

From: The Pensions Regulator <thepensionsregulator@tpr.gov.uk>

To: "

Sent: Wednesday, 29 July 2026 at 14:00:56 BST

Subject: Reminder: McCloud remediable service information

Reminder of our expectations

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**The
Pensions
Regulator**

Making workplace pensions work

Reminder:

McCloud remediable service information – reminder of our expectations

Dear Pension Board Member,

We are writing to you as a member of the pension board of an LGPS administering authority.

Last year, we wrote to LGPS administering authorities following publication of our statement on delivering remediable service information to members of Local Government Pension Schemes to address the McCloud remedy. As implementation continues, we are writing to remind you of our expectations and the important role pension boards play in supporting effective governance and oversight.

Since our statement was published last year, we are aware that various LGPS administering authorities chose to exercise the discretion provided under legislation to delay the provision to some members of remediable service information in annual benefit statements (ABSs) until the ABSs due to be issued by 31 August 2026 for the 2025/26 scheme year.

As implementation progresses and becomes part of business as usual, it is important that pension boards continue to oversee progress and seek assurance that statutory requirements are being met.

Our expectations

Pension board members should seek assurance that scheme managers are:

- Ensuring that the 2025/26 ABSs include remediable service information for all members and that this information is provided through members' ABSs by the 31 August 2026 statutory deadline.
 - Reporting any breaches to us, including where the statutory requirement is not met, or where underlying issues (for example, data quality, internal controls or record-keeping) may be contributing to delays.
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- Communicating clearly with members by providing clear and timely information to affected members, particularly where remediable service information is delayed.

We also expect decisions to be clearly reasoned and supported by appropriate evidence. You can find further detail on our expectations in our statement on remediable service information delivery for LGPS [on our website](#).

Maintaining momentum on delivery remains essential to ensuring good outcomes for members.

Yours faithfully,

The Pensions Regulator

