just joined the Scheme. We've sent them a letter saying log-on to get your membership pack. There may be other things in here if you have AVCs, or other communications. If we send anything to you, that's where you'll find it, in there.

The My uploads is where you can send things to us. So this is a secure portal that links directly to our administration system. And you - rather than emailing us things because - like birth certificates or marriage certificates - we can't guarantee that secure. This way, you can upload information through the portal and it'll direct - go straight to us onto your account. You can either click on Upload here if you've got them saved on your computer, or if you don't have them saved on your computer, you can take a picture on your phone. Say it's your marriage certificate, or claim forms, or whatever, you can take a picture on your phone and then just upload - upload them here from your phone, so you don't need to post stuff to us anymore. So that's the Document and uploads.

Annual Benefit Statement Tile

The next section that's important here to show you is the Annual Benefit Statements. So, it's a while ago now, but hopefully in the summer everybody got an email or a letter saying that your annual benefit statement was online, and so go on here and to have a look at it. So this is where we're trying to get you to go to. So, the benefit statement, as you can see at the top here, there's a dropdown here for employment. Now, if you've only got one job, that dropdown won't be there; it'll just be populated with the one job that you have. But we do have some people in the Scheme who have several jobs. Or as you can see in this demo record, they are currently a Payroll Manager which from July 2008 until present. But they also have a deferred record when they were an Admin Officer from 2000 to 2008.

So there's - you'll see in certain pages in the Scheme or certain pages on the portal where it's relevant you can flick between different employments, if you have them. So we're going to keep it on there. You can also go through to the last five years previous statements. So the statement is broken down into 3 sections.

Pension Forecast

So we have the Pension forecast and that's where we're showing you if you stay in the Scheme until your normal pension age, which for this person is 67 - yours might say something different - then you're on course to receive a pension of - and for this person it's just over £13.5 grand a year. And then it says there at the side that would give you a monthly income of... So that's if you stay in the Scheme and nothing changes. Your pay stays the same, nothing else changes; that's what you're on course to get. So that's the forecast.

You will notice there's loads more information down here throughout the site; we've got these little dropdown boxes that have loads and loads of information if you want to sit and read it. I'm not going to go through them all now; I'm just going to show you the highlights. But, that's what we're basically trying to get you to look at on this screen.

Pension Breakdown

The Pension breakdown section then that's bas - telling you the current value of your pension. So we do these once a year, so they're always set at the 31st of March. So given that we're near the end of February, these are nearly a year out of date. But you will be get - they will be updated this summer coming. So, what this is saying is, as of the 31st of March last year, this person's pension is currently worth just over £7,000. And as you can see in the last year, it increased by £640. Now this person also here has a guaranteed tax-free lump sum. So they must have joined the Scheme before the 1st of April 2009. If you joined after that date, this section won't be there for you.

So that's one of the other good things about the site is it's quite **personalised**.

If there's information that's not relevant for you, it won't be there.

So as you can see here, as I said, we have these little dropdowns, and this is just loads more information where we're showing you how we've come to that £7,000 figure. So you can see the four - just over £4,000 is the Career Average benefits. Then, the 2009 to 2015 Final Salary is worth £1,800 or so. And before 2009 is just under £1,000. So that's showing you how we're coming to those figures. And again,

there's even more information in here as well to show you how we've reached those figures. So loads and loads of information on there, but if you don't look at anything else, just look at this top section to see what your pension's currently worth.

Death Benefits

And then the last thing that we want to show you is the Death benefits. So this is, that God forbid, anything were to happen to you while you are an active member of the Scheme. There are some death benefits as part of the Scheme. So you can see there the lump sum death grant which is the one that's approximately worth about three times your annual salary. So that will tell you in there how much that is. And this is where we need you to nominate to tell us who you want to receive that money in the event of your death. This can go to anybody. Can go to family, friends, a charity, anybody at all. That will be paid if you die within service to whoever you choose.

The annual survivor's pension then is only - it's only there if you have a spouse, or a civil partner, or an eligible cohabiting partner, or an eligible child.

