



Derbyshire Pension Fund

Local Government Pension Scheme Employer Newsletter

Issue 220
May 2025

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My Pension Online

We'd like to thank employers that have shared information with their employees about My Pension Online, our service for Local Government Pension Scheme (LGPS) members.

Annual benefit statements

Over the coming months we will be writing to our members to let them know that their latest annual benefit statement is available on their My Pension Online account. If your employees enquire about the service, you can direct them to our website where the [My Pension Online homepage](#) offers guidance on the registration process.

Any unresolved queries regarding your employee data for the 2024/2025 scheme year, will result in the delay of your employees' annual benefit statements being processed. Other reasons for a delay in an employee's statement being received can be found on the [active member annual benefit statement](#) page of our website.

Troubleshooting

Where employees have already registered for My Pension Online, but are struggling to access their account, you can remind them that:

- Their username is not their email address – it is something unique they created when they registered for My Pension Online
- If they cannot remember their username, password, or security question answers, they can reset or receive a reminder by using the "I have forgotten my..." facilities

Promotional resources

We'd be grateful if you could share our updated promotional resources with your LGPS eligible employees. Our [My Pension Online resources page](#) includes images that can be used for:

- Newsletters
- Emails
- Intranet pages
- Printed materials



Derbyshire
Pension
Fund



My Pension Online

Access your pension details:
derbyshirepensionfund.org.uk/mpo

Scan the code to go straight to our access form

lgps



Derbyshire Pension Fund website

The [active members section](#) of our website contains a lot of information that your members may find useful, including additional resources that can help members understand their LGPS benefits and plan their retirement.

There is also a search box where users can enter keywords to find the page they are interested in.

We would appreciate it if you could promote the [Derbyshire Pension Fund website](#) in your internal communications.

Some of our popular webpages that members find helpful are:

- [Forms and guides](#)
- [Understanding your annual benefit statement](#)
- [How your pension is worked out](#)
- [When you can take your pension](#)
- [Estimates](#)
- [Retirement planning](#)
- [Lump sums and tax](#)
- [The steps to receiving your pension benefits](#)
- [Frequently asked questions](#)

Queries from the Fund

Processing details about LGPS leavers often involves complex pension calculations. When we need to contact you with queries about details provided, it is important that you always respond promptly.

Delays in replying to queries may cause retirement payments to your employees to be held up. Where we incur additional administration costs due to chasing responses to queries for late or missing data, LGPS regulations allow costs to be charged directly to the employer. Details about these charges are included in the Fund's [Pension Administration Strategy](#).

Prudential Payroll Forum

For those employers that have members with Additional Voluntary Contributions (AVCs), Prudential will be providing refresher training on submitting AVC payroll files and payments. There will be an opportunity to ask questions.

There are 4 sessions to choose from, with each session being 45 minutes. To sign up for a session, please select one of the following links:

[28 May 2025 at 10:00](#)

[4 June 2025 at 14:00](#)

[11 June 2025 at 10:00](#)

[18 June 2025 at 14:00](#)

This information may be new to some staff and well known to others. Prudential are encouraging all staff to attend.

Employee details changes

It's important that you let us know as soon as possible when an employee's details change, for example, title, name, address. This helps us to minimise the risk of data breaches occurring.

If you're not using i-Connect yet, please remember to notify us using the C1 Form when any of your LGPS members change their personal and contact details. The C1 Form is available on the [Forms for employers](#) section of our website.

Email addresses

Our email addresses and what they are used for:

dpf.employers@derbyshire.gov.uk - For submitting [member notification forms](#)

pensions.tech@derbyshire.gov.uk - For submitting [contribution returns](#) (CR1s) and payment queries

pensions.regs@derbyshire.gov.uk - For queries relating to [i-Connect](#) onboarding, regulations, training and events

For queries and requests from members of the LGPS, please direct them to the [enquiry form](#) on our website.

**If you have any queries about the information provided in this Newsletter,
or about the LGPS in general, please contact us at:**

Derbyshire Pension Fund, County Hall, Matlock, DE4 3AH

Tel: 01629 538900

Email: pensions.regs@derbyshire.gov.uk

Website: www.derbyshirepensionfund.org.uk

