

Email template For Expired Activation Key

Please send an email to pensions@richmondandwandsworth.gov.uk with **MSS – Expired Activation Key** in the subject line. Including this in the subject line means that we will be able to quickly identify and respond to your email. You will also need let us know your personal information so that we can locate your record in our system. You can use the text below as a template:

Subject: MSS – Expired Activation Key

Dear Pensions Shared Service

My Member Self Service activation key has expired. Please issue another activation key to me.

My personal details are:

(Enter Full Name)

(Enter National Insurance Number or Date of Birth)

(Enter name of Pension Fund i.e. Camden, Merton, Richmond and Wandsworth, or Waltham Forest)

Kind Regards