

Meeting:	Pension Board
Date:	29/02/2024
Title:	MEMBER SELF SERVICE – MY PENSION ONLINE
Purpose:	Demonstration of the system to Board members
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Member Self Service – My Pension Online

The My Pension Online system has been an essential part of services offered to members of the pension scheme for several years now. It is a secure portal on our website, which enables members to:

- View and update their personal details and change address.
- Find out how much they will receive in retirement.
- Calculate the extra lump sum they could take in retirement.
- View their service history, including any service that has been transferred in.
- View and update details of nominated beneficiaries.
- View their Annual Benefit Statements.
- Download documents that the fund has sent to them e.g. Pensioners pension slips.
- Advanced uploading of a document to the fund e.g. retirement forms
- Send secure messages to the fund.

The site is a very important resource for the Pension Fund as it enables members to update basic details, such as addresses and death grant nomination details, and perform retirement benefit calculations themselves. This frees up the fund officers' time to do more challenging work.

The My Pension Online system in its current form has existed for a number of years and by now is based on outdated technology. A number of members are having problems logging into the site, and this prevent members from making full use of it.

Upgrading the system

Over the past few years Heywood Pension Technologies (our software provider) has developed a new version of the My Pension Online site. The new site went live for customers at the end of 2023, and we are currently in the process of upgrading to the new site.

Not only does this development have a completely new look, but the new technology used means that there is much better functionality across the website. Further updates

are still in progress, with the aim of continually better engaging members at the heart of the project. Some of the main developments on the site include:

- Simpler login, without the need for usernames and security questions. Members can use their email address and password to access.
- Better security with 2 factor authentication.
- Simplified navigation and design built with users in mind.
- Retirement planner.
- Personal explanatory videos for complex subjects, e.g. annual pension statements.
- Electronic ID authentication system.

The Fund and Heywood have maintained a close dialogue throughout the process of implementing the website. An essential element for the Gwynedd Pension Fund is to ensure that the new site is available bilingually, so we have prepared the Welsh text for the site and have been testing the site over the past few weeks to ensure that the Welsh side looks correct. The hope is that the other Welsh funds will be able to take advantage of the work we have led on in relation to the Welsh language provision.

Demonstration of the system

We hope to launch the new site to members in mid-March, but we can give board members a preview of the system during the meeting.