



# Gwent Grapevine

For pensioner members of the Greater Gwent (Torfaen) Pension Fund

Winter 2020

## Welcome from the Pension Manager

On behalf of myself and the pension section, I would like to welcome you to your Winter 2020 edition of Gwent Grapevine, our newsletter for pensioner members of The Greater Gwent (Torfaen) Pension Fund.

I hope that you are all keeping safe and well.

Graeme Russell, Head of Pensions retired on the 30<sup>th</sup> June 2020, and is now hopefully enjoying a well-earned retirement. I would like to thank Graeme on behalf of the pension section, for all his hard work and dedication that he has provided the Pension Fund over the past 30 years.

2020 has been a challenging year for the Greater Gwent (Torfaen) Pension Fund, and all its members. Since March, the pension section has been working from home and continues to do so. This has meant a great many changes for the Pension Fund.

The most noticeable change that you might have seen, is around the way that we communicate with you. Practically all of the Fund's communications are now sent out electronically through My Pensions Online or via email. Details on how to contact us are available on the last page of your Gwent Grapevine. The Fund is still receiving and sending information via the post, however, this might take a little longer to reach us than it did in the past, and we would encourage all pensioners to contact us via email or phone, if you are able to do so.

Working from home has also provided us with

an opportunity to review the way we work and find better ways of doing things to improve the service that we offer to you, our pensioners.

Throughout all of this, our priority has been to ensure that our pensioners are paid, and that we continue to provide you with the professional service that you have come to expect. I would like to thank all our pensioners for their continued support during this time.

If you can think of any improvements to the service that we offer you, that you would like to see, we would welcome your feedback.

I hope that you find the newsletter informative and interesting.

Best Wishes

*Jo Griffiths*



## Pay Day - December 2020

**Pension Pay Day in  
December 2020 will  
be paid on Thursday  
31 December 2020**

# Pensions Increase – 12th April 2021

I can confirm that the Consumer Price Index in September 2020 was 0.5% and your pension will therefore increase by 0.5% on Monday 12<sup>th</sup> April 2021.

If you have been paid your pension for less than 12 months you may receive a proportion of the increase.

## Payslips

We will post a payslip to you in March, April and May 2021 so that you can see how much your own pension has gone up by. We only post a payslip to you at any other time when the amount of pension we are paying you in that month changes by £5 or more.

## Your P60 for 2020/21

We will also send you a P60 with your May 2021 payslip. This is your **official record** of the pension we have paid to you during the year, and any tax you have paid on it. **Your March 2021 payslip will also show your pension and tax paid for the 20/21 tax year.**

**If you are signed up to use My Pension Online you are able to print off your own payslips and P60s and remember we send a payslip to your My Pension Online account every month.**

## Are you using My Pension Online?



**Have you signed up to use My Pension Online yet?** You will be able to see your payslips for every month and your annual P60, through

your secure account.

It's really simple to sign up on our website go to **[member.gwentpensionfund.co.uk](http://member.gwentpensionfund.co.uk)**.

1. You'll need to type in your National Insurance Number and Postcode. If you have changed your address and not told us you need to let us know before you register.
2. You will be asked to choose a Username and a Password for your My Pension Online account.
3. You will be asked to setup some security questions. We will use these

to identify you if you contact us, or need to reset your Password in the future.

When you have registered we will email you to tell you to call us and get your PIN number.

You will be asked for your PIN number the first time you login.

Don't worry if you don't have access to the internet or you do not want to use My Pension Online. We will still send payslips to you by post in March, April and May and if the pension we pay you changes by £5 or more.

**\*My Pension Online is not available to former Councillors and Teachers.**



# Keeping in touch

## Moving House?

Every year we do our best to make sure we don't lose touch with our pension members. We know that moving house is a busy time for anyone and so it is no surprise that people will sometimes forget to tell us that they have moved.

So remember to put us on your 'To Do List' to tell us your new address by email, letter or phone.

Our contact details are on the Pension Pay Days 2021 Calendar.

If we send letters to a pensioner member and they come back to us marked as 'Not At This Address' or 'Return to Sender' then we will have to suspend the pension payments until we hear from you.

We do this to protect you and make sure your confidential information is not sent to the wrong address putting you at risk of identify theft.



## Changing Your Bank Details

When changing your bank details you will need to fill in a '**My Bank Account Form**'. You can get the form from our website under the **Forms and Publications** section or tell us if you want one sent in the post for you to fill in.

We can only pay your pension into an account in your name or a joint account with your name. If you change the name on your account you should also let us know to make sure there are no problems paying your pension.

Please be aware that changes made after we run our pensioner payroll will not take effect until the following month. We will always tell you if the change will not take effect until your next pension payment.

## Keep your email address up to date

Due to the Coronavirus Pandemic it has now become more important than ever to make sure we have your correct email address.

