



# EQ METROPOLITAN POLICE – MEMBER SELF-SERVICE FINDING YOUR INFORMATION GUIDE.



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## Introduction

The purpose of this guide is to show you how to use and navigate the ~~member~~ Member self ~~Service~~ 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, there is a navigation bar with the EQ logo, the Metropolitan Police logo, 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 states that users can find out who to talk to about their pension by clicking a link, and that there are also a number of forms available for download. Below these sections are two images: a blue police box labeled 'Help and Information' and a police helmet labeled 'MPS McCloud Remedy Website'. On the right side of the page, there is a sidebar with a 'Website Queries' section, which provides instructions on how to use the login page and a link to the FAQs. Below this is a 'Benefits Queries' section, which provides the email address enquiries\_pensions@equiniti.com, the UK telephone number 0300 123 0828, and the overseas telephone number +44 207 161 7272.

**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**

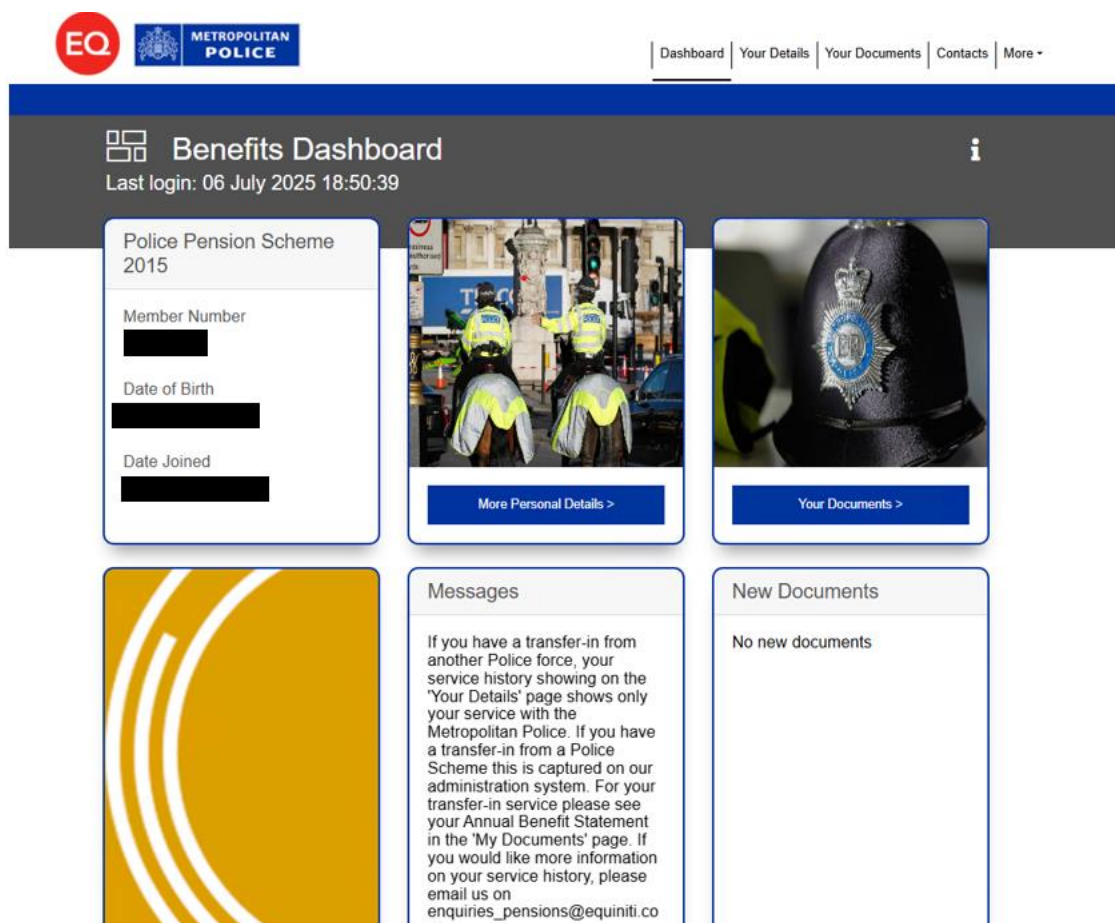
**Website Queries**  
If you have forgotten your login details please use the links on the Login page. If you still can't log in, please refer to the FAQs page or use the email address below, including your warrant number, date of birth and national insurance number: [mymetpension@equiniti.com](mailto:mymetpension@equiniti.com)

