

## PENSION STATEMENT LOCKOUT GUIDE

This guide aims to set out to explain the reason for, and what you need to do, if you receive this message when trying to access your pension statement online:

# My Benefit Statement

Unfortunately, it's not been possible to provide an online Benefit Statement at this time.

You can view a Benefit Statement if you're currently or have been employed in a teaching capacity, and: -

- have pensionable service (or employment which would be pensionable had the relevant election been made), and
- have qualified for benefits, and
- haven't already claimed benefits from Teachers' Pensions

Due to the complexity of some benefit calculations a minority of members won't be able to successfully view a Statement.

**The reason for this is, we believe, related to messages you will have had in your secure message inbox relating to rollback choices because you have undertaken overtime or extra work. It has been explained by TPS in this message received by a member of the group:**

Thank you for your secure message.

Your benefit statement is unavailable as your rollback choices remain outstanding. Until we have received your completed choices you will be unable to view your statements as the choice is required to complete your calculations correctly.

Your statement was issued to you on 05/11/2023 and contains all the information on how you are affected, your available choices and how to make these.

You will be unable to complete the choices online any longer and will need to complete and return the following form:

**There will have been several messages sent to your inbox. The first will have set out that you have rollback choices to make, the second a reminder that it needed to be done.**

**You will then have received a message telling you that the deadline had passed and TPS will have made the decision for you. I believe the default decision is to refund the appropriate amount to you.**

**In most cases, this has been a fairly small sum so nothing to get excited about! You will not be able to action most of these messages now as the deadline has passed. The message you are looking for is as follows:**

## Default Action - The deadline for your Rollback Choices has now passed

We've still not received your Rollback Choices for any Flexibilities and/or career average overtime and/or excess service during the period impacted by Transitional Protection changes.

As the deadline has now passed, we'll implement the default decision which is to reconstruct all flexibilities to an equivalent final salary Additional Pension Benefit and your overtime and excess service will be refunded as compensation.

We will not be able to pay any compensation until you [contact us](#) to provide bank details.

Thanks,

Teachers' Pensions

**You are required to contact TPS to provide your bank details for the refund. Click on the 'contact us' link in that message to proceed. Once that has been actioned, we believe that your statement will then, eventually be unlocked.**

Or you can access the details form here and email to [tpattachments@teacherspensions.co.uk](mailto:tpattachments@teacherspensions.co.uk)

<https://www.teacherspensions.co.uk/-/media/documents/misc/tp2406st12009trp-flex-final-reminderbankdetailsv03.ashx?rev=a2afa9678edb4119b47ad9b0f44097e1&hash=5839532D71F780FCD5EE62FD9C931989>

**Any further questions, please ask on the group.**