If you prefer us to contact you by email we are always happy to do so.

It is really important though that you make sure you keep your email address up-to-date. If you change your email address make sure you let us know so we can still contact you. We will always try to contact you by email first.



## Living Overseas

### Life Certification Checks

For pensioners who live outside the UK we normally carry out a regular check called 'Life Certification'. This is to keep our records up to date and we ask you to do this by taking photo identification to your local branch of Western Union.

We hope you understand to keep our pensioners who live overseas safe during the Coronavirus pandemic we suspended our life certification checks this year.

We hope to carry out our Life

Certification checks again in 2021.

Remember, if you live overseas but use a UK postal address for your correspondence we still need to carry out Life Certification Checks for you.

### Telling us your moving overseas?

If you move overseas we know it will be a busy time for



you with lots to do!!.

However, to make sure your pension payments are not affected it is really important that you tell us if you are moving overseas.

We can take your new address by telephone or email and if you need to change your pension payments to an overseas bank account we will send you an Overseas Bank Account Form so we can set this up for you.

We use Western Union to pay our overseas pensioners which our pensioners find really easy.

## Payslip and P60 End of Year Certificate Changes

We will be updating the design and layout of our payslips and P60 end of year certificates during 2021.

### What will change?

#### Payslips

We will be making changes to the layout and design of our payslips for pensioners. You will most likely not notice the changes that are made to your payslip.

#### P60 End of Year Certificate

Every year we send all our pensioners a P60 End of Year Certificate after the end of the tax year. This is your statement proving the tax you have paid and is important for you to keep.

The P60 Certificates will be redesigned so will look different to the current design.

We thought this would be the ideal opportunity to simplify the design to make it easier for you to understand and find the information you need on your P60 certificate.

### Why the change?

HM Revenue and Customs (HMRC) had told us they have withdrawn the facility for us to order blank P60 forms from them. We use these to send out P60 Certificates to all our pensioners every year. So, we have had to create a new P60 form with our Payroll Software provider to replace the HMRC P60 certificate.





# Questions about the tax that we take off your pension?

HM Revenue & Customs (HMRC) tell us the tax code to apply to your pension. If they change your tax code they will tell us the new tax code to use.

If your tax code changes then unfortunately we cannot answer any queries you may have. This is because HMRC do not tell us why they have changed a tax code or how they have worked it out. They only tell us that we have to apply it.

We cannot change the tax code that we are applying to your pension unless HMRC tell us to do so.



If you have a question about your own tax code you will have to contact HMRC yourself.

**Remember it is your responsibility to ensure the correct tax code is being applied to your pension.**

You can find HMRC's contact details on the Pension Pay Days 2021 Calendar on the back page of the Gwent

Grapevine.

If you contact HMRC about the tax they tell us to take from your pension, you will need to give them your National Insurance Number and quote **PAYE reference 948/T440N**.

## New Dedicated Pensioner Contact Details

During 2020 and the Coronavirus Pandemic we have had to make many changes to our processes to ensure they still work with our staff working from home and the office being closed.

This has increased the use of electronic communications. Don't worry we still understand that some of you will still prefer to write to us in the post and speak to us on the

phone but for those that would prefer to deal with us through electronic communications we have made it easier for you.

We now have a dedicated payroll email address and telephone number for you to contact the payroll team. You can find the new email address and phone number below or on your Pension Pay Days 2021 Calendar at the back of your Gwent Grapevine newsletter.

**Greater Gwent (Torfaen) Pension Fund**  
Civic Centre, Pontypool  
Torfaen, NP4 6YB



**01633 647799**



**pensions.payroll@torfaen.gov.uk**

## National Fraud Initiative (NFI)

The Greater Gwent (Torfaen) Pension Fund has a duty to protect the public funds we administer. The Pension Fund may share information which has been previously provided with other bodies responsible for auditing or administering public funds, in order to prevent and detect fraud.

NFI operates under the Public Audit (Wales) Act 2004 to protect the public purse by matching data across public sector organisations, to prevent and detect fraud.

The NFI exercise is being carried out at the moment and we are required to provide information about

pensioner members to the Wales Audit for data matching.

NFI operates under the '**Code of Data Matching Practice**'. You can read more information about data matching, and the Code, on the Wales Audit Office website at: <https://www.audit.wales/our-work/national-fraud-initiative>



## The Greater Gwent (Torfaen) Pension Fund

# Pension Pay Days 2021

Your pension pay day is the last working day of the month, highlighted in yellow on the calendar

January

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

February

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

March

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

July

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

August

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

September

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

November

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

December

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

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**My Pension Online**  
Sign Up Now!



[member.gwentpensionfund.co.uk](http://member.gwentpensionfund.co.uk)

HM Revenue and Customs  
Ty Glas, Llanishen,  
Cardiff, CF14 5FN

PAYE Reference  
948/T440N



0300 2003300