**Benefits Queries**  
[enquiries\\_pensions@equiniti.com](mailto:enquiries_pensions@equiniti.com)  
UK telephone: 0300 123 0828  
Overseas telephone: +44 207 161 7272



## Finding your information and documents

When logged into your portal, your screen will appear ~~similarly to the as~~ below:





You can view your details by selecting the 'Your Details' button as demonstrated below:-

The screenshot shows the 'Your Details' page with the 'Your Details' button highlighted in the top navigation bar. The page displays a form with the following sections:

- Personal Details** (expandable section):
  - Member Number: [Redacted]
  - Surname: [Redacted]
  - Forename: [Redacted]
  - First Middle Name: [Redacted]
  - Second Middle Name: [Redacted]
  - National Insurance Number: [Redacted]
  - Date of Birth: [Redacted]
  - Date Joined Company: [Redacted]
  - Date Joined Scheme: [Redacted]
  - Salary: (Hold to show) Hidden
  - Completed Nomination Form?: Yes
  - Current Status: Active
- Service Details** (expandable section)
- Part Time Hours Details** (expandable section)

The 'Your Details' section of your portal will have a number of drop down boxes to select, where ~~you can~~ are able to review your the service details we hold for you, for example your Service Details:-

The screenshot shows the 'Your Details' page with the 'Service Details' section expanded. The page displays a table with the following data:

Start Date	End Date	Scheme Category
[Redacted]	current	2015 New Scheme

The 'Part Time Hours Details' section is also visible at the bottom of the expanded view.



You can also view if you have any ~~part~~ Part time ~~Time hours~~ Hours:-

EQ METROPOLITAN POLICE

Dashboard | Your Details | Your Documents | Contacts | More ▾

Your Details

Personal Details ▾

Service Details ▾

Part Time Hours Details ▴

Start Date	End Date	Full time hours	Part time hours
There are no part time hours details to display			

To be able to view your documents which will include your ~~annual~~ Annual benefit ~~Benefit statement~~ Statement (ABS) please click on the 'Your Documents' button as demonstrated below:





EQ METROPOLITAN POLICE

Dashboard | Your Details | **Your Documents** | Contacts | More ▾

## Your Documents

Select Timeframe

☒ All time ☐ 12 months  
☐ 3 months ☐ 2 years  
☐ 6 months ☐ 5 years

View Records

Select Date Range

From: DD/MM/YYYY

To: DD/MM/YYYY

View Records

Browse Documents

Name ▾

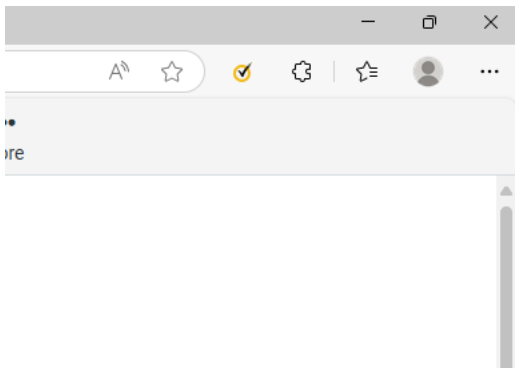
▸ My Benefit Statements

The folder called 'My Benefit Statements' ~~as demonstrated above will~~ can be opened via a click on the drop-down to open to ~~show-set out~~ any documents you have::

### Browse Documents

Name
▸ ▢ My Benefit Statements
▢ Benefit Statement 2023   16 Aug 2023
▢ Benefit Statement 2022   17 Aug 2022
▢ Benefit Statement 2021   14 Aug 2021
▢ Benefit Statement 2020   05 Aug 2020

Once you have clicked on ~~the statement document~~ you would like to open it will download on your browser, typically as a 'pop-up' in the top right section of your browser. ~~around this area of the screen~~



Click on the downloaded document either as a downloaded pop-up as described above, or directly via your download folder, and this it will open for you: **(Please note if you have browser pop up blockers enabled, it you may not allow be able to complete you to do this step. As an example of how to rectify this please Mmake mymetpolicepension.equiniti.com a safe website withinon your internet settings).**