Strathclyde Pension Fund

SPFOnline

Your pension account

Strathclyde
Pension Fund

Guide to SPFOnline
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Strathclyde Pension Fund

Introduction

This Guide provides instruction and guidance for use of SPFOnline, covering user registration/logging in, navigation and benefit projectors.

If you have received a copy of this guide, we would encourage you to register and have a look around your own SPFOnline account to give you a better understanding.

SPFOnline

SPFOnline is a secure site that gives members access to their pension account online. It allows members to self-serve and can also be used as a tool by employers to assist members when they approach you about retirement.

There are many features available on SPFOnline including:

- Viewing CARE history and other financial details
- Service history information (membership details)
- View pension updates online
- Update contact and nomination details
- Benefit projectors – calculate benefits at chosen retirement date
- View retirement calculation and other documents online
- Facility to upload documents straight to your pension record
- Completing to-do lists issued by SPFO

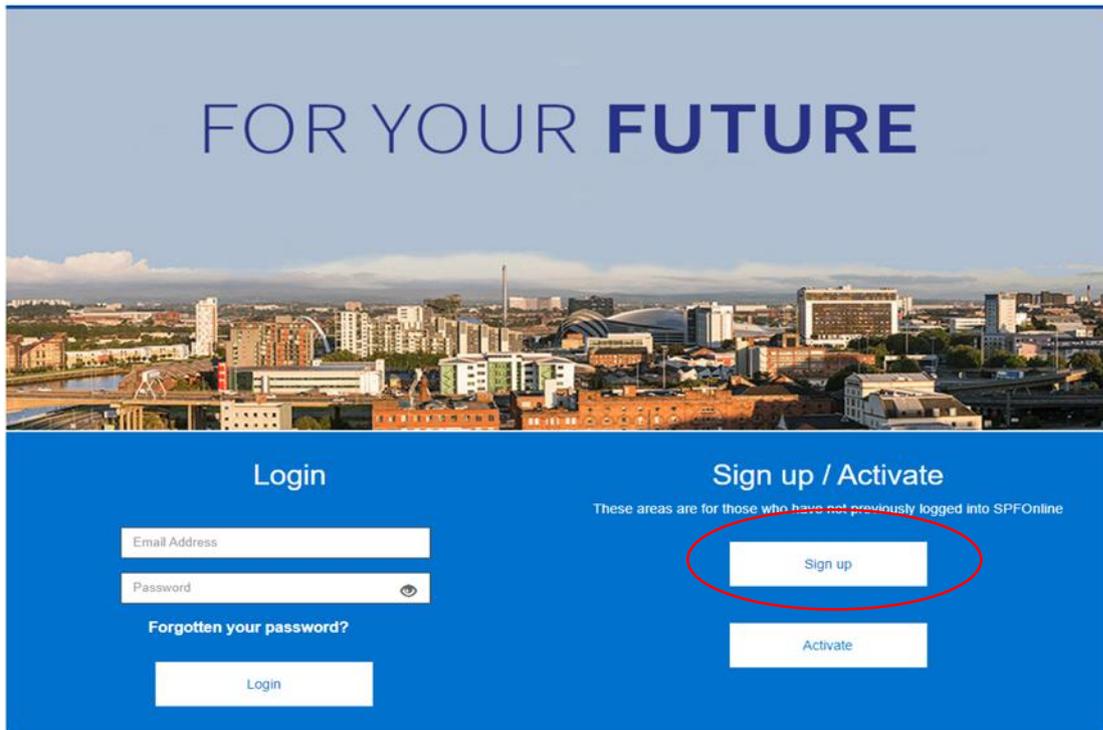**SPFOnline is supported on all browsers, however, we would recommend using Chrome.**

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1. Registration/Signing In

1.1 User Registration – Members not signed up

In order to use SPFOnline members must sign up.

