

Dear Colleague,

In order that we maintain accurate pension records and that benefits are paid on time your assistance is required in order that we are notified of new starters, contract changes and leavers. The information required will vary depending on what you are notifying us of. A range of forms that you should use are available from our website

<https://pensionssharedservice.org.uk>

In the past employer notifications have been sent to differing email and postal addresses which has led to inefficiency. This is particularly an issue where a member is retiring which requires prompt action.

We have therefore created the following email address which must be used when you are notifying us of employment changes that affect LGPS members:

[PSSemployers@richmondandwandsworth.gov.uk](mailto:PSSemployers@richmondandwandsworth.gov.uk)

Please note that contribution returns for Merton and Waltham Forest must continue to be forwarded directly to the authorities in question but please ensure you cc

[PSSemployers@richmondandwandsworth.gov.uk](mailto:PSSemployers@richmondandwandsworth.gov.uk)

### **Urgent – Retirements, Redundancies and Deaths**

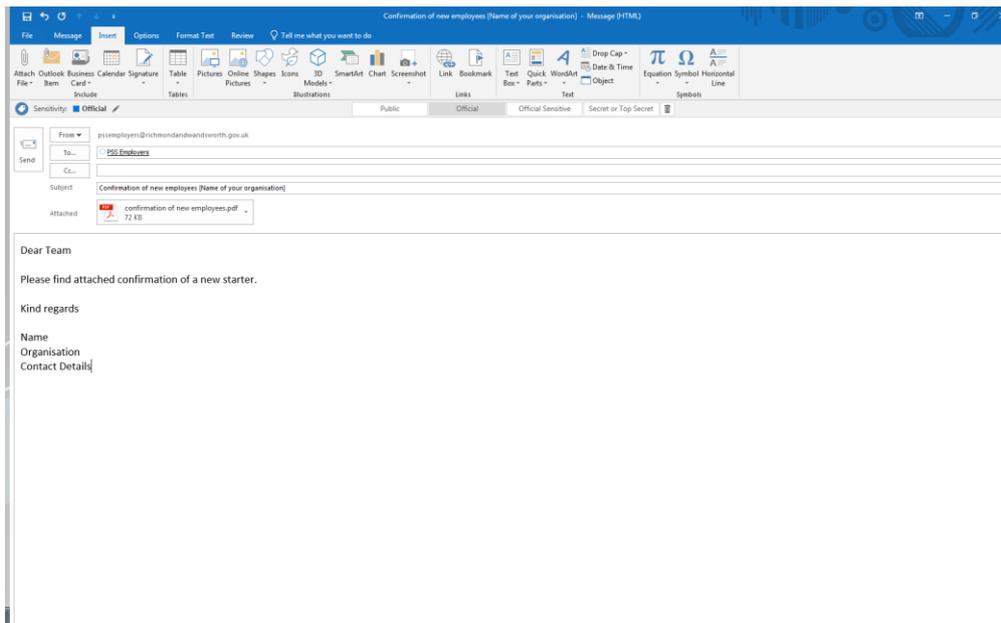
It is vital that we process these cases promptly in order that payments can be made as quickly as possible. In accordance with the circumstances the Subject Line of your email must be either:

“Retirement”

“Death”

### **Other Notifications**

For all other notifications Subject Line of your email will be the name of the form you have attached e.g. when you are telling us about a new member of the scheme you will send a “Confirmation of new employee” form. Add that name to the to the Subject line as shown below.



This will make it easier for us to identify and prioritise the information you send to us.

## Rejected Emails

Recently you may have tried to email [klamb@wandsworth.gov.uk](mailto:klamb@wandsworth.gov.uk) but the email has been rejected. Please redirect your email to [PSSemployers@richmondandwandsworth.gov.uk](mailto:PSSemployers@richmondandwandsworth.gov.uk) and follow these instructions if that has been the case.

## i-Connect

The PSS continues to onboard employers onto i-Connect. In the future this will improve the way that you notify us of changes and reduce the amount of forms you are required to complete. We will inform employers of the amended requirements as they are onboarded.

## General Data Protection Regulation

Please ensure that you encrypt and/or password protect sensitive data. Please also ensure that you send only data that is relevant.

## Need assistance?

If you need a hand completing the forms please email [PSSemployers@richmondandwandsworth.gov.uk](mailto:PSSemployers@richmondandwandsworth.gov.uk) or call the Pensions Shared Service on 020 8871 8036.