So, if we have in our records that you're single, divorced, or widowed, then no survivor's pension will be shown; **it will just say zero.**

So, just go on and have a wee look. Make sure that we have your information recorded correctly.

As Leah said before if you have a cohabiting partner, there are some eligibility things there but if you have a cohabiting partner that you're living with - you've been living with for several years, you don't need to - we can't really - you don't need to report that on the system. But when - if, God forbid, something happened and you died, as long as they can show us joint bills and that type of thing, then the pension will be paid to them. And again, there's more information in the breakdown there. So that is the Annual Benefit Statement; hopefully that makes sense.

So you should get another letter or email in the summer this year to say "Go on and look at your statement." And we'll **send you those one of those every single year.**

Manage Beneficiaries Tile

So, the next section here is the Manage beneficiaries. And this is where I mentioned that the lump sum death grant, the one that was three times - roughly three times your salary. This is where you tell us who you want to receive that. So as you can see in this demo record, we have Denise and Daniel here. So we've got Denise - is this person's wife, and he's given her 90%. And his son Daniel is getting 10%. So you can click on the Add new beneficiaries. You can delete beneficiaries, you can edit them. So if we click in here to edit you could see we asked for some information; their name, their relationship to you, their date of birth, how much you want to give them, and then contact information, just in case we ever need to contact them.

Okay, so you just want to make sure that it adds up to 100. If it doesn't add up to 100, it'll throw up an error.

But that's where you go in and you can tell us who you want to receive that money.

Really important that you do that in case something - something happens.

At least we know your wishes.

Benefit Calculators

Okay, so the next bit, and this is probably the bit that you're mostly interested in if you're approaching retirement. This is our Retirement calculator. So, what we would have done in the past is when you were approaching retirement; you had a few dates in mind. You could contact our administration team. We would run some calculations for you if you give us maybe one or two dates and we would post them to you.

Now you can do that yourself and you can do as many dates as you want.

You can do them **any time of day you want, and it's instant.**

So what this is doing now, this is the Retirement calculator, is the one you want to look at. You might have noticed sorry there was a couple of other calculators there. They all work in much the same way, and you might have different ones depending on your membership. But the one - the most important one that you're probably looking for now is the Retirement calculator. So what this is doing when you load

onto this page, is it's talking directly to our pension administration software, the same software that our staff who are in the office will use, and it's giving you up the same information, the same figures that our staff would, in most circumstances, give you.

There are a few caveats there that I'll just go through in a minute, but basically what you do is, you go in; you choose what job if you've got more than one. You pick the - it shows you the date you want to retire. This will default to your normal pension age. So for this person, it's 2035. It'll also default. It'll show the pay options. You might notice for this member that their Career Average pay and their Final Salary pay is different.

For most people - a lot of people it'll probably be the same. The reason why this person is different is that they're part-time. So in the Career Average scheme, your - your CARE pay or Career Average pay is your actual take-home pay, whereas the Final Salary pay is your full-time equivalent. So that's why for this person, it looks different. So it might be okay that it looks different, but just - you'll know your own circumstances. So, if this person goes in 2035, what this is saying here is their pension will be about £11.5 grand a year. So what we're going to do is, we're going to change it here. We're going to go two years early, to 2033, and we'll see what happens to this £11,500. And what this is doing right now is speaking to our administration system and working out those figures that are personalised to you. So those reduction factors that Leah talked about that if you go a year early or two years early, this is doing it for you and giving you your figures.

So for this person, if they go two years early, their pension is going to drop down there, you see to £9,600 And you can play about and do as many calculations as you want. You can change the day, the month, the year, and you can say - you can do as many of these as you like. So, I'm going to go down here and show you. So, if we stick with this 2 years early, this section here shows you your maximum annual pension option. So, for this person, it's the £9,961. And then they also have a lump sum sitting there of £2,800. And that's because they've membership before 2009. So they have that automatic lump sum. If you don't have membership before 2009, that'll be £0 at this point.