To sign up, members must visit http://www.SPFOnline.org.uk and select sign up to request an activation key:

Then fill out the relevant details: (we encourage the member to use their personal email address and not their work email address as they will still have access to SPFOnline once they are in receipt of their pension and their work email address is no longer in use)

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An activation key will be issued by post to the member within 1 week and they will then complete registration by selecting 'Activate' at http://www.SPFOnline.org.uk

Use activation key to complete registration

If you have received your activation key, please enter the following details and click the Continue button to complete your registration.

If you do not have an activation key or you have not received your Pension Update **within the last 28 days**, then **Sign up for SPFonline**

If you have any problems with activating your account, see **Help with SPFonline** for a guide on how to activate your account and troubleshooting tips.

Surname	Surname
NI Number	NI NUMBER
Date of Birth	dd/mm/yyyy
Activation Key	Activation Key

[Continue] [Cancel]

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Once this has been completed members will be prompted to create a password and then security questions.

New passwords must be at least 8 characters in length and must include at least 1 numeric, 1 lower case, 1 upper case and 1 special character. Passwords are case sensitive.

Members must select 2 questions from the 10 available:

If a member needs access to SPFOnline urgently they can contact our Customer Service team on 0345 890 8999. A one-off link can be emailed to them to register. The link will be valid for 10 mins. However, we would ask that you encourage members to register for SPFOnline well in advance of their retirement.

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1.2 Logging in

Members can log in at http://www.SPFOnline.org.ukusing the email address they registered with and the password they created upon registering. They will then be prompted to answer one of the security questions created:
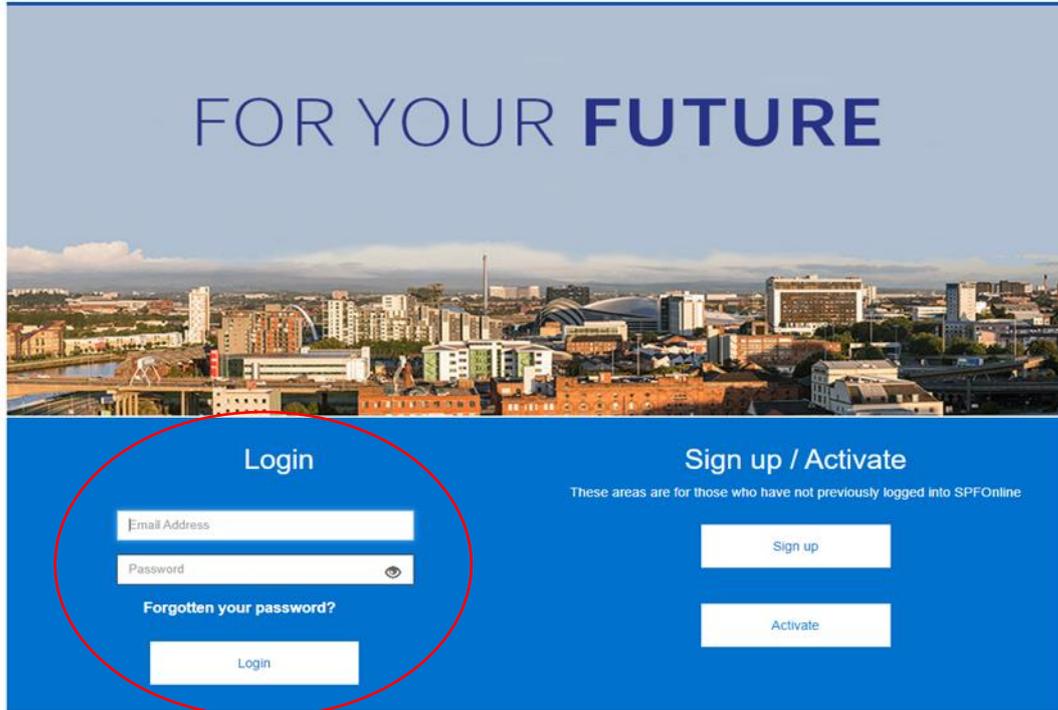
Once logged in members will see their dