



My Pension Online:

Your Quick & Easy

Guide

A step-by-step guide to everything you can do
online



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Welcome to My Pension Online

My Pension Online is your online pension account.

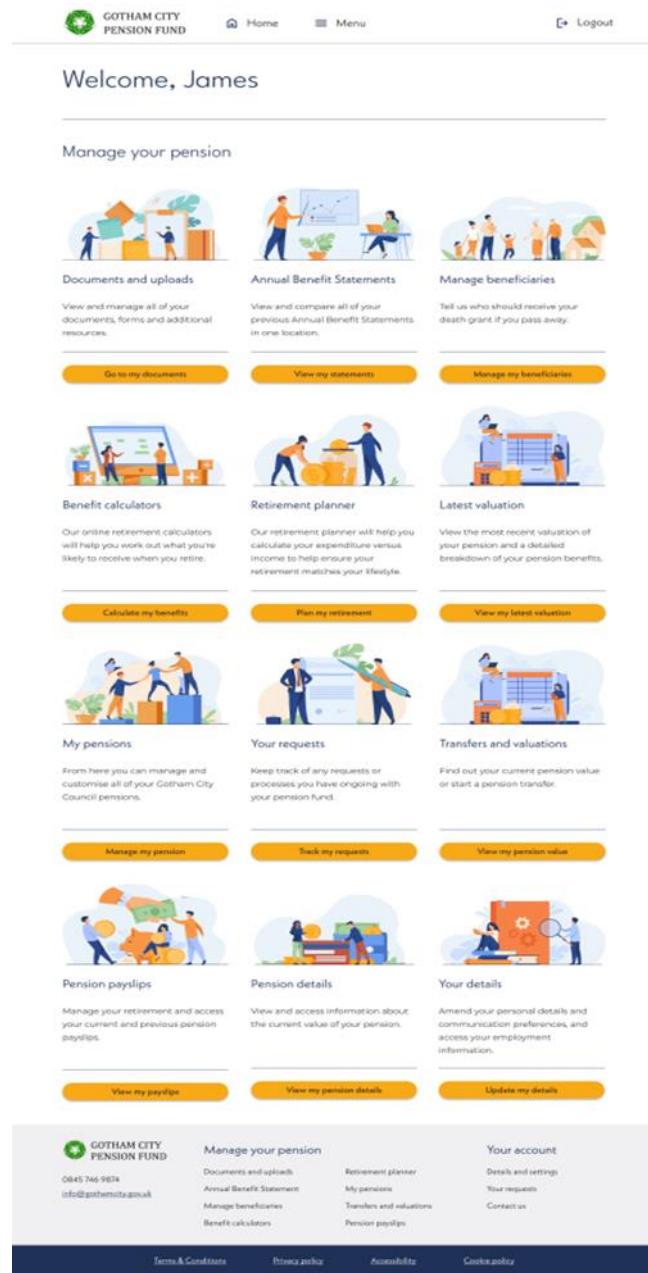
You can use it to:

- Check your pension details
- View your pension statements
- See your payslips and P60s
- Update your personal information
- Upload documents safely
- Use helpful pension tools
- Contact your pension fund

This guide shows you how to use everything clearly, simply and step-by-step.

1. Your Homepage

When you log in to My Pension Online, you'll arrive on your **homepage**. Here you'll see tiles that take you to different areas of your pension account.



The screenshot shows the homepage of the 'GOTHAM CITY PENSION FUND' website. At the top, there is a navigation bar with a logo, 'GOTHAM CITY PENSION FUND', 'Home', 'Menu', and 'Logout'. Below the navigation, a 'Welcome, James' message is displayed. The main content area is titled 'Manage your pension' and features a grid of 12 service tiles, each with an icon and a brief description. The tiles are arranged in four rows of three. The first row includes 'Documents and uploads', 'Annual Benefit Statements', and 'Manage beneficiaries'. The second row includes 'Benefit calculators', 'Retirement planner', and 'Latest valuation'. The third row includes 'My pensions', 'Your requests', and 'Transfers and valuations'. The fourth row includes 'Pension payslips', 'Pension details', and 'Your details'. Each tile has a yellow 'View' button at the bottom. At the bottom of the page is a footer with links to 'GOTHAM CITY PENSION FUND', '0845 746 9824', 'info@gothamcity.gov.uk', 'Manage your pension' (with sub-links for 'Documents and uploads', 'Annual Benefit Statement', 'Manage beneficiaries', 'Benefit calculators'), 'Your account' (with sub-links for 'Details and settings', 'Your requests', 'Contact us'), and 'Footer links' (with sub-links for 'Terms & Conditions', 'Privacy policy', 'Accessibility', and 'Cookie policy').