The other thing we show here, and we do this on the claim forms as well, I think, is that we show, if you want to take the maximum lump sum that you're allowed, that 25% of your capital value of your pension. For this member, it would be £42,500, and that would drop their pension from £9,600 to £6,300 and so. Now you can obviously take any value in between that minimum and maximum, so for this member the £2,800 to the £42,500; you can take anything in between.

And where you can play about with those figures is down here in the **Personalise your pension section**. So we've got two boxes and we also have a slider bar.

So here is showing the minimum lump sum. If I click on that and drag it right to the end, it will show the maximum which was the £42,000. And you can do anything in between. As you can see, as I move that, it changes both of these values. You can also type into the boxes. So for example, if I click in there; say I need £10,000 to pay off my mortgage, so I know exactly how much I need. You can type in your 310,000, and it'll show you what your pension will be.

Similar again, if you're like, "Oh, I need £15,000." You can type into - and you can type into the other box as well. And just play about with that.

So, there were a few people in the chat that were asking about 85 Year Rule, and if that was included in these figures. So it is as long as you retire from age 60 onwards. So, if you're going to retire at age 60, or 61, 62, and you have 85 Year Rule protections, they will be included in the figure shown on the screen. If you're below age 60, then they won't be included, so you'll need to contact our staff for a quote. But as long as you're going to be 60 or over, they're already built in there; we've already done it for you.

The other thing just to point out that these calculators **don't include the value** if you have an **AVC fund**. Your AVC fund sits separate.

So, you need to just be aware of that. You should have got statement from Prudential if you have an AVC. But just - just to be aware that when you're looking on the calculator, your AVC fund isn't included. So you might need to contact again our admin - our admin team when you're coming to retire, and they'll give you sort of proper quote with - with all those figures included.

Okay, so that's that. Hopefully that makes sense. It was simple enough, and you can also download your results and save them as well if you want. But hopefully that can give you an idea if you're playing around with things a couple of years before retirement trying to figure out when is the earliest possible age I can afford to retire. You can go on our system and play about with it, and do it yourself.

And then when you actually are coming to retire, you can contact us, and we'll give you - we'll do a **proper sort of quote** for you. But those figures are pretty accurate.

Retirement Planner Tile

The next thing I'm going to show you then is the Retirement planner. So this is something Oh. Oh, a lot of you must be on the site following along with me, are you? Sometimes when we have so many different people on the site at the one time; let me see. It goes on. It's great that you're all following along, but sometimes when there's so many people on it, the site crashes a little bit. So, this is a new feature that we currently just got a year ago. So this is your Retirement planner. I'm going to caveat this and say about taking this with a bit of pinch of salt.

This was built based on figures by Pensions UK and it's based on independent research by Loughborough University. So, the - the point of this is to basically get you thinking about retirement in advance so you don't come six months before you're due to retire and realise you don't have enough money for the lifestyle that you want. So what you're supposed to do is go on this a load of years before you retire and make sure that you think that you're going to have the money that you need for the lifestyle you want.

Now, as I said about the figures, they - so they've populated what they think you're going to need for these 3 different types of retirement. And as you can see, this is the monthly information. You can toggle it up here if you're Single or in a Couple. And as you can see, if I change that, the figures change.

As I said, take these figures with a pinch of salt. It's good. It's a good tool to look at, but you're obviously going to need a lot more money if you live in London than if you live in Armagh. So, you just **take them with a pinch of salt**. And you know yourself how much money you spend.

But what we're going to do is - I'm going to - I'm going to keep it there as a Couple. I'm going to go down here and I'm going to choose the middle option of Living comfortably and see what this brings up. So, what it's saying is as a Couple, it thinks we'll probably need about £2,800 a month before tax to live this type of lifestyle. And as you can see in the information there, you can see where they've got that £2,800 from. Now, they've assumed you've paid off your mortgage and you're not paying any rent. But if that's not the case, you can click in there, and see the way if I'm changing those figures, it's changing this information up at the top. So you can play around with the figures to suit your own needs. Once you've got that the way you think you like it, you can click Continue. And this is where we need to not panic.

