



Covid-19 – Changes to the way we're working

Following government advice and to keep our staff safe, all the pensions team are working from home. We have had to make some changes to the way we work. Our focus at this time will be paying pension benefits.

Contacting the team and returning documents

All face-to-face member services including one to ones have stopped for the time being. You can still contact us by phone or email and we'll get back to you as soon as we can.

We have limited access to post and printing facilities. To help us please avoid returning forms, sending certificates and any original documents by post.

During this period, we'll accept electronic signatures, scanned copies of forms, and photocopies of certificates/ passports. We'll also accept photos of forms and identification if the images are clear and of good quality.

If we've asked for a signature to be witnessed on one of our forms, please follow government guidelines around social distancing and only ask someone to fill in this form when it's safe to do so.

Please email your documents to pensions@shropshire.gov.uk.

Essential work only

Please only send us essential requests at this time.

If you haven't done so already, you can register to view your pension benefits on the secure 'My Pension Online' area of our website. You'll need your email address and national insurance number to register. You can then view your pension record and update personal information.

Security of your pension benefits

Your pension is a defined benefit pension scheme, so your benefits are not linked to stock market performance. Instead they're worked out based on your pensionable pay and length of your membership.

Therefore, you can be sure that your pension, whether in payment or still building up, will be **unaffected** by any stock market changes.

More information and contact details

We have updated our website with frequently asked questions about coronavirus. Please make sure you check out our news page and have registered your email address so you will receive our email updates.

Website: www.shropshirecountypensionfund.co.uk

Email: pensions@shropshire.gov.uk

Telephone: 01743 252130