Your homepage may look slightly different depending on your pension status (active, deferred, pensioner, dependant).

Here's what each tile does.

Documents & Uploads

This is where you can:

- Read documents your Dyfed Pension Fund has sent you
- Download letters and statements
- Upload documents safely from your phone or computer

Select **Go to my documents** to get started.

Annual Benefit Statements

Your Annual Benefit Statement tells you:

- What your pension is worth
- What you might receive at retirement
- How your benefits built up over the year
- Any death benefits for your loved ones

You can also compare your past statements.

Select **View my statements**.

Manage Beneficiaries

Here you can tell your fund who you would like to receive benefits if you die.

You can:

- Add a beneficiary
- Update someone's details
- Remove someone
- Add additional information

Select **Manage my beneficiaries**.

Benefit Calculators

These tools help you:

- Estimate what you may receive at retirement
- Check different retirement ages
- Understand how working patterns affect your pension

Select **Run my estimates**.

Latest Valuation

If you're an active member, you can see:

- Your most recent pension valuation
- A breakdown of how your benefits are calculated
- Details for each employment you hold

Select **View my latest valuation**.

Pension Payslips

If you receive a pension, you can:

- View your monthly payslips
- Check your payment history
- Download payslip documents

Select **Access my payslips and P60s**.

Details & Settings

Here you can update:

- Your personal details
- Your email address
- Your contact information

- Your communication preferences
- Your employment information
- Your bank details (*if you receive a pension*)

Select **View my details**.

Your Requests

You can send questions or request information directly from this page.

Select **Go to my requests**.

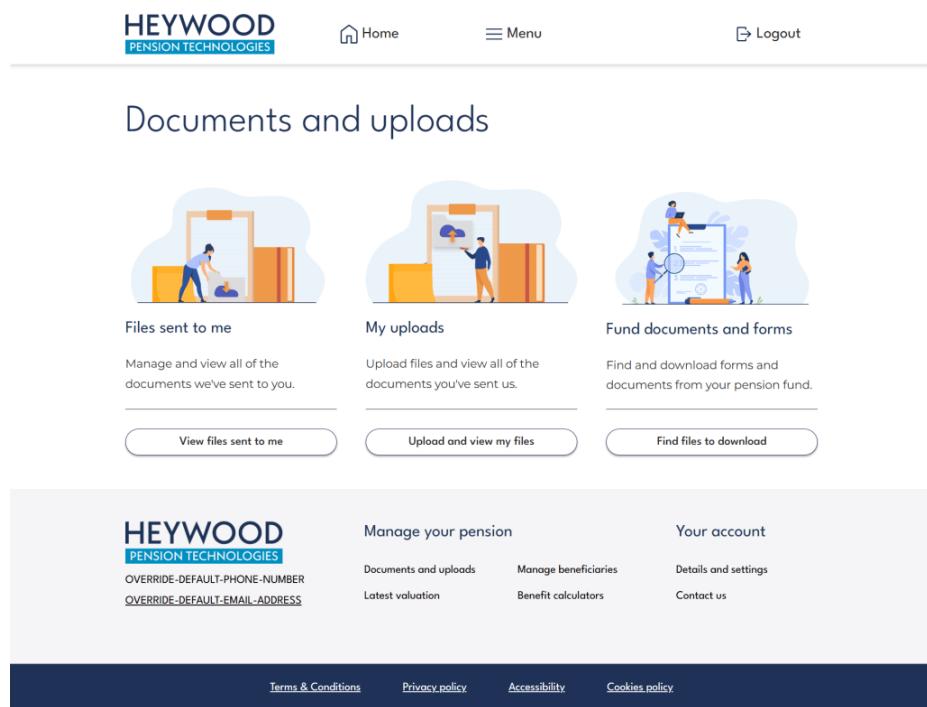
Contact Us

If you need help, you can send a message the Dyfed Pension Fund using the **Contact us** link.

2. Documents & Uploads

Your place to view, download and upload pension documents.

You can get to this section from your homepage by selecting **Go to my documents**.



HEYWOOD
PENSION TECHNOLOGIES

Home Menu Logout

Documents and uploads

Files sent to me
Manage and view all of the documents we've sent to you.
[View files sent to me](#)

My uploads
Upload files and view all of the documents you've sent us.
[Upload and view my files](#)

Fund documents and forms
Find and download forms and documents from your pension fund.
[Find files to download](#)

HEYWOOD
PENSION TECHNOLOGIES
OVERRIDE-DEFAULT-PHONE-NUMBER
OVERRIDE-DEFAULT-EMAIL-ADDRESS

Manage your pension Your account

Documents and uploads Manage beneficiaries Details and settings

Latest valuation Benefit calculators Contact us

Terms & Conditions Privacy policy Accessibility Cookies policy

The Documents area has three parts:

- 1. Files sent to me**
- 2. My uploads**
- 3. Fund documents and forms**

Each part is explained below.

a) Files Sent to Me

This page shows all documents that Dyfed Pension Fund has sent you. These may include:

- Statements
- Letters
- Important updates
- Pension information
- General communications

You can view, download or save any document.