So what this shows here is that your retirement goal is £2,800 a month. As you can see, this person is on course to receive £1,000 - just over £1,000, so they're a lot short. Now, remember that I selected that this was a Couple and not a single person. So, what we can do here is we can put in other information. So, say, for example, I know this person has a partner, and they're going to get a pension worth £700 a month; you can add that in there and you can see it going up. Oh, the other thing that you can do is... I haven't added the State pension in there. So, if you know you're going to get a State pension which is - I think it's just over £1,000 a month. If I put that in there, all of a sudden, it looks a lot more healthy. And if your partner also has a State pension, you can add that in there, too.

Now, what you do need to just be careful on is if you're retiring early and you're not - say you're going to retire three years early and you're - you're not going to have your State pension for those three years, you need to just make sure can you afford to live on the reduced money before your State pension kicks in. But, it's something you can just play about with.

It's good to get you thinking, but say, take the figures with a pinch of salt. And then, if you're happy with it, **you can save your retirement goal** and then you can go in every once in a while, **and tweak it.**

The other thing this is good for is if you realise you're maybe a little bit short, you can then decide, "Should I boost my pension? Should I look at AVCs, or additional

pension contributions, or what can I do to boost my pension?" But it's a good thing to get you thinking. The next - I'll just do two more bits here.

Latest Pension Value Tile

The next bit here is the Latest pension value. We'll not spend long on this because it's very self-explanatory. It's your latest pension value. So, depending on who your employer is; some of our employers give us information on your pay, etc. every month and some of them only give it to us once a year. So, what we're doing; we're in the process of moving all of our employers onto a new online system. The ones that are online already are - they give us their pay - your pay information every month.

The bigger employers aren't on yet, so if you work for the Education Authority, or Translink, or some of the councils, they might not be on yet.

So, if you look here, your information could be nearly a year out of date because we're in February at the moment; they normally give it to us at the end of the financial year. But yeah, this shows you the current pension, and it shows you how we got that £7,000. Similar to the benefit statement, there's a bit of it there, Final Salary, and a bit, Career Average. And if you click in here, this is your Career Average build-up in there.

Details and settings Tile

Okay, so, the last thing I want to show you then - I'll just jump into this bit quickly - is the Details and settings

Personal Details

So we have your Personal details in here. So it's good to go on and check these; make sure they're correct.

If you need to update your phone number, your email address, or your address, you can do that in here.

You just simply - you don't have to phone us, or send us letters, or anything anymore. You can simply just click Edit, go in, change those, and hit Save changes, and that will allow you to update your details.

Employment Details

Right, the next one is your Employment details. So, we've got two tabs in here. One about your Membership. So again, you can select which employment if you've got more than one. Tell us your current job details. You can see this person's part-time, the date they joined the Scheme. It'll show you if you have any service breaks so you can see this person went on strike for a day in 2011.

And it'll also - for some people, if this is relevant to you - show Past service details so if you've transferred pensions into the Scheme or anything like that there, this is where you'll see them there.

Financial Details

The other one then is Financials, and this is where it tells you who your employer is, shows you your contribution rate, and what you're - the percentage you're paying into the Scheme.

And really importantly, it shows your **pensionable pay**. This is really important for you to go in and make sure it's correct.

As Leah explained, the way your Career Average pay builds up; we take your annual salary and we divide it by 49, and that amount is banked into your pension account. If we have the wrong pay, then we're banking the wrong amount of pension, so it's really important that we have that figure correct.

Your pay is given to us by your employer, so if you have any concerns or queries over the pay that's shown here, it's your employer that you need to contact - their payroll department, not NILGOSC because we just take what your employer give us.

But just go on and make sure that's right.

Do keep in mind that it could be a year out of date if you're with one of the bigger employers. If your employer's yet not on i-Connect yet. Just keep that in mind but if

you have any queries just go speak to your employer. There's also a wee bit in here about annual allowance.

This really doesn't affect very many people; this is - you're only allowed to - your - your pension savings are only allowed to grow so much in a year before you become subject to a tax charge. The allowance at the moment is £60,000 a year. As you can see down here in the pension savings, this will show you how much you have built up. This person's nowhere near the limit; they still have £53,500 allowance left. For most of us, that will be the case.

