



PENSION SERVICE

NHS Shared Business Services offers a simple, flexible and robust way to manage your pension needs and deliver savings on paper-based alternatives.

SUPPORTING YOUR NEEDS

Our service provides NHS Pension Scheme guidance and support to employers and their employees.

The specialist team provide pension services to a wide range of NHS organisations and offers specialist knowledge to help quickly resolve enquiries on retirement, Ill Health, redundancy and death in service benefits.

We have a dedicated customer service desk team on hand to help or if the query is more complex, our team of subject matter experts are at hand to help.

All we will need to provide the service is access to ESR and Pensions Online as well as contact points within your HR/Payroll and Finance Teams.

We will always encourage employees to seek independent financial advice particularly around Pensions Tax issues.

OUR EXPERIENCE

The Pensions Service supports you whatever your requirement and is delivered by an NHS SBS dedicated pensions team.

We are proud to receive consistently high scores from our customers for our pension services. Our current Net Promotor Score (NPS) is +40.

The team currently administer 200,000 pension records.

Furthermore, they submit approximately 4000 retirement applications, issue 5000 pension benefit statements and estimates, processing 5500 pension refunds, issuing 400 Ill Health retirement applications and managing 100 Death in Service cases per year.

We are ISAE3402 and ISO9001 accredited, demonstrating our robust processes and controls that are in place.

Helping the NHS to save money and enhance quality so that the NHS can improve health, innovate to save lives and deliver better outcomes with care and compassion.

www.sbs.nhs.uk

WHY NHS SHARED BUSINESS SERVICES?

Our Pension Service includes a full end-to-end bespoke service, depending on your requirements. We provide pre-retirement presentations and surgeries to support employees in preparing for retirement. At these sessions we can also provide one to one meetings afterwards to discuss their specific requirements and benefit estimates.

THE NHS SBS SOLUTION

Basic Package

- Retirement Process
- Death in Service Process
- Redundancy Estimates
- Issuing Transfer In Paperwork
- Protection of Pensionable Pay
- Career Break
- Ill Health Retirement (including serious ill health)
- Greenbury Project Support
- Pension Estimates
- Pension Refunds
- Pensions on Divorce
- Additional Pension AVC
- Data Cleansing via Pensions Online
- Regular Communication on NHS Pension Scheme matters

Additional Services

- Opt-outs
- Auto/Re enrolment Process
- Administering Alternative Scheme
- Re-employed pensioner forms
- Annual tiered contribution process

We also offer one off projects on data cleansing – If your pensions online data is challenging, NHS SBS will cleanse for a one off fee.



OUR SUPPORT

- Pre-Retirement webinar held once every month; every third webinar is held out of office hours (6pm)
- Monthly introduction to the NHS Pension Scheme Webinar.
- Auto Enrolment webinars for HR/Finance staff
- On-site Pre-Retirement Presentation
- Overview of the NHS Pension Schemes
- Drop-in sessions and Pre-booked one-to-one appointments
- Escalation point for HR/Finance managers

Helping the NHS to save money and enhance quality so that the NHS can improve health, innovate to save lives and deliver better outcomes with care and compassion.

www.sbs.nhs.uk