

Contact Us Guidelines

June 2023



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What is Contact Us?

Contact us provides you and Teachers' Pensions with the opportunity to communicate freely and securely through the Employer Portal.

We've created a step-by-step guide to help you understand how to send us information securely through the Employer Portal using the new Contact Us function.

It allows you to:

- contact us and provide attachments
- have a designated reference number for your specific query
- see an audit trail of correspondence
- ask both employer and member queries (you have to be the current employer for specific member queries).

It allows us to:

- contact you directly with our queries
- respond to your enquiries.

There are different ways to contact us, depending on the query that you have:

- Submitting a general enquiry – for example if you need to know something on the MCR process or EOYC
- Submitting a member specific enquiry (member search option) – about an employee who is currently employed in your establishment
- Submitting a member specific enquiry for a member who hasn't yet started at your establishment or has left employment – in these circumstances you would use the general enquiry format.

Submitting a general enquiry

Go to the Contact Us page on the Employer Portal and select your enquiry type and establishment number and then click 'next'.

Contact Us

Contact Us

If you are wanting to contact us about a specific member which you have informed us is in your employment, then you must submit your enquiry using the Employer Member Query form available via the Member Search function [here](#).

You'll need to find the member within this functionality using personal data (For Example - National Insurance Number and Surname) and select the ☒ icon to complete the form.

If your enquiry relates to a specific member who was previously employed by you or you have not yet notified us of being employed by you, then please complete contact us form below

Select your Enquiry Type (Required)

Select...

Select your Establishment (Required)

Select...

Cancel

Next

Contact Us

Contact Us

If you are wanting to contact us about a specific member which you have informed us is in your employment, then you must submit your enquiry using the Employer Member Query form available via the Member Search function [here](#).

You'll need to find the member within this functionality using personal data (For Example - National Insurance Number and Surname) and select the ☒ icon to complete the form.

If your enquiry relates to a specific member who was previously employed by you or you have not yet notified us of being employed by you, then please complete contact us form below

Select your Enquiry Type (Required)

General Service Queries ☒

Select your Establishment (Required)

ContactUsTest675 ☒

Cancel

Next

Select the category that best describes your enquiry. The suggestions will be based on your initial enquiry type. If there's nothing relevant that fits your enquiry, please use the 'back' button and change your enquiry type.

Contact Us

Contact Us

Select the category that best describes your enquiry (Required)

Annual Allowance

Select...

Annual Allowance

Replies to Data Cleanse

Service Deletions

Missing Service

Recording Service

Service and Salary queries

Your message

File Attachments

To attach a file please follow the steps listed below:

1. Click Browse

2. Select your file

3. Complete the Captcha

4. Click Attach file

For security reasons please complete the Captcha below if you are uploading a file.

You can then type in your enquiry and attach any relevant files. Use the instructions on the page to help you do this.

Contact Us

Contact Us

Select the category that best describes your enquiry (Required)

Select...

Your message

File Attachments

To attach a file please follow the steps listed below:

1. Click Browse

2. Select your file

3. Complete the Captcha

4. Click Attach file

For security reasons please complete the Captcha below if you are uploading a file.

Browse

Attach File

There are currently no files attached to this request.

When attaching a file, you'll see that the filename includes 'C:\fakepath' and then your filename. Don't worry this is how it should be.

Filenames must only contain alphanumeric characters (A-Z, a-z, 0-9), underscores (_) or hyphens (-). You can't create a filename with spaces between words (file name should be 'annualallowance' and not 'annual allowance').

There's a CAPTCHA to complete when you upload the file.

Contact Us

Contact Us

Select the category that best describes your enquiry (Required)

Annual Allowance

Your message

I've got a question about annual allowance. Please can you assist me?

File Attachments

To attach a file please follow the steps listed below:

1. Click Browse

2. Select your file

3. Complete the Captcha

4. Click Attach file

For security reasons please complete the Captcha below if you are uploading a file.

Browse

C:\fakepath\EngagementTestfile.txt

11RKKW

Please enter the text characters from the image provided: (Required)

11RKKW

Attach File

There are currently no files attached to this request.

Previous

Cancel

Next

Once you've completed this, you'll be able to simply attach the file.

Contact Us

Contact Us

Select the category that best describes your enquiry (Required)

Annual Allowance

Your message

I've got a question about annual allowance. Please can you assist me?

