



EQ METROPOLITAN POLICE – MEMBER SELF-SERVICE FAQs GUIDE.



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Introduction

The purpose of this guide is to show you how to use and navigate the Member Self-Service.

What is Member Self-Service?

Member Self-Service is your online access to your pension information. It is a secure site and only you have online access to your membership information. You can access the website via your phone, tablet or PC.



Website

To access the member self-service portal, you need to go to
<https://mymetpolicepension.equiniti.com>

You will be taken to the below website.

The screenshot shows the homepage of the EQ MPS Pensions website. At the top is a navigation bar with the EQ logo, the Metropolitan Police crest, and links for Home, Contacts, Help and Information, Forms, FAQs, and a Login button. Below the navigation bar is a large banner image of the London skyline. The main content area is titled 'Welcome to the EQ MPS Pensions website'. It includes two sections: 'Find out more about your pension' and 'A source of useful information'. The 'Find out more about your pension' section states that the pension is a valuable investment and that the site contains all the information needed to manage the MPS police pension. The 'A source of useful information' section mentions that users can find out who to talk to about their pension by clicking a link, and that there are forms available for download to provide specific information or notify of a change in circumstances (e.g., divorce). Below these sections are two image-based links: 'Help and Information' (with an image of a police sign) and 'MPS McCloud Remedy Website' (with an image of a police helmet). On the right side of the page, there are two vertical boxes. The top box is titled 'Website Queries' and provides instructions on how to use the login page and the FAQs, along with an email address: mymetpension@equiniti.com. The bottom box is titled 'Benefits Queries' and provides an email address: enquiries_pensions@equiniti.com, a UK telephone number (0300 123 0828), and an overseas telephone number (+44 207 161 7777).

Welcome to the EQ MPS Pensions website

Find out more about your pension
Your pension is hugely important and one of the most valuable investments you will ever make. This site contains all the information you need to manage your MPS police pension.

A source of useful information
You can find out who to talk to about your pension by clicking [here](#).
There are also a number of forms you can download [here](#) if you need to tell us some specific information or notify us of a change in circumstances (eg divorce).

Help and Information

MPS McCloud Remedy Website

Website Queries
If you have forgotten your login details please use the links on the Login page. If you still can't log in, please refer to the FAQs page or use the email address below, including your warrant number, date of birth and national insurance number: mymetpension@equiniti.com

Benefits Queries
enquiries_pensions@equiniti.com
UK telephone: 0300 123 0828
Overseas telephone: +44 207 161 7777



FAQS

Q: When will Annual Benefit Statements (ABS) be uploaded?

A: Annual Benefit Statements are normally issued during August; however, they can be issued before this.

Q: When will Pension Saving Statements be uploaded?

A: Pension Saving Statements are normally issued during September; however, they can be issued before this.

Q: Can I access the Member Self-Service if I leave the force?

A: If you leave through retirement, you will have access, although the user interface you experience will adjust slightly for you. If you leave through resignation or opting out, you will no longer have access.

Q: I have transferred in a pension, why is this not shown on the ABS?

A: Transferred in service will only show if it has gone into the 87/ 06 scheme as days/years of service. If there is nothing on the ABS, as a member you either do not have a transfer in or it has gone into the 2015 scheme.

Q: Why does section 2 of the ABS state the 2015 pension is payable at SPA?

A: As this section is not a projection. If the member has 1987 scheme membership and they are either under 55 or have less than 30 years' total service on the 31st of March, the 2.25x restriction to the lump sum is applied. This is removed once a member either turns 55 or reaches 30 years' total service.

Q: Why is the lump sum on section 2 of the Annual Benefit Statement so low?

A: As this section is not a projection. If the member has 1987 scheme membership and they are either under 55 or have less than 30 years' total service on the 31st of March, the 2.25x restriction to the lump sum is applied. This is removed once a member either turns 55 or reaches 30 years' total service.

Q: On section 2 where do the pensionable earnings for year ending 31/03 come from?

A: Pensionable earnings reflect the pensionable pay received during the scheme year (1st April to 31st March) and consists of basic pay and London Weighting.



General information to note:

- If a member wants to check the part-time hours / breaks in service used for an ABS, this can be seen under Service Details / Part Time Hours Details within the Member Self-Service portal.
- Any adjustment made to the member's record i.e. buy back of unpaid leave or a transfer in after the date of the ABS calculation (31/03) will not be included in the present-year ABS and will instead be within the next-year ABS.
- **Pension sharing orders** and **scheme pays debits** are **NOT** included in the ABS, a member will need to request an estimate to see these values and this can be requested via email.
- All projections are done to age 60 as this is the normal retirement age. In addition, members who are in the McCloud remedy group also receive a projection to age 55. If a member wants a projection for a different date, again this can be requested via email, however normally during the Annual Benefit Statement period, there is a freeze on estimates being produced.
- All pension estimates take 20 working days to process and send.