

### An update for Pensioners of the Local Government Pension Scheme (LGPS)

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*We are pleased to publish the latest edition of our newsletter; keeping you updated on any changes to the Local Government Pension Scheme (LGPS) which may affect you.*

*Inside you'll also find useful information about your pension and other areas of interest.*



## New Look, Same Pension Fund

You may have noticed that our Pension Newsletter looks slightly different. This is because, going forward all Surrey Pension Fund communications will be issued under the 'Surrey Pension Team' name.

On 24 August 2021, we moved our office from Kingston to Weybridge.

Our new address is listed on the back of this newsletter. All of our other contact details remain the same.

We have also updated our Surrey Pension Fund website, which can be found at: [www.surreypensionfund.org](http://www.surreypensionfund.org)





# Pensioner Survey Report

## 2021 Pensioner Survey Results Now Available

In 2021, we sent out a survey to a random selection of our Pensioner members in order to get feedback on the services we offer and help shape our plans for the future.

Thank you to everyone who took the time to complete the survey.



We emailed out the results of the survey on 11 February and published the results of the 2021 Pensioner Member Survey onto our fund site: [www.surreypensionfund.org](http://www.surreypensionfund.org)

In addition to showing the results of the 2021 Pensioner Survey, the report also includes:

- Helpful tools, links & resources
- Links to 'My Pension' Portal guides & navigation videos
- Contact details
- Our plans for the future

We hope that you find the information contained within the report both enlightening and helpful.

## Life Certificates

Helping to guard against fraud



If you live abroad, you may have received a letter asking you to confirm your eligibility to continue receiving your pension.

There is nothing to worry about if you get a Life Certificate in the post, but we do need you to fill it in and send it back to us as soon as you can.

We send Life Certificates because we have a 'duty of care' to protect our members' money and guard against fraud.

Life Certificates provide assurance that you are receiving your pension correctly and will allow any errors to be identified and corrected.

**The Life Certificate will be sent to the current address we hold on our records. Please make sure that you keep us informed of any changes.**

**The easiest way to do this is via the ['My Pension' Portal](https://mypension.surreycc.gov.uk/) (<https://mypension.surreycc.gov.uk/>).**



# Investment FAQs

## How the Surrey Pension Fund is Invested & more

Surrey Pension Fund provide pensions for over 110,000 members from over 300 employers. The value of the Fund is currently more than £5bn.

### Who is responsible for deciding how a fund invests its assets?

Surrey Pension Fund has a Pensions Committee which is made up of elected Councillors as well as employer and member representatives. The Committee decide the Investment strategy.

### What does Surrey Pension Fund invest in?

The Fund is invested in a diverse portfolio. Over half of the investments are in equities (stocks and shares of listed companies), other asset classes include bonds, property and private market allocations to equity, infrastructure and debt. The Fund continues to

transition assets to its pooled asset management company Border to Coast. Border to Coast now manages over 25% of the Fund's assets.

### What is Pooling and Border to Coast?

Surrey Pension Fund, with 10 like-minded Local Authority partners, established Border to Coast Pensions Partnership (known as "Border to Coast"), which is an alternative investment fund manager, authorised by the Financial Conduct Authority (FCA).

Surrey Pension Fund will continue to transition assets into Border to Coast, however the Pension Fund Committee will retain sovereign responsibility for setting the Investment strategy and asset allocation of the Pension Fund.

Visit [www.surreypensionfund.org/investment/](http://www.surreypensionfund.org/investment/) to read more about how your pension is invested.

## Keeping us Updated

### Are your contact details up to date?

It is vital that you tell us of any changes to your contact details. This allows us to keep our records up-to-date and update you of any changes that may occur.

**Please note: In order to pay your monthly pension we must hold your current address on our records. It is your responsibility to keep us informed of any changes to your address.**

You can inform us of any changes by using our online '[My Pension](#)' portal or in writing, by phone or via email.

If you wish to contact us via email or phone, you must also answer the following security

questions; your Full Name, Date of Birth, previous address, National Insurance Number and either the name of the bank into which the pension is paid or your payroll reference number.

If we are informed that you no longer live at the address shown on our records, **we reserve the right to suspend payment of your monthly pension until you have provided us with confirmation of your address.**

*If your pension has been suspended and you update your address on the 'My Pension' Portal ([mypension.surreycc.gov.uk](http://mypension.surreycc.gov.uk)) you will also need to contact us to confirm your new details.*

## Useful Links

### Scam Advice

Please be aware that scams remain a huge problem within the pensions industry. Scammers promise attractive offers to get members to transfer their pension pot or to release funds from it. If you have any pensions which aren't yet in payment, then remember to take financial advice before releasing any funds.

For more information, please visit

[fca.org.uk/scamsmart](https://www.fca.org.uk/scamsmart)

[thepensionsregulator.gov.uk](https://www.thepensionsregulator.gov.uk)

### MoneyHelper

Previously known as the Money Advice Service and the Pensions Advisory Service, MoneyHelper is the new, easy way to get clear, free, impartial help for all your money and pension choices.

[www.moneyhelper.org.uk/en/pensions-and-retirement](https://www.moneyhelper.org.uk/en/pensions-and-retirement)

## MHCLG Re-Named

The government department responsible for the LGPS (the Ministry of Housing, Communities and Local Government or MHCLG) has been re-named as the Department for Levelling Up, Housing and Communities (DLUHC).

## Privacy Statement

The Surrey Pension Fund is a Data Controller under the General Data Protection Regulations.

This means we store, hold and manage your personal data in line with statutory requirements to enable us to provide you with pension administration services.

To enable us to carry out our statutory duty, we are required to share your information with certain bodies but will only do so in limited circumstances.

For more information, please read our updated privacy notice which you can find on our website at: [www.surreypensionfund.org/forms-and-publications/full-privacy-notice/](https://www.surreypensionfund.org/forms-and-publications/full-privacy-notice/)

## Pension Increase

You should receive your Pension Increase letter by 30 April.

Please remember, if your scheme membership ended after 26 April 2021 then a smaller part-year increase will apply.

### More Information

If you have any questions about your Pension Increase that was not covered by your letter, please contact us using the details below or visit the 'Pensioner' section of the Surrey Pension Fund website:

[www.surreypensionfund.org/your-pension/pensioners/](https://www.surreypensionfund.org/your-pension/pensioners/)

### Our Contact Details

 0300 200 1031

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11 De Havilland Drive  
Weybridge  
KT13 0YP

View your pension online:  
[mypension.surreycc.gov.uk](https://mypension.surreycc.gov.uk)

Problem accessing our portal?

 0300 200 1034