File Attachments

To attach a file please follow the steps listed below:
1. Click Browse
2. Select your file
3. Complete the Captcha
4. Click Attach file

For security reasons please complete the Captcha below if you are uploading a file.

Description	EngagementTestfile.txt	Remove
Type	txt	
Size (Bytes)	3	

Browse

Attach File

Previous

Cancel

Next

If you've more than one file to upload, then simply repeat the process. However, it's important to make sure the total file size doesn't exceed 10mb.

Then click 'next'.

You'll be asked to add 'Your reference' in the box required. This must contain at least three letters or numbers, be no longer than 50 characters (including spaces) and contain no special characters except full stop (.), hyphen (-), underscore (_) and ampersand (&).

The reference is to help you track your enquiry, therefore it's important that you use something that you recognise.

Then press 'next'.

Contact Us

Contact Us

To help you keep track your query response, we need you to provide a reference that relates to it. This reference is for your use only. It will be displayed within the subject of our responses to your query to allow you to easily find it within your Date Centre Mailbox

Your reference must contain at least 3 letters or numbers, be no longer than 50 characters (including spaces) and contain no special characters except . - _ &

Your Reference (Required)

Annual Allowance Query Ref 12: ✓

Previous

Cancel

Next

Declaration

You'll be asked to read the privacy statement and complete the 'Tick here' to confirm this.

Then press 'next'.

Contact Us

Declaration

Declaration

I have read and agree with the [privacy statement](#).

Tick here



Previous

Cancel

Next

Summary page

You'll be provided with a summary of the information you've provided for your enquiry and asked to confirm this is correct. If you're unhappy with any of the information, you need to use the 'back' button to make your changes.

If you're happy with the information, then press 'submit'.

Contact Us Summary Page - Contact Us

Select your Enquiry Type	General Service Queries	Edit
Select your Establishment	ContactUsTest675	

Select the category that best describes your enquiry	Annual Allowance	Edit
Your message	I've got a question about annual allowance. Please can you assist me?	

Description	EngagementTestfile.txt
Type	txt
Size (Bytes)	3

Your Reference	Annual Allowance Query Ref 123	Edit
----------------	--------------------------------	------

Please confirm that the above details are correct ☒

Previous

Submit

Cancel

Print

You'll then receive confirmation that your enquiry has been sent.



Thank you!

Your inquiry has been submitted.

Thanks for getting in touch, you will receive a reply within 10 working days to your mailbox in the Employer Portal.

Don't worry about checking your account; we'll email you once we've replied to let you know there's a message in your inbox.

[Return to Employer Portal.](#)

Submitting a member query


If you've a query regarding a specific member, you need to initially go to 'Member Search'.

Member Search

In this area, you can search for individual members, and view or edit their details.

If you're new to the Member Search function or need a refresher, read our guidelines to understand how to use it.

Enter Member Search Criteria

NI Number:	 <input type="text"/>
TP Reference Number:	<input type="text"/>
Gender:	<input type="text" value="v"/>
Surname:	<input type="text"/>
Date of Birth:	<input type="text"/>
Forename:	<input type="text"/>
Select a Data Centre (Mandatory):	<input data-cs="2" data-kind="parent" type="text" value="ContactUsTest675"/> <input type="text" value="v"/>

Find Member

Complete the details required and then click 'Find Member'. The option to send a secure enquiry is limited to the current employer of that member only. You can't send an enquiry if the member no longer works at your establishment (here you'll need to use the general enquiry method).

Member Search

In this area, you can search for individual members, and view or edit their details.

If you're new to the Member Search function or need a refresher, read our guidelines to understand how to use it.

Enter Member Search Criteria

NI Number:	 <input type="text" value="UC469706"/>
TP Reference Number:	<input type="text"/>
Gender:	<input data-cs="2" data-kind="parent" type="text" value="Female"/> <input type="text" value="v"/>
Surname:	<input type="text" value="OrangeWhinny"/>
Date of Birth:	<input type="text"/>
Forename:	<input type="text"/>
Select a Data Centre (Mandatory):	<input data-cs="2" data-kind="parent" type="text" value="ContactUsTest675"/> <input type="text" value="v"/>

Find Member


You'll then receive the member(s) information based on your member search.

Member Search

In this area, you can search for individual members, and view or edit their details.

If you're new to the Member Search function or need a refresher, read our guidelines to understand how to use it.