Generally, if you're **affected by annual allowance**, if you're a very high earner, whatever, **you'll know about it.**

And we send you a pension saving statements in October every year. So, if you've never heard of this, chances are you don't need to worry about it. But you can go in and check if you want, and look as long as this figure here is well below the £60,000, then you're all right. So that's pretty much all I wanted to show you.

Conclusion of Demo

The one final thing just to say given that if you are approaching retirement.

Whenever you become a **pensioner within our Scheme**, this online system is still used and still useful.

What will happen is - is whenever you come to retire, we'll transfer your account over, and you'll see maybe different tiles. So for example, you won't see the annual benefit statement tile anymore.

But what you will have is a tile to update your bank details. If your pension's being paid into your bank account, you'll be able to download your pay slips every month, your P60s, so it's still useful to have this if you register now as an active member; it'll carry on with you once you retire. But I think that's about it with me. Leah, if you want to take back over.

State Pension [1:18:58]

Leah: Perfect. Thank you, Sinead. Okay, so as I said before, a couple of more slides to go through, maybe two or three more slides with a bit of information, and then we'll have time for questions at the very very end. Myself and Sinead, as you've probably seen there, what Sinead was showing you with the demonstration of My NILGOSC Pension Online. Hopefully you can see the the - you know, hugely beneficial information you can access on that. So, moving on to look at the State pension.

Now, **we don't administer the State pension.** We just administer the - the LGPS (NI) pension scheme, so we don't have anything to do with your actual State pension being paid to you.

But just important, especially as you're approaching retirement to be mindful that the State pension is also there and available for you as well. The State pension, the full rate of the new State pension is currently £230.25 per week. That works out at about £11,973 per year.

You do have to have **35 years of National Insurance contributions** to get the full rate of that new State pension.

If you think you are somebody who might have gaps in your National Insurance contributions, which means you're not - you haven't built up those full 35 years of contributions, you can check this on gov.uk's website. And you can also if you think you do have gaps there, you can fill those in by paying additional National Insurance contributions before you retire and take your State pension, which will mean that hopefully you'll then whenever you come to retire be entitled to that full rate of the new State pension.

Remember that **payment of your State pension is not automatic.** You do have to actually return a claim form for that.

So you don't automatically get it whenever you receive - whenever you get to your State pension age. You do have to actually manually go on and fill in a claim form on gov.uk, and fill that it, and send it back to them. So make sure you do that in a timely

fashion whenever you're coming up to retirement age so that you can start getting your pension paid to you.

You can defer payment of your State pension similar to how you can retire late and take your NILGOSC benefits later.

If you do that, you would expect your State pension benefits to be increased by 1% for every 9 weeks that you defer it for. So that's roughly 5.8% for every year that you defer your State pension you're going to get an increase of that attached to your State pension benefits.

Tax implications [1:21:12]

Looking at some of the tax implications, just so you're aware of these tax implications to do with your NILGOSC benefits we're talking about now. So there are some limits on the pension savings that you can make before you attract a tax charge.

Annual Allowance

So, this won't apply to everybody the annual allowance tax charge; just something to be aware of really. This is the amount of pension growth that you can have in a year without attracting an extra tax charge.

It's currently set **at £60,000** for most members.

As I say, a lot of members won't have to worry about that because it's quite a high rate of pension accrual in one particular year, £60,000. But if you are a higher earner, then you may well get to the point where you are starting to breach that annual allowance limit. If you have breached it or you're kind of getting up to the point where you are going to be breaching that annual allowance tax limit, we will write out to you and tell you, and let you know what that means for you as a member.

Lump Sum Allowance

There's also the lump sum allowance which we mentioned before whenever I talked about converting pension to lump sum.

That's a **cumulative limit of £268,275** on the tax-free part of lump sums that are paid at your retirement.

Now remember that that lump sum limit is, as it says, a cumulative limit, so anything that is paid as a lump sum comes under that. So if you have an AVC that you're taking as a lump sum at retirement, it needs to come under that figure. If you have an automatic lump sum attached to your pre 1st of April 2009 membership in NILGOSC, that lump sum will come under that.

