



# MyCSP Member Promise





# Our commitment to you

To improve your experience, we commit to a Member Promise which is provided by the team responsible for administering benefits payable from the Civil Service Pension Scheme. It tells you:

- 1. How you can get in touch with us**
- 2. How we'll respond**
- 3. Our service standards**
- 4. What to do if you're unhappy with our service.**



# How to get in touch

## When you contact us:

To help our staff deal with your enquiry quickly and efficiently, we ask that you provide us with a minimum of three pieces of identifying information from the following:

- National Insurance number
- Your name
- Date of birth
- Your home address.

The best way for us to help you is to include these details in any letter, fax or e-mail or when phoning us. If you're not able to give us all of this information, please give as much detail as possible about your Civil Service employment including:

- The department you work(ed) for
- The dates you were employed to and from
- Your full name and any previous names by which you may have been known.

Written requests for financial information will be responded to if the letter carries your signature or if a written authority to release the information has been provided. Please try to remember this last point when asking anyone to write or telephone on your behalf. Without this authority, we'll be unable to provide any specific information.

## If you call our Enquiry Centre:

- We'll answer the telephone quickly and in a polite manner, introduce ourselves and advise that you've called the Civil Service Pensions helpline.
- We will ensure you speak to a knowledgeable member of staff who treats you with respect and courtesy.
- We'll do our best to answer your enquiry on the call where possible.
- We'll always handle your query in a sensitive and fair way, ensuring personal and private information is handled securely.
- If your enquiry can't be dealt with immediately, we'll explain why and advise you of the likely timescales for a response.
- If your enquiry can't be dealt with immediately, we will ensure your request is directed to the right person/team to issue the response and will confirm with you how you'd like to receive a response (either by return phone call, via email or in writing).

**The Enquiry Centre is open 08:30-18:00 Monday, Tuesday, Thursday and Friday and 09:00-18:00 on Wednesday.**

## If you contact us by post or email:

We'll respond to your request within our agreed timescales under the Civil Service Pension Scheme Arrangements. If further information is required from a third party (such as your employer) we'll request this information in a timely manner and ensure that you're kept updated on progress and the third party is contacted regularly where required.

# If we need to contact you

## If we telephone you, we will:

- Do so during office hours which are the same as our opening hours.
- Clearly explain the reason for our call.
- Confirm with you that this is a convenient time for us to call.
- Arrange to ring you back at a more suitable time if it isn't.
- Ensure your query and any follow up questions are answered on the call wherever possible.

## If we write to you we will:

Ensure the information is written in plain English and the content is easy to understand, useful and fully responds to your original request.



# Service Standards

Throughout your membership there will be certain tasks concerning the administration of your pension that we carry out regularly and other tasks that we carry out at the request of yourself or authorised third parties on an “as and when required” basis. The following are our service standards for the key areas of work that we carry out.

## **Annual Benefit Statements:**

All eligible Active scheme members will receive a Benefit Statement annually. This will confirm the current value of benefits as well as confirmation of any Death Beneficiaries.

## **General Enquiries:**

General enquiries from you or your authorised third party representative will be processed within five working days of receipt.

## **Retirement Benefits:**

We ask that retirement applications are submitted at least four months before you wish to access your pension:

If this timescale is met,

- We will write to you two months before your payment is due and provide you with the necessary retirement documentation.
- When we receive your completed documentation, your payments will be set up. If you have selected to receive a lump sum this will be paid into your bank account on or around your chosen retirement date. Your pension payments will be paid in arrears around one month after your chosen retirement date.

## **Death Benefit Lump Sum (if applicable):**

This will be paid to your appointed beneficiary/ies within two working days of receipt of all the necessary documentation.

## **Change of Personal Details:**

Changes of personal details will be completed within five working days of receipt.

# What to do if you are unhappy with our service

## Raising any issues:

Whilst we always strive to complete requests in a timely and accurate manner, we recognise that sometimes, the process doesn't always run as smoothly as we would like it to. If you feel your experience has fallen short of the levels set out in this promise, you have a number of options available to you:

You can call a member of the Enquiry Centre, who should be able to deal with your issue and put things right.

If that isn't possible and you wish to make a formal complaint, then you can do this either over the phone, in writing or via email. More details can be found at: [complaints-faqs/](#)

If you make a formal complaint we will:

- Acknowledge your complaint within two working days of its receipt
- Log and track the investigation of your complaint through to a resolution
- Provide you with a full explanation within twenty working days.

If you remain unsatisfied with our response you can raise your complaint via the Internal Dispute Resolution process details of which

can be found on the scheme website:

[Civil Service Pensions : IDR FAQs](#)

## Tell us what you think of our services:

You'll have the opportunity to provide feedback on your experience of dealing with us two ways:

- At the end of any phone call to the Enquiry Centre you'll be directed to the automated survey
- When a membership event is completed (for example, your retirement) if we hold your email address on file

All feedback, both compliments and complaints, are collated and shared across the company to help ensure the continuous improvement of our service to members.