Files sent to me

Here you will find all of the documents we've sent to you.





 Sort

File name	Date	Download
 ADP Document without Barcode.pdf	13/02/2023	
 Word Version of ABS Template.pdf	13/02/2023	

1

[Back to dashboard](#)

What you can do on this page:

- **Sort** your documents (newest or oldest)
- **Search** for a document by name
- **Download** any file you need
- **Open** a file to read it online

Documents will appear here if your fund publishes them for you.

If you don't have any documents yet, you'll see a simple message explaining this.

b) My Uploads

Upload documents safely to your pension fund.

You can upload documents to support your pension record, for example:

- Birth certificate
- Marriage certificate
- ID documents
- Bank letters
- Forms
- Any evidence Dyfed Pension Fund has requested

Select **Upload and view my files**.

My uploads

Here you can upload files and view all of the documents you've sent us.

[Upload files](#)



Search for files



[Sort](#)

File name	Date ↓	Download
Document for MSS.xls	07/03/2023	
log.pdf	13/02/2023	



[Back to dashboard](#)

Accepted file types

You can upload common formats such as:

PDF, JPG, PNG, DOCX, TXT, RTF, TIFF, HEIC and more
(Your file must be **under 10MB**.)

How to upload a document

1. Select **Choose files** or drag your files into the upload box
2. Select **Upload**
3. Wait for the system to process your file
4. Your file will appear in the list once complete

[Upload files](#)

Choose files to upload

We support the following file formats: pdf, doc, docx, rtf, txt, tif, tiff, jpeg, jpg, png, odt, heic, and eml. Each file has to be under 10MB.

Drag and drop files here or

[Browse files](#)

[Back to dashboard](#)

Queue

File name	Status
Birth Certificate.pdf	 Uploading
New AdditionCertificate.pdf	 Uploading
Statement 2023.docx	 Uploading

Your upload will show one of these statuses:

- **Uploaded** – everything worked
- **Virus detected** – the file has been blocked for safety
- **Upload failed** – try again or upload a different format

Status
 Uploaded
 Virus detected
 Upload failed

After uploading

You can choose from:

- **Go to My Uploads** – view all your uploaded files
- **Upload more files** – add another file
- **Return to dashboard** – go back to your homepage

Your uploaded documents are stored safely, and Dyfed Pension Fund can view them securely.

c) Fund Documents and Forms

This page shows general documents Dyfed Pension Fund has published for all members.

These may include:

- Scheme guides
- Information leaflets
- Policies
- General forms

- Fund updates

HEYWOOD
PENSION TECHNOLOGIES

Home Menu Logout

Fund documents and forms

Here you can find application forms, newsletters and other files made available to you by your pension fund.



Newsletters

Sorry, there are currently no documents available to download.

Application forms

Beneficiaries change request

Form to request a change to your beneficiaries

 [Download Beneficiaries change request.pdf](#)

[Back to dashboard](#)

HEYWOOD
PENSION TECHNOLOGIES

OVERRIDE-DEFAULT-PHONE-NUMBER
OVERRIDE-DEFAULT-EMAIL-ADDRESS

Manage your pension Your account

Documents and uploads	Benefit calculators	Details and settings
Latest valuation	Retirement planner	Contact us
Annual Benefit Statements	Transfer value	
Manage beneficiaries		

Terms & Conditions Privacy policy Accessibility Cookies policy

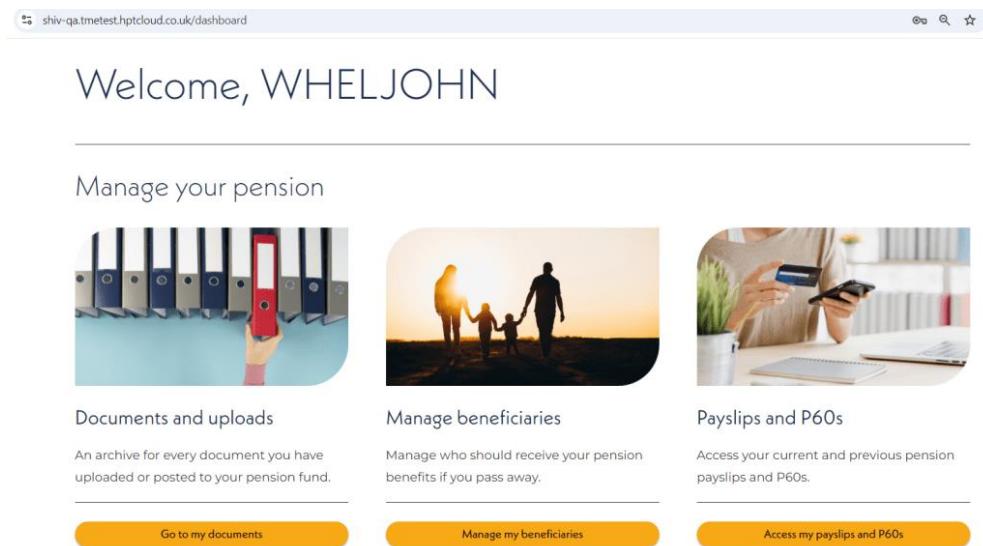
You can:

- Browse the list
- Download any document
- Read information directly from your device

3. Payslips & P60s

View your pension payments, download payslips and access your tax documents.

If you receive a pension, you can view your payslips and P60s online. From your homepage, select **Access my payslips and P60s**.



Welcome, WHELJOHN

Manage your pension

Documents and uploads

An archive for every document you have uploaded or posted to your pension fund.

Manage beneficiaries

Manage who should receive your pension benefits if you pass away.

Payslips and P60s

Access your current and previous pension payslips and P60s.

Go to my documents

Manage my beneficiaries

Access my payslips and P60s

This takes you to a page where you can switch between:

- **Payslips**
- **P60s**

If you have more than one pension (for example, more than one employment), you can switch between them too.

a) Payslips

Your payslips show:

- Your monthly pension payment
- Any deductions
- Your tax information
- Year-to-date totals (on the latest payslip)

On this page, you can:

- Select a **tax year**
- Choose a **payslip**
- **Download** a copy of the payslip (if available)
- View payslip information on screen even if no document exists

Payslips and P60s

Payroll number Tax year

[Payslips](#) [P60s](#)

My payslips

Month	Payment date	Gross pension	Net pension	Action
July	31/07/2023	£25.99	£25.59	
June	30/06/2023	£25.99	£25.79	
May	31/05/2023	£25.99	£25.59	
April	28/04/2023	£25.28	£25.08	

< 1 >

July 2023 payslip X

Year-to-date gross £2,154.59	Gross pension £542.37
Year-to-date tax £292.80	Tax £74.00
Date of payment 31/07/2023	Other deductions £0.00
Tax code 206L	Net pension £468.37

[Close](#)

If a PDF payslip is available, you'll see a download icon.
If not, you can still open the payslip and view the breakdown.

You may also see any **one-off payments** (for example, a backdated payment or adjustment).

b) P60s

A P60 is your end-of-year tax document.
You will get one each year if you receive a pension.

On the **P60s** tab you can:

- See all of your P60s by tax year
- Select any P60 to view it
- Download a PDF copy

Payslips and P60s

Payroll number
10017987

Payslips **P60s**

My P60s

Tax year	Gross earnings	Total tax	Action
2023 - 2024	£10,198.97	£1,575.80	
2022 - 2023	£9,229.55	£1,196.00	
2021 - 2022	£8,939.23	£1,082.00	
2020 - 2021	£8,902.92	£1,044.60	

Payslips and P60s

Payroll number
WY12345

Payslips **P60s**

My P60s

Tax year
2021 - 2022
2020 - 2021

2021 - 2022 P60

Total taxable pay
£5,732.75

Pay this employment
£5,732.75

Taxable pay previous
£0.00

Final tax code
1257L

Tax district
070/D1S

Total tax
£0.00

Tax this employment
£0.00

Tax previous
£0.00

Pay reference
WY12345

Tax office name
HMRC PAYE

If you have more than one pension in payment, you will be able to see P60s for each pension separately.

c) If you do not receive a pension

If you don't receive any pension payments yet:

- You won't see the payslips tile
- You won't have any P60s
- This section does not apply to active or deferred members

You will see this tile once you start receiving a pension.

4. Annual Benefit Statements (ABS)

See what your pension is worth and what you might receive in the future.

Your Annual Benefit Statement gives you a simple overview of your pension, including:

- What your pension is worth so far
- What you might receive at different retirement ages
- A breakdown of your benefits
- Your death benefits
- How your pension grew over the year

To view your statement, select **View my statements** on your homepage.