Any lump sum that you convert from your annual pension figure will come under that as well so just be mindful if you're thinking you're going to try to take as much lump sum as possible from different - different little bits of your benefits whenever you retire. Make sure you keep that limit in mind.

Lump Sum and Death Benefits Allowance

There's also the lump sum and death benefits allowance limit.

That's just a **cumulative limit of £1,073,100** on the total amount of the tax-free part of any lump sums, plus your lump sum death benefits

so any death benefits that are going to be payable in the event of you passing away.

Preparations for Retirement [1:23:11]

Just a few things about preparing for your retirement, especially if you are yourself approaching retirement and coming up to retiring in the next couple of years.

Tracing Lost Pensions

It is worth trying to trace any lost pensions. The way that you can do this currently is gov.uk. They've a really good resource for finding lost pension details so specifically, if you're somebody who has worked for a long time and maybe worked across different employments and different employers, and may well have different pension pots across different funds. It is worth trying to trace those down even if you don't think you've got a lot in a fund.

Try to make sure you're claiming everything that you potentially have a right to claim from different pension funds when you come to retire.

State Pension Quotation Request

You can also look at requesting a State pension quote, similar to how you would do your quotation for yourself on My NILGOSC Pension Online for your NILGOSC benefits, you can do the same thing for your State pension benefits, and that again is on gov.uk/check-state-pension

MoneyHelper Tools

You can use some of the tools that are available for free on moneyhelper.org.uk. That is separate to NILGOSC. That's actually an arms-length Government body, MoneyHelper, that was set up and it-it provides kind of financial advice and advice to do with pensions as well but-but financial advice in general, not just pensions. You can use their resources for free on their website.

They have a **Budget Planner**. They also have a **Money Midlife MOT** tool which is kind of supposed to assess where your finances are currently at and leading up to retirement to help you kind of plan things out better.

My NILGOSC Pension Online

You can use My NILGOSC Pension Online. Sinead again, showed us that demonstration of it and hopefully you've seen how beneficial it is. That is a free resource available for all NILGOSC members. Please do make sure you register for it if you haven't already and make use of it. You can do lots of things on there as Sinead showed you. Nominate your beneficiaries for your death grant. If you can't do that on My NILGOSC Pension Online, please make sure you're filling in that LGS20 form from our website and sending it into us.

You can calculate your projections for your retirement using our online calculators on My NILGOSC Pension Online as well as Sinead would have showed you.

You can look at your annual benefit statement. You can also upload documents via there as well so Sinead would have shown you the upload document facility on My

NILGOSC Pension Online, as well. So, for example, if you're looking at a transfer-in of benefits, you would need to fill in our LGS8 form which is available on our website and send that into us. Rather than having to post it or email it to us, you can just really quickly post - get it sent n to us via My NILGOSC Pension Online instead.

Private or Personal Pension Queries

If you have any private or personal pension queries, of course, we at NILGOSC can't provide financial advice, and we certainly can't give you information on any private pensions or any other pension scheme benefits from a different Scheme. We can only give you - give you information on your NILGOSC benefits.

If you do have private, or personal pension queries, or AVC queries, you can again use [moneyhelper.org.uk](https://www.moneyhelper.org.uk). They have a really really good resource called Pension Wise which is available to everybody. Pension Wise basically is, you can actually look at setting up a one-to-one session, a one-to-one meeting with an adviser there at MoneyHelper, and they can speak to you about any query you have about your finances or your pension.

Pensions Dashboards

Also coming soon, just to be aware of, there is a new Government initiative, known as Pensions Dashboards that will be coming in the next year or so, hopefully.

It will be an **online interface** or an online portal where you log into it and you can access all of your pension information securely in the one place, so it should be a really really valuable useful resource.

So, you'll be logging into the one secure portal with a password and a username and you should be able to get information in the one place on all of your different pensions if you have different pots within different pension funds. So you'll have your NILGOSC pension.

You'll also have maybe a private pension - information relating to that private pension from a private pension scheme. You have benefits in as well.

There is going to be **more news on that Pensions Dashboards** initiative to come in the next year. So, you will be hearing more about that as it happens.