Enter Member Search Criteria

NI Number:	 UC469706
TP Reference Number:	<input type="text"/>
Gender:	Female 
Surname:	OrangeWhinny
Date of Birth:	<input type="text"/>
Forename:	<input type="text"/>
Select a Data Centre (Mandatory):	ContactUsTest675 





Find Member

Results



Please ensure the correct member record is selected before proceeding.

The following actions are available:

-  Expands the row to display details of any active elections (e.g. Opting Status, Additional Pension etc.)
-  To generate and download a Member Print showing complete member details and service history.
-  To view and update the member's personal, contact and address details online.
-  To send a secure enquiry to us relating to this specific member.



To create a member specific query you need to click on the envelope icon. You then select your enquiry type (as shown above) and then follow the same steps.

Employer Member Query

Contact Us

If you are wanting to contact us about a general scheme or non member specific enquiry, then you must submit a [Contact Us Webform](#).

Select your Enquiry Type (Required)

Member Queries  

Cancel

Next

Checking your enquiry

Click on the Data Centre Mailbox and select the appropriate establishment.

Go to the 'Sent' tab and then click on the enquiry you want to view.

Your Messages

Here you'll find secure messages sent directly to you from Teachers' Pensions. As new messages are issued a notification will be sent to your e-mail address.

Attachments sent from Teachers' Pensions are provided as a PDF. To view PDF files, you need Adobe Reader. If you're using a desktop PC the program is [available to download for free](#).

Currently viewing messages for Data Centre: ContactUsTest675

Inbox	Sent	Deleted
Subject		Date
 00/44723 - UC469706B - Member Queries - Family Leave Query Your Ref: Member Family Leave Query		08 Dec 2022 18:25
 General Service Queries - Annual Allowance Your Ref: Annual Allowance Query Ref 123		08 Dec 2022 17:59 

If you'd like to view one of your enquiries then click on the title, the information regarding your enquiry will be on screen. It will show:


- date and time of submission
- enquiry type
- your unique reference for the query
- the attached files
- the message contact
- who submitted you enquiry.

Your Messages

Here you'll find secure messages sent directly to you from Teachers' Pensions. As new messages are issued a notification will be sent to your e-mail address.

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General Service Queries - Annual Allowance
Your Ref: Annual Allowance Query Ref 123

Sent: 08 Dec 2022 17:59
 EngagementTestfile.txt

I've got a question about annual allowance. Please can you assist me?

[Back to Your Messages](#)

All staff who have access to the data centre will be able to see the enquiries which have been sent.

Responses from us

There are three types of responses that you can receive from us which are:

- a general query
- a member specific query
- a query started by us.

They all basically look the same, the differences are:

- for the query started by us, we'll set up the reference
- for the member specific query, it will include the 'member's Teachers' Pensions Reference and National Insurance number'.

General query

Your Messages

Here you'll find secure messages sent directly to you from Teachers' Pensions. As new messages are issued a notification will be sent to your e-mail address.

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Currently viewing messages for Data Centre:

Inbox (1)	Sent	Deleted
Subject		Date
 RE: General Service Queries - Annual Allowance Your Ref: Annual Allowance Query Ref 123		19 Dec 2022 15:06

Showing 1 - 1 of 1

Inbox member specific query

Your Messages

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Currently viewing messages for Data Centre:

Inbox (1)	Sent	Deleted
Subject		Date
 RE: 00/44723 - UC469706B - Member Queries - Family Leave Query Your Ref: Member Family Leave Query		19 Dec 2022 15:15
 RE: General Service Queries - Annual Allowance Your Ref: Annual Allowance Query Ref 123		19 Dec 2022 15:06

Showing 1 - 2 of 2

Your Messages

Here you'll find secure messages sent directly to you from Teachers' Pensions. As new messages are issued a notification will be sent to your e-mail address.

Attachments sent from Teachers' Pensions are provided as a PDF. To view PDF files, you need Adobe Reader. If you're using a desktop PC the program is [available to download for free](#).

Currently viewing messages for Data Centre: ContactUsTest675

Inbox (1)	Sent	Deleted
Subject	Date	
 98/41363 - UB196285B - General Service Queries - Missing Service Your Ref: TP1	19 Dec 2022 15:19	 
 RE: 00/44723 - UC469706B - Member Queries - Family Leave Query Your Ref: Member Family Leave Query	19 Dec 2022 15:15	 
 RE: General Service Queries - Annual Allowance Your Ref: Annual Allowance Query Ref 123	19 Dec 2022 15:06	 

Showing 1 - 3 of 3

To open a query (we're looking at a member specific query), you simply click on the title and it will open up the query.