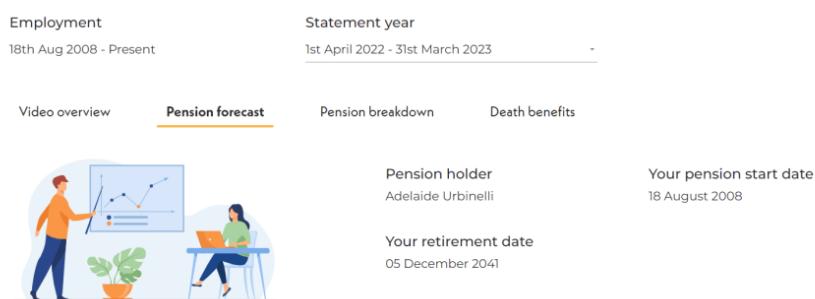
a) Pension Forecast

This shows what you may receive when you retire.

You can usually see:

- Your estimated annual pension
- Your estimated lump sum (if applicable)
- How these amounts change depending on the age you retire
- A summary of all your benefit types (CARE, final salary etc.)

Select the **Pension forecast** tab to view this information.



Employment
18th Aug 2008 - Present

Statement year
1st April 2022 - 31st March 2023

Video overview **Pension forecast** Pension breakdown Death benefits

Pension holder
Adelaide Urbinelli

Your pension start date
18 August 2008

Your retirement date
05 December 2041

This section helps you understand:

- How much you might receive
- How retiring earlier or later can change your pension

- What your benefits look like today compared to previous years

b) Pension Breakdown

This section shows you how your pension has built up over time.

You may see:

- Your CARE pension for the year
- Your total CARE pension to date
- Any final salary benefits (if you have them)
- Adjustments made during the year
- A visual breakdown of each part of your pension

Select the **Pension breakdown** tab to view this information.

Pension breakdown

This is a summary of how your pension changed between 01/04/2022 to 31/03/2023. All figures shown were correct as of midnight on 31/03/2023.



This year, your combined pensions increased by

£1,865.95



This brings your current pension value to

£19,026.34 a year



With a guaranteed tax-free lump sum of at least

£9,404.28

This helps you understand exactly how your pension is calculated.

c) Death Benefits

This section explains what your loved ones may receive if you die.

You'll see:

- Your **lump sum death grant**
- Your **survivor's pension**
- A breakdown of how these amounts are worked out
- Links to **Manage your beneficiaries**

Select the **Death benefits** tab.

Pension forecast Pension breakdown **Death benefits**

What would happen to your pension if you were to die before retirement?

In the event of this happening, your [nominated dependents](#) will receive a lump sum death grant and an annual survivor's pension. For illustrative purposes, survivor's pension has been calculated on the assumption you are married. This has no impact on your pension. See below for more details.

Lump sum death grant

This is payable if you die whilst still in employment and the amount is normally based on three times your annual pension salary.

£3,688.26

 → 

Annual survivor's pension

In addition, if you have any dependents, they will receive a yearly paid income. This figure is calculated after debits are applied, for example like remaining mortgage or divorce settlements.

£115.51 a year

 → 

If you'd like to update who receives your benefits, you can do that from the **Manage beneficiaries** tile on your homepage (covered in Part 7).

d) Downloading Your Statement

You can download a copy of your ABS for your records.

Look for the **Download** button on the page.

e) If you don't see an ABS tile

You might not see an Annual Benefit Statement tile if:

- Your fund hasn't published your latest statement yet
- You're not an active member
- You're a councillor, or police/fire member (not available for some organisations)

In these cases, your homepage will simply not show the tile.

5. Deferred Annual Benefit Statements (Deferred ABS)

See the value of your deferred pension and what you may receive when it's paid.

If you have a **deferred pension**, you can view your Deferred Annual Benefit Statement online.

This shows:

- What your pension is currently worth
- When you can take your pension
- Any lump sum you may receive
- Benefits for your loved ones
- A personalised breakdown of your pension

You can find this by selecting **View my statements** on your homepage, or by selecting your **Deferred ABS** tile.

a) Your Deferred Pension Overview

When you open your Deferred ABS, you'll see a clear summary showing:

- Your **current deferred pension value**
- The **date you can start receiving your pension**
- Whether you may receive a **lump sum**
- A breakdown of benefits linked to your previous employment
- Any information about early/late retirement adjustments

This gives you a simple picture of your deferred benefits today.

Your pension value

Your benefits will become payable at an unreduced rate on

05 December 2039

 Your current annual pension value
£4,526.05
a year

 Your minimum tax-free lump sum
£13,137.54

b) Pension Breakdown

This section explains:

- How your deferred pension has been built up
- Any adjustments made since you left the scheme
- Your CARE or final salary benefits (depending on your scheme rules)

You'll usually see:

- A yearly breakdown of benefits
- Total benefits to date
- Clear labelled figures

Select the **Breakdown** tab.

c) Death Benefits

Your Deferred ABS also explains what your loved ones may receive if you die before taking your deferred pension.

