

# Your pension payments and increases

## Section A/B members

Your pension benefits actually come from two different schemes. One is the Royal Mail Statutory Pension Scheme (RMSPS), which was set up by the Government in April 2012 and is responsible for paying the benefits you earned before that date. The RMSPS is administered by Capita. The other scheme is the Royal Mail Pension Plan (RMPP), which covers any benefits you earned since then. The RMPP is administered by Royal Mail's Pensions Service Centre.



### Is this guide for me?

#### Yes, if you want to know:

- How your pension will be paid.
- How it will increase once in payment.

#### No, if you want to know:

- How your pension is calculated.
- Your benefits at retirement.
- Benefits for your spouse, civil partner or dependants.

For this information, visit the website - [royalmailpensionplan.co.uk](http://royalmailpensionplan.co.uk).



## How is my pension paid?

Your pension will be paid each month (or every three months, if you tell us to) directly into your bank or building society account.

If you want more information, visit the website - [royalmailpensionplan.co.uk](https://royalmailpensionplan.co.uk).

## When will I be paid?

We'll pay you on the last working day of the month. If we need to change the payment date, we'll tell you beforehand.

## Will I get a payslip?

We'll send you a pension payslip when the first pension payment is made to your bank or building society account. It will show your membership number and the amount that's been paid into your account.

After your first pension payment, we'll only send pension payslips if your net pension changes by £1 or more, or your tax code changes. Your net pension is the pension you get after tax and any other deductions have been made.

## Will my pension be taxed?

This depends on your circumstances and your tax code. We'll tell HM Revenue & Customs (HMRC) when you start to receive your pension. If you have to pay tax, it will be deducted through the PAYE system (the same way that tax was deducted from your pay). Until HMRC tell us your tax code, we may tax you using an emergency tax code. Once we receive your new tax code, we'll normally take into account any tax already paid by adjusting your next pension payment(s).



If you need to contact HMRC, write to:

**HM Revenue & Customs**  
PO Box 1970  
Liverpool  
L75 1WX



or telephone:  
**0300 200 3300**

When contacting HMRC, you'll need to quote a reference. The reference for the RMPP is 475/TA69337.



## How does my pension increase?

We usually increase your pension each April (if there is inflation in the previous September); we'll write to you at the end of March to tell you how much you'll receive.

We'll increase the whole of your pension in line with inflation, as measured by the 'Consumer Prices Index'.

If you want more details about how this works, visit the website - [royalmailpensionplan.co.uk](https://royalmailpensionplan.co.uk).

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## What else should I know?

### Returning to work

If you take your pension and then return to work, we'll continue to pay your pension. Because your overall earnings will go up, HMRC will tell us of any changes we must make to your tax code.

If you want more details about taking some, or all, of your pension benefits while you keep working, visit the website - [royalmailpensionplan.co.uk](https://royalmailpensionplan.co.uk).

### What happens to my pension when I die?

- If you're married or in a civil partnership, we'll pay a pension to your spouse or civil partner.
- If you don't have a spouse or civil partner, we may pay a pension to someone who was financially dependent on you.
- Children's pensions might also be payable.

To find out more, visit the website - [royalmailpensionplan.co.uk](https://royalmailpensionplan.co.uk).



## Questions about your benefits and keeping in touch



Our website [royalmailpensionplan.co.uk](https://royalmailpensionplan.co.uk) contains useful information and a series of guides about how the RMPP works. If you want to ask us a question about your benefits, please get in touch with the Pensions Service Centre.

**Also, it's important that you tell the Pensions Service Centre about a change in your situation, such as:**

- Your address changes. If you don't tell us, we may stop paying your pension until we find out your new address.
- You want to change your bank or building society details.
- You get married or divorced, or register or dissolve a civil partnership.

When you contact the Pensions Service Centre, please make sure you have your National Insurance or membership number handy.



[pensions.helpline@royalmail.com](mailto:pensions.helpline@royalmail.com)



Pensions Service Centre,  
PO Box 5863, Pond Street, Sheffield, S98 6AB



Member helpline - 0345 603 0043

You can call any time from 8.30am to 5.00pm, Monday to Friday. We are usually busiest from 11.30am to 2.00pm and on Mondays.

### Disclaimer

This guide tells you briefly about how your pension is paid and how it is increased. For full details, visit the website – [royalmailpensionplan.co.uk](https://royalmailpensionplan.co.uk).

The RMPP is governed by formal legal documents known as the 'Trust Deed and Rules'. If there is a conflict between the Trust Deed and Rules and this guide, the Trust Deed and Rules will overrule this guide.