Your Messages



Here you'll find secure messages sent directly to you from Teachers' Pensions. As new messages are issued a notification will be sent to your e-mail address.

Attachments sent from Teachers' Pensions are provided as a PDF. To view PDF files, you need Adobe Reader. If you're using a desktop PC the program is [available to download for free](#).

RE: 00/44723 - UC469706B - Member Queries - Family Leave Query
Your Ref: Member Family Leave Query

[Reply](#)

Sent: 19 Dec 2022 15:15

 [MaternitypaternityFactsheet.pdf](#)  [Message History 20221219 151519 \(52706004\).pdf](#)

Hello,

I have attached a factsheet regarding Family Leave that should help with your query. Please let me know if you any other questions.

Regards

Teachers' Pensions

[Back to Your Messages](#)

Here you'll see:

- title on the left
- reply button on the right
- the date and time it was sent
- a series of attachments (if there are any)
- for messages in a thread, you'll have a PDF of the message history
- beneath each attachment is the main body email
- at the bottom right there are some controls which allow you to print, mark as unread or delete
- there's also a button which allows you to go back to the inbox.

Employer: 6750000

Current Message

Subject: Investigate And Reply
Date: 19/12/2022

Hello,

I have attached a factsheet regarding Family Leave that should help with your query. Please let me know if you any other questions.

Regards

Teachers' Pensions

Message History

Subject: Member Queries - Family Leave Query
Date: 08/12/2022 Time: 18:25

Member Queries - Family Leave Query
I have a member thinking about taking family leave, please can someone offer some guidance.

PDF of message history shown above.



Reply to us

To reply to a query, you simply click reply in the top right hand corner. This option is only available for 14 days after you've received the response. If you don't respond within 14 days, the case will close and you'll have to send a new query.

To reply add in your query into the box provided, add any attachments and then send.

Your Messages

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Attachments sent from Teachers' Pensions are provided as a PDF. To view PDF files, you need Adobe Reader. If you're using a desktop PC the program is [available to download for free](#).

Re: RE: 00/44723 - UC469706B - Member Queries - Family Leave Query
Your Ref: Member Family Leave Query

Send

Attachments

To attach a file please follow the steps listed below:


1. Click Browse
2. Select your file(s)
3. Complete the Captcha
4. Click Attach file

Browse

Attach File

No files currently attached to this request

Message History

RE: 00/44723 - UC469706B - Member Queries - Family Leave Query 
Your Ref: Member Family Leave Query

Sent: 19 Dec 2022 15:15

Hello,

I have attached a factsheet regarding Family Leave that should help with your query. Please let me know if you any other questions.

Regards

Teachers' Pensions

Back to Message

You'll receive confirmation that your reply has been submitted and we'll reply within ten working days. We'll email you to inform you that there's a message in your inbox.

Your Messages

Here you'll find secure messages sent directly to you from Teachers' Pensions. As new messages are issued a notification will be sent to your e-mail address.

Attachments sent from Teachers' Pensions are provided as a PDF. To view PDF files, you need Adobe Reader. If you're using a desktop PC the program is [available to download for free](#).



Your reply has been successfully submitted. You can find a copy of this saved in Sent tab of your mailbox.

You will receive a reply within 10 working days to your mailbox in the employer portal.

Don't worry about checking your account; we'll email you once we've replied to let you know there's a message in your inbox.

[Back to Message](#)

Need a hand?

The easiest way to contact us is via our Employer Support Team or explore our website for any queries you may have.



Visit us at:

www.teacherspensions.co.uk



Call our Employer Support team on:

0345 300 3756

Monday–Friday, 8.30am–6.00pm



Write to us at:

Teachers' Pensions, 11b Lingfield Point,
Darlington, DL1 1AX



The information contained in this guide is correct at the time of press, but may be subject to change. If there is any difference between the legislation governing the Teachers' Pension Scheme and the information contained in this guide, the legislation will apply.

Department for Work and Pensions – For questions about State Pension please contact the Department for Work and Pensions on: 0800 731 0175.

HM Revenue & Customs (HMRC) – If you have any other questions about your income tax or P45 please contact: HMRC, HM Revenue & Customs Customer Operations, PSA PO BOX 4000, Cardiff, CF14 8HR. Contact telephone number: 0300 200 3300. The PAYE number in respect of your teacher's pension is 948 400.

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