This may include:

- A lump sum death grant
- A survivor's pension
- Children's pensions (if applicable)

Pension value

Death benefits

What would happen to your pension if you were to die before retirement

In the event of this happening, your nominated beneficiaries will receive a lump sum death grant and an annual survivor's pension. For illustrative purposes, survivor's pension has been calculated on the assumption you are married. This has no impact on your pension. See below for more details.

Lump sum death grant

This is payable if you die after leaving the fund but before taking your pension. The amount depends on when you left. You can find out more in the detailed information below.



Annual survivor's pension

In addition, if you have any dependents, they will receive a yearly paid income. This figure is calculated before debits are applied, for example like remaining mortgage or divorce settlements.



Detailed info and breakdowns

If you need to update your beneficiaries, you can do this from your homepage (see Part 7).

d) Downloading Your Deferred ABS

You can download a copy of your statement for your records.

Look for the **Download** button at the bottom or top of the page.

e) If You Can't Find Your Deferred Statement

You may not see this feature if:

- Your fund has not yet published your statement
- You recently left employment, and your deferred record is still being processed
- You are an active or pensioner member
- Your fund publishes your statement in a different area

If you're unsure, you can message Dyfed Pension Fund using the **Your Requests** or **Contact us** pages (see Part 11).

6. Managing Your Beneficiaries

Tell your pension fund who you would like to receive benefits when you die.

You can update your beneficiaries at any time through My Pension Online. To get started, select **Manage my beneficiaries** from your homepage.

This page helps ensure your loved ones are looked after and Dyfed Pension Fund has the right information on record.

a) What Are Beneficiaries?

A beneficiary is someone you choose to receive part of your pension benefits if you die.

There are two types:

1. Death Grant Beneficiaries

People you nominate to receive a *lump sum*.

You can choose anyone: a partner, family member, friend or charity.

2. Survivor's Pension Beneficiaries (if applicable)

Usually a spouse, civil partner or eligible dependant who may receive a monthly pension.

Dyfed Pension Fund will use the details you provide to help guide their decision.

b) Viewing Your Current Beneficiaries

When you open the page, you'll see any beneficiaries already recorded.

For each one you may see:

- Their name
- Their relationship to you
- Their share of the benefit
- Additional notes or details

Rebecca	Percentage allocated: <input type="text" value="70"/> %	Delete	Edit
Rob	Percentage allocated: <input type="text" value="15"/> %	Delete	Edit
Lulu	Percentage allocated: <input type="text" value="15"/> %	Delete	Edit

Total amount allocated: **100%**

If nothing is listed, you'll see a message saying you can add your first beneficiary.

c) Adding a New Beneficiary

To add someone new:

1. Select **Add a beneficiary**
2. Type their full name
3. Choose their relationship to you
4. Enter any extra information (optional)
5. Confirm the percentage they should receive
6. Select **Save**

You can add as many beneficiaries as you need.

Percentages must add up to **100%** across all death grant beneficiaries.

d) Editing an Existing Beneficiary

If you need to change someone's details:

1. Select the beneficiary you want to edit
2. Update their name, relationship or percentage

3. Select **Save**

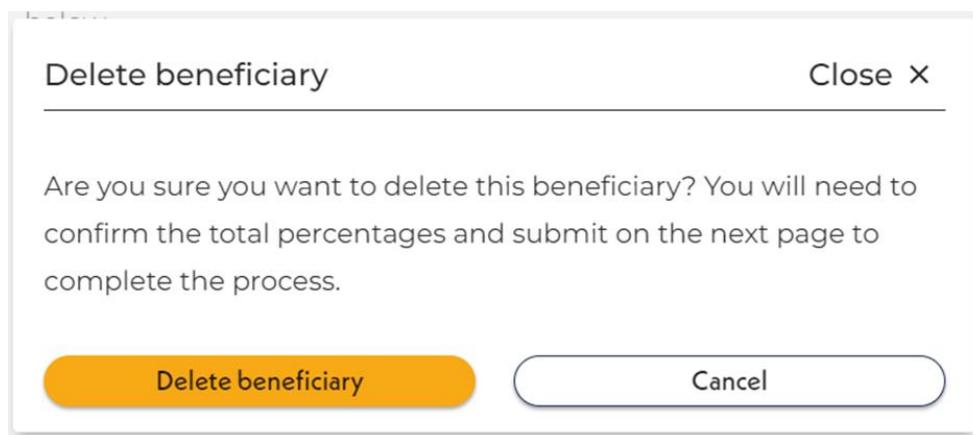
Common reasons to edit:

- Marriage or divorce
- New family members
- Change in personal circumstances

e) Removing a Beneficiary

If you no longer want someone listed:

1. Select the beneficiary
2. Choose **Remove**
3. Confirm the change



Your list will update immediately.

f) Keeping Your Beneficiaries Up to Date

It's important to review your beneficiaries regularly — for example:

- After a marriage
- After a divorce
- After a new baby
- If someone passes away
- If you want to change who benefits

Dyfed Pension Fund will consider your wishes when paying death benefits, so having accurate, up-to-date information helps everything run smoothly.

