



Go online to receive your pension information in real time

Questions and answers

How do I register to use online services and receive my documents online?

To register for 'My Online Services' go to <https://myonlineservices-nationalgridpensions.com> then click on '**Register for My Online Services**'.

To register, you will be prompted to enter your email address so that we can email you when a document becomes available for you to view on My Online Services.

What happens if I do not register?

- If you are a **pensioner who has NOT to date registered to use My Online Services**, we will continue to send you documents in the post. Please register if you wish to receive documents online instead.
- If you are a **pensioner who HAS registered with My Online Services**, we will put documents online for you - unless you tell us to do otherwise.
- If you are a **deferred member** we will put documents online for you. **Please register so we have your latest email address and to use the services available.**
- If you are an **active member** we will put documents online for you. **Please register so we have your latest email address and to use the services available.**

Once you have registered with My Online Services you can login and change how you prefer to receive information from the Scheme (your communications preference) at any time.

Click on '**Your Details**', then '**Member Details**' and then '**Contact Details**'.

Why should I register to use My Online Services?

Registering with My Online Services allows you to access your pension documents immediately, safely and securely, at a time convenient to you and reduces our use of paper.



What online services can I use and what documents can I see?

If you are a **pensioner** you can:

- View and print your personal documents such as your monthly payslips, your pension increase letter and your P60 in an HMRC approved format
- View *Pensions Update* and other updates from the Trustees when these become available
- View your pension details
- View pension details for your spouse or dependant
- Nominate a dependant if you are not married
- Update your contact details
- Change your bank details
- Change your communications preference.

If you are a **deferred** member you can:

- View and print your personal documents
- View *Pensions Update* and other updates from the Trustees when these become available
- View your deferred pension details
- View pension details for your spouse or dependant
- Nominate a dependant if you are not married
- Tell the Trustees who you wish to be considered for any death lump sum benefit
- Update your contact details
- Change your communications preference
- Access 'My Retirement Planner' – to model your pension and tax free cash at different retirement ages, once you reach age 54, and to access an indicative transfer value quotation

If you are an **active** (employed) member you can:

- View and print your personal documents such as your annual benefit statement when this is issued each year
- View Pensions Update and other updates from the Trustees when these become available
- Nominate a dependant, if you are not married
- Tell the Trustees who you wish to be considered for any death lump sum benefit
- Update your contact details
- Access 'My Retirement Planner' to help you plan for retirement. You can login to explore your retirement options in the Scheme when you're within a year of your earliest retirement age (usually this is age 55 but it may be 49 if you left due to redundancy). You can compare options within and outside of the Scheme including your transfer value using your own figures to understand how much pension and tax free lump sum you might receive depending on when you retire and how you elect to take your pension; and to better your retirement goals. There's also access to a dedicated IFA should you need it.
- Change your communications preference



How do I access my documents online?

To access your personal documents you should:

- log in to <https://myonlineservices-nationalgridpensions.com>
- then click on **Documents** and then My **Personal Documents**
- pensioners can also click on **Pension Pay Information** for your pension payslips and P60

To access general communications such as newsletters and news announcements:

- click on **Documents** and then **General Documents**
- or visit <https://gas.nationalgridpensions.com/> and click on **News**.

Remember, once you have registered for My Online Services, we will email you each time a document becomes available for you to view online.

How will I know when something is available for me to view online?

It is important that you register for online communications so that we have your email address. We will then be able to email you to let you know when we have put a document online for you.

How do I receive paper copies of my documents?

You can view and print your documents from the 'Personal Documents' page of 'My Online Services'.

How do I revert to only receiving communications by paper?

Once you have registered for My Online Services, you can change back to receiving only paper copies and then change back to online as frequently as you like by changing your communications preference - see below.

How do I change my communications preference?

You can change your communications preference at any time via My Online Services, click on **Your Details** then **Member Details** then **Change Contact Details** at the bottom of the page.

Can I receive certain documents as paper and others online?

Your communications preference will apply to all documents available in an online format. This preference cannot differ between individual documents. In practice, this means it's not possible for you to choose to receive general information such as the *Pensions Update newsletter* online, but your payslips or benefit statements or correspondence from UK Pensions Operations in paper format.

How does someone notify you of my death if I only have online access?

UK Pensions Operations can still be contacted in the usual way. A relative or representative should contact the team by email or telephone to report a death so that we can process any death benefits that are due as quickly as possible. We will send communications to your relatives/representatives by post. If a relative begins to receive a pension from the Scheme they will then be able to choose to receive their communications online in future.



How do I know if I'm signed up for My Online Services?

If you are an active or deferred member, information will be provided online unless you have either:

- selected the communications preference on My Online Services to stay with paper; or
- notified UK Pensions Operations that you wish to stay with paper

If you are a pensioner member you will receive communications in paper format unless you have registered with My Online Services.

If you are a pensioner member who HAS registered with My Online Services, information will be provided online unless you have either:

- selected the communications preference on My Online Services to stay with paper; or
- notified UK Pensions Operations that you wish to stay with paper

Remember, we'll notify you by email when information is available so if you receive an email from us prompting you to go online – you're registered online and we won't issue you information in the post.

Is My Online Services secure?

UK Pensions Operations, National Grid and the My Online Services platform provider are all accredited for cyber security and this is constantly reviewed.

You should always keep your logon credentials private. For more information on online security you can watch the video on My Online Services, click on 'Help' in the top menu.