



Go online to receive your pension information in real time

We've been looking at how we communicate with members and what improvements to our services we can make.

Over the coming months, we'll be moving more of the information we usually post to you, online. This includes general information such as newsletters from the Scheme, and personal correspondence about your Scheme benefits or pension. Some of you have previously asked if you can be removed from paper mailings so this is something we're pleased we can now offer.

Going online provides you with a secure, real time service. It helps to protect the environment through using less paper, and saves costs through less printing and postage.

This year, Active and Deferred members, and those Pensioner members who have already registered to use My Online Services, will be issued information online instead of by post.

Pensioners who do not register with My Online Services will continue to receive information sent by post.

However, we'd really encourage everyone to take advantage of the benefits of accessing information online. To register for online, simply visit: <https://myonlineservices-nationalgridpensions.com> and follow the instructions.



Go online - How does it work? What do I need to know? What do I need to do?

If you're an active or deferred member...

We'll provide information online for you and send you an email when there's new information available for you to view.

If you haven't already, you must register with My Online Services using the email address you'd like us to use.

If you're a pensioner

If you are happy to stay with paper, you don't have to do anything.

You will continue to receive paper correspondence from the Scheme unless you register with My Online Services.

If you would like to receive information online, visit **myonlineservices-nationalgridpensions.com** and follow the instructions to register.

If you're a pensioner who has already registered...

We'll provide information online for you and send you an email when there's new information available for you to view.

How do I access my information online?

It's easy. Simply log into My Online Services (<https://myonlineservices-nationalgridpensions.com>) and click:

Documents

- **General Documents** – for general Scheme or Section information; or
- **My Personal Documents** – for information about your pension; or
- **Pension Pay Information** – for your monthly pension payslips and your P60.*

What's available at My Online Services?

You can:

- View your annual benefit statements, if you usually receive one of these
- Use My Retirement Planner to help you plan for retirement (if you have not taken your pension already) when you're within a year of your earliest retirement age (usually this is age 54 but it may be 49 if you left due to redundancy)
- Change your bank* and contact details
- Register a dependant
- View your dependant's pension details
- View your monthly payslips*
- View and print your P60 (in a format approved by HMRC)*
- Read Pensions Update
- Access your pension correspondence
- Correspond securely with UK Pensions Operations
- Choose your communications preferences and change it at any time
- View your annual pension increase letter.*



* only available for members who have retired from the Scheme

How to register with My Online Services

If you have not already done so and you would like to register.

Go to <https://myonlineservices-nationalgridpensions.com>

There's a video to help (under the help section at the top of the 'Welcome to My Online Services' page).

There's also a video on how to keep your account secure, which is important to know.

I want to stay with paper – what do I do?

You need to let us know. You can change back to receiving paper communications now, or at any time, by following the instructions below:

- Log into My Online Services.
- Look for the 'Communications preference' button under 'Your Details'.

You can choose to continue to receive paper communications from here.

Alternatively, you can email us at web.support@nationalgrid.com or write to us quoting your pensioner payroll number.

For more information about My Online Services see the Q&A on the documents page of the website at:

<https://gas.nationalgridpensions.com/>