7. Calculators & Tools

Estimate your pension, check different retirement ages, and understand your future benefits.

You can find the calculators on your homepage by selecting **Run my estimates**.

These tools let you explore different retirement scenarios so you can make more informed decisions about your future.

There are **two types** of calculators you may see:

1. **Benefit Calculators** (available to most active members)
2. **Retirement Planner**

Not everyone will see both, it depends on your pension status.

a) Benefit Calculators

See what you could receive at different retirement ages.

This tool helps you understand:

- What your pension might be worth at different ages
- How retiring earlier or later affects your pension
- Whether you may be entitled to a lump sum
- How your benefits build up over time

When you open the calculator:

1. Choose the **retirement age** you want to check
2. Select **Run calculation**
3. Your pension estimate will appear

What date do you want to retire?

Day 19	Month 01	Year 2039
-----------	-------------	--------------

Advanced options

You can update the figures below to get a more accurate estimate of your potential retirement income. The default figures are based on your earnings. These fields are optional and you don't need to change them if you're unsure.

CARE pay	Final salary pay
£ 1564162	£ 25390

[Calculate my results](#)

Your retirement results

Maximum annual pension option:	Or maximum lump sum option:
 Your annual pension would be: £6,107.79 a year	 A maximum annual pension of: £3,926.44 a year
 You would receive a lump sum of: £0.00	 Including a tax-free lump sum of: £26,176.20

You may see:

Your estimated annual pension

This is the amount you may receive each year at the age you select.

Your lump sum (if applicable)

Depending on your pension rules, you may be entitled to a tax-free lump sum.

Breakdown of benefits

CARE and final salary parts broken down separately.

Employment selection (if you have more than one job)

If you've had multiple roles with Dyfed Pension Fund, you may be able to select different employments to see separate results.

b) Retirement Planner

Compare your future income and spending to help plan for retirement.

This tool helps you:

- Estimate your expected pension income
- Compare pension and other income sources
- Think about your likely costs in retirement
- See whether you might have a gap between income and spending

How it works:

1. Enter details about your expected spending
2. Enter any other income (optional)
3. The tool compares this to your projected pension
4. You'll see whether your retirement income meets your needs

It is designed to help you think about planning, **not to give financial advice.**

c) Who can use the Retirement Planner?

You may see this tool if:

- a) You have **active** or **deferred** pension benefits
- b) You have **multiple employments**

You won't see it if:

- You are a **pensioner** or **dependant**
- You are a **police or fire** member

If the feature isn't available, it simply won't appear in your menu.

d) Understanding Your Results

Both the Benefit Calculator and Retirement Planner help you:

- See how your pension could change over time
- Understand the effect of early or late retirement
- Plan ahead for different scenarios
- Keep track of how your pension contributions grow

These tools are for **guidance only** — they cannot give advice or exact final figures.

If you need personalised pension guidance, you can contact Dyfed Pension Fund or use **MoneyHelper** for free independent support.

8. Personal Details, Contact Information & Bank Details

Keep your information up to date so your pension fund can stay in touch with you.

You can update your details by selecting **View my details** on your homepage.

Details and settings

Here you'll find your personalisation and user details pages. From here you can customise your language settings, amend your password and address, or view your pension membership details.



Your personal details

Manage and change your personal information and contact details here.



Employment details

View your membership and financial details as well as scheme information including absences.

[Manage my personal details](#)

[View my employment details](#)

This section includes:

1. Your personal details
2. Your contact details
3. Your communication preferences
4. Your employment information
5. Your bank details (if you receive a pension)

Each section is explained below.

a) Your Personal Details

This page shows basic information Dyfed Pension Fund holds for you, such as:

- Your name
- Your date of birth
- Your National Insurance number
- Your address

Some details can be updated directly.

Others may require you to contact Dyfed Pension Fund (for example, legal name changes).

You will be able to:

- Update your correspondence name
- Check that your information is correct

Your details

This is what we know about you, please always keep it updated and make sure your details are correct.

Personal information

If any of this is incorrect, please [contact us](#).



Title
Mrs

Initials
A

Gender
Female

Date Of Birth
19 September 1974

Surname
Fabrizi

Forenames
Alfonso

NI Number
JA877560B

If something is wrong and can't be changed online, you can contact Dyfed Pension Fund using the **Contact us** page (Part 11).

b) Your Contact Details

Here you can update the contact information linked to your My Pension Online account.

You may be able to change:

- Your **email address** used for login
- Your **phone number** (used for verification if SMS MFA is enabled)
- Your **postal address**

To update your email:

1. Enter your new email address
2. Confirm it again

3. Select **Save**

Contact details

Phone number

Email address tme.developers+testmember01@gmail.c

Address 7 Church street
Warrington
Cheshire
WA14 4DR
United Kingdom

 Edit contact details

You may be asked to verify it with a code.

Keeping your contact details updated helps ensure:

- You receive notifications
- You can reset your password
- You can verify your account

c) Communication Preferences

We allow you to choose how you want to receive information, for example:

- Email
- Online only
- Post
- A mix of different methods

You'll see your current preference and will be able to change it directly online.

d) Your Employment Details

This page shows the jobs (employments) linked to your pension benefits.

You may see:

- Your current employment (if you're an active member)
- Previous or historic employments
- Information such as start and end dates

- Which employments still hold pension benefits

Job details	
Current Employer	Date joined employer
BASSETT C C	10/12/1981
Full/Part time	Hours/Full time
Part-time	50.00%
Start date	Date joined scheme
10/12/1981	10/12/1981
Date left scheme	
09/09/2002	

This information helps you understand where your pension has come from.

Most employment information cannot be changed online, because it must match your employer's records.

If something looks wrong, you can contact Dyfed Pension Fund using the **Your Requests** or **Contact us** pages.

e) Your Bank Details

(Pensioners and dependants only)

If you receive a pension, you can update the bank account your payments go into.

To do this:

1. Select **Bank details**
2. Enter your new bank account information
3. Confirm your changes
4. Save

Bank details

The account must be solely in the name of the pensioner or a joint account with the pensioner as one of the account holders. If you would like to update your bank details, we will review your request after you submit it and contact you once it has been approved.

Sort code

11-12-34

Account number

1234567890

Account holder

Melvin Agostinho

Building Society Ref.

TEST REFERENCE

[Edit bank details](#)

[Back to dashboard](#)

You may be asked to verify your identity before updating these details.

Your next pension payments will be sent to your updated account once the change has been processed.

If you do not receive a pension yet, you will not see the **Bank details** option.

f) Why It's Important to Keep Your Details Updated

Updating your details ensures:

- You receive important notifications
- You can log in without issues
- Your pension is paid into the right place
- Dyfed Pension Fund can contact you if they need information
- Your documents and statements go to the right address

This helps protect your account and keep your pension record accurate.

9. Contact Us

Send questions, get information, or contact your pension fund safely online.

If you need help, want to ask a question, or need to request information, you can use:

Contact Us

Accessible from your homepage.

a) Contact Us

If you want to send a direct message to Dyfed Pension Fund, you can use the **Contact Us** page.

You'll usually find this link:

- On your homepage
- In your menu
- At the bottom of your dashboard

Contact us

If you need help with anything, or maybe just want to give some feedback, use the form below to select your query and add comments. All replies will be sent to your account email address.

Select employment	<input type="text" value="Please select"/>
Query type	<input type="text" value="Select an option"/>
Comments	<input type="text" value="Please add your comments here. Include as much detail as possible to help us quickly resolve your query."/>

On the Contact Us page you can:

- Send a question
- Report a problem

- Ask about your account
- Query a document or statement
- Request support with logging in

What to include in your message

- A short description of your question
- Any relevant dates
- Attachments, if needed
- Your contact details (if asked)

Dyfed Pension Fund will reply either in:

- Your My Pension Online account, or
- Directly to your email

b)Staying Safe When Contacting Your Fund

Your messages and attachments are sent securely through My Pension Online.

Tips to stay safe:

- Avoid sending sensitive documents by email
- Use Uploads instead if you need to send ID or certificates
- Keep your contact details up to date
- Never share your password with anyone

Dyfed Pension Fund will never ask you to confirm your password.

Need Help or Have Questions?

Support is available if you have any questions about using My Pension Online, whether during registration, login, or while managing your pension information.

If you see a "Contact your pension fund" link at any point, you can select it to request help directly. This is the quickest way for the team to understand which part of the process you're on.

Dyfed Pension Fund team is here to help and can guide you through anything you need while using the service.

Dyfed Pension Fund Contact Details

If you need help at any stage, please get in touch:

Telephone:

Member Surname initial:

A to G - 01267 224625

H to O - 01267 224185

P to Z - 01267 224125

Email: pensions@carmarthenshire.gov.uk

Website: <https://www.dyfedpensionfund.org.uk/contact-us/>

Opening Times: 9am-5pm (Monday to Thursday), 9am – 4:30pm (Friday)

Please have your **National Insurance number** ready when contacting us.