Pension Scams [1:27:12]

We always want to remind you of pension scams during all of our seminars so apologies if you were in the seminar yesterday and potentially on Wednesday as well because you'll be well aware of this - this scam slide by now. Just really really important because pension scams are getting unfortunately much more common and a lot clever - more clever and more smarter - smart. So know the warning signs of a pension scam.

So firstly, **contact out of the blue**.

Just be aware that that isn't just an annoyance, it's - it's very much illegal so make sure that any contact out of the blue about your pension, it - you are reporting that company to the ICO, the Information Commissioner's Office.

If it is the likes of somebody **guaranteeing you high returns** on your pension.

If they're saying you can access this before your minimum pension age of 55. If they're saying you can sign up today and you'll get this upfront cash incentive - but you have to sign up today, you know, within the next half an hour.

If they're really pressuring you and they're offering cash incentives, and things like that - the odds are that if it sounds too good to be true, it probably is.

And please make sure if you think you have been a victim of a scam, a pension scam, or if you think somebody's tried to make you a victim of pension scam, please make sure you report them to the Action Fraud number there.

Also, **do let us know and let your employer know**. The reason I say let us know especially so that we can be on our guard and know that there is somebody phoning our members and trying to scam them. So please do - do pass on that information to us as well.

Checklist of Actions [1:28:40]

Last wee slide here, things to remember. Just a couple of things, especially coming up to retirement. Make sure that you register for My NILGOSC Pension Online as you've seen how useful of a resource it can be. Please tell us about any changes to your email, your postal address, or your phone number, any changes to your marital status, or your surname. Most of those things can be updated on My NILGOSC Pension Online.

Certain things can't be. Anything that can't be updated on there can be updated on one of our Change in Circumstances forms, which is available on our website, where I showed you in the Member forms area.

This third bullet point may not apply to many people [**referring to presentation slide**] if you are all actually just approaching retirement now, and you've been in the Scheme for quite a while. If you haven't been in the Scheme for longer than 12 months, you only have 12 months from joining NILGOSC to request and accept a transfer-in of benefits. The way you do that is, fill in an LGS8 form, which is available in that Member form section on our website. So, if you have benefits built up in a previous pension scheme and you want to move those across to NILGOSC, you do only have 12 months from your date of joining NILGOSC.

There were a couple of queries about transferring-in in the Q&A section there. Unfortunately, if you are a member with **membership in NILGOSC over 12 months**, it'll be too late to do that at this point.

Please make sure you let us know about your nominated death grant beneficiaries as well, either via the NILGOSC Pension Online portal or completing your LGS20 Expression of Wish form.

And lastly, please just make sure you check your annual benefit statement. Make sure anything that looks incorrect on it each year is rectified, so make sure you tell your employer if your pay looks incorrect. Tell us as well so that we can make sure that things are corrected on our end as well.

How to Contact NILGOSC

Very very last thing to show you, I suppose, is just how to contact us. Okay, so there is our website as I showed you there. There's lots of information in the Member section of the website. There's a completely separate section of the website for Pensioners as well for whenever you do actually take your pension benefits from us. Please do use the website if you can't find an answer on the topic you have a question on there.

Do contact us directly of course. There is our email there, info@nilgosc.org.uk.

That will go through to our main reception desk, and they will send that onwards to whichever department within NILGOSC would help you with your query.

That is our telephone number there [**presentation slide: 0345 3197 325**].

That will go through to our admin department. So if you have any specific questions about your own specific membership within the Scheme or your own specific benefits, do ring us on that number.

You can also visit us in person. That's our address there, Templeton House on the Hollywood Road in East Belfast [**presentation slide shows Templeton House, 411 Hollywood Road, Belfast, BT4 2LP**].

You don't have to make an appointment anymore to come in so you can just drop in, and we should have an admin advisor ready to speak to you. So please do come in. If you do want to bring, say for example, a piece of paperwork such as your claim forms or your annual benefit statement in to speak about it in person, you can do that.

Closing Words

So, that is us at the very end of the presentation now. Thank you all so much for attending.