Teachers' Pensions

Updating a member's National Insurance number
August 2024

We've been made aware that members are experiencing problems associated with QQ (temporary) numbers or incorrect National Insurance numbers that weren't recognised. This resulted in them getting locked out of the system and opt in/opt out issues.

It's important to maintain accurate records of member details and as an employer or Payroll Provider, you'll be able to correct personal details via the Employer Portal.

Member Search

When making these changes, you need to submit them through the Member Search section of the Employer Portal.

You'll need one of the following combinations to search for a member:

- Teachers' Pensions Reference number and gender
- National Insurance number and Date of Birth
- National Insurance and surname
- Surname and Date of Birth – this search will only return members with no previous service and have a QQ (temporary) National Insurance number.

You can narrow the search further by using the initial and forename fields. Entering data into all fields will return no results.

Once a member has been located, a magnifying glass icon will appear next to the member's name. When you select this it will enable you to change their personal details.

The change will occur immediately.

You'll need to request a Member Print to confirm the details are correct.

For more information on Member Search, read our helpful guidelines.

Monthly Contributions Reconciliation (MCR)

As an employer, you can't change National Insurance numbers through an MCR form unless it's a QQ (temporary) number. In this instance, you'll need to make sure to use the member's Teachers' Pensions Reference number and it will change the QQ (temporary) number to the National Insurance number on the MCR form.

For other changes, you'll need to use the Member Search function on the Employer Portal or request the change through contacting the MCR team. They'll then request evidence to be uploaded to the Portal before making any changes.

August 2024

Employer Portal - How to change a member's National Insurance number

- To make the change, you'll find the Member Search section in the left navigation of the Employer Portal
- Here you'll be able to search for the member, view and edit their details
- Enter the member details then select 'Find Member'
- Once search is complete the results will come up
- Click the magnifying glass under Actions
- This will take you to the Member View page where you can edit the details.

- Once you're in the Member View page, you'll be able to see the member's details
- To edit the National Insurance number, click the 'edit' button in the personal details section.

- You'll then be able to change the member's National Insurance number in the fields below.

Change the member's personal details
Change the member's personal details

Member personal details

Please review and amend any incorrect details below and click the next button to proceed.

Teachers' Pension reference number:	99/
National Insurance Number: (Required)	AU ✔
Title: (Required)	Ms
Surname: (Required)	
Previous surname(s):	

If you are changing the surname, please select the reason for doing so:

Reason for surname change:	Select...
First name(s): (Required)	
Gender	**Female**
Date of birth (Required)	
Date of birth verified?:	☑
Marital status (Required)	Single

Cancel   Next

- Once the change has been made select 'Next'
- Then you'll need to confirm the change by entering the member's date of birth.

- After you've confirmed the member's date of birth, select 'Next'
- You'll then see a summary of the member's personal details to make sure the change is correct.

Teachers' Pensions

All Sections

Member Home | Employer Home

(i) Please ensure the correct member record is selected before proceeding.

Change the member's personal details

Change personal details - Member confirmation

We've noticed that you want to change the members National Insurance Number. To continue with this process please enter the members date of birth in the box provided below.

Member's date of birth (Required)

Previous   Cancel   Next

General Data Protection Regulation (GDPR)

The Department for Education (DfE) will use any information you provide in connection with the Teachers' Pension Scheme to administer and operate the scheme and pay benefits under it.

This may include passing details to third parties that are involved in the administration and operation of the scheme. The DfE may also use your data for administrative purposes in line with its data protection notification. In order to fulfil its duty to protect public money, the DfE may use information it holds to prevent and detect fraud. It may also share information with other organisations that handle public funds. If there is any difference between the legislation governing the Teachers' Pension Scheme and the information in this application form, the legislation will apply.

For more information on how we will use your data, go to
www.teacherspensions.co.uk/public/privacy

- To submit the form you'll need to confirm the details are correct by checking the check box at the end
- You can request a Member Print and submit the changes with the buttons below.

- You'll then be brought to the 'Thank you' page which confirms you've completed a change.
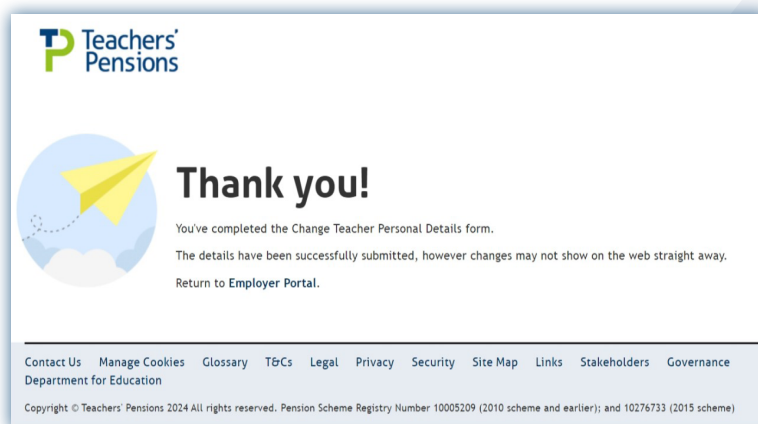
Things to remember

- If you're updating a member's National Insurance number or Date of Birth, you can only do this if you've up to date service on their record
- We don't accept email requests to make this change, because if a member moves between establishments, the new establishment will need accurate records of their service
- The only exception for this would be if we hold a QQ (temporary) National Insurance number
- You should encourage members to keep their personal information up to date in their secure My Pension Online (MPO) account
- You can also request to update member details through Employer Secure Messaging, if you're unable to update the Member Print yourself
- Get familiar with your Employer Portal by reading our useful guide.