

Questions & Answers

Why is the administration of the RMSPS moving to Capita?

The Pensions Service Centre administers the RMSPS under a contract with Cabinet Office agreed in 2012. In advance of that contract expiring in 2018, the Cabinet Office undertook a procurement process which allowed other providers to bid for the work. Based on the published selection criteria Capita were the winning bidder and were awarded the contract to administer the scheme.

Are my pension benefits at risk from this transfer?

No. Your RMSPS benefits continue to be underwritten by the government. The money to pay for your RMSPS benefits will continue to come from HM Treasury. Meanwhile the Trustee of the RMPP continues to retain responsibility for your benefits earned since 2012 and the Pensions Service Centre will continue to administer these.

Will my pension still be paid on the same day?

If you are receiving a pension it will continue to be paid on the same day. The reference on your bank statement will also be the same for each part of your pension.

Will I receive communications from both Capita and the Pensions Service Centre in future?

Yes. The administration of the RMPP remains with the PSC. From 1 October you will receive separate correspondence from Capita for your RMSPS benefits and from the PSC for your RMPP benefits. There will be separate helplines and email addresses for each scheme as well – the details can be found in the enclosed letter.

I have recently applied to the PSC to take my pension. Do I now need to contact Capita?

No. If you have already made an application then the PSC will continue to process your application. They will arrange for the necessary information to be passed to Capita on 1 October for the RMSPS part of your benefits.

I expect to take my pension benefits in the next few months. Who should I contact?

If you are approaching your Normal Retirement Age 60 or Normal Retirement Age 65 retirement date, you will be contacted automatically by the PSC before 1 October, and by Capita and the PSC separately after 1 October.

If I receive forms from the PSC before 1 October but cannot complete these until after 1 October should I return them to the PSC or Capita?

If you are returning forms received before 1 October please return these to the PSC even after 1 October. The PSC will ensure any relevant RMSPS information is passed to Capita to process.

I am a deferred member and my Current Value Statement is usually sent to me at this time of the year. Will I receive one this year?

Yes. This year your Current Value Statement will be issued by the PSC during September. You should contact them with any queries regarding your statement.

I am still employed by Royal Mail and my Benefit Illustration is usually sent to me at this time of year. Will I receive one this year?

Yes. This year, your Benefit Illustration will be issued by the PSC in October. You should contact them with any queries regarding your illustration.

I make additional voluntary contributions (AVCs), what is happening to these?

If you have an AVC account (i.e. Flexiplan or Bonusplan) these will continue to be administered by the PSC so you should contact them as normal if you want to make any changes.