



**The Greater Gwent  
(Torfaen) Pension Fund**  
*administered by Torfaen County Borough Council*



## Coronavirus update

Due to the ongoing situation with Coronavirus (Covid-19) there will be some limitations to the service we can provide. We have implemented contingency plans to ensure we can continue to provide a service to our members during this period.

The Pension Fund will not have access to documents which have been sent to us using the postal service. Unfortunately, this will mean that if you have recently sent us documentation in the post, we might contact you to ask you to resend it to us. You can resend them to us via:

Email: [pensions@torfaen.gov.uk](mailto:pensions@torfaen.gov.uk)

My pension online <https://member.gwentpensionfund.co.uk>

## Benefits Team

If you need to contact the Pension Fund regarding your pension you should do so in the following ways: -

- If you have a query relating to your pension, the progress of your retirement, transfer or refund you can contact our benefits team in the following ways: -
  - By telephone on 01495 766266
  - By emailing [pensions@torfaen.gov.uk](mailto:pensions@torfaen.gov.uk)
  - Sending your query through your My Pension Online account

**No face-to-face appointments will be offered during this period.**

**If you are having difficulties speaking to us on the telephone you might want to email us and we will contact you back as soon as we can.**

## My Pension Online

- If you are having issues with accessing My Pension Online, you can contact the systems team in the following ways: -
  - By telephone on 01495 742299
  - By emailing them at [mypensiononline@torfaen.gov.uk](mailto:mypensiononline@torfaen.gov.uk)

If you have registered for a My Pension Online account during this period there will be change in the way you will receive your pin number

We will be unable to send your pin number to you in the post, instead, you will receive an email, and be asked to call the pension section to retrieve your pin number.

### **Payroll Team**

If you are already being paid a pension by the Fund and need to contact us about your pension. You can contact our payroll team by:-

- By emailing them at [pensions.payroll@torfaen.gov.uk](mailto:pensions.payroll@torfaen.gov.uk)

We are intending to issue payslips for March, April and May. Your 2020 P60 will be included with your April payslip. If you require a copy of previous payslips or P60 for 2019 you can access these on your My Pension Online account.

**During this period there may be delays in the service we provide to our members. We would ask you to be patient and understanding during what will be a difficult period for everyone.**

We will post further updates on our website as and when there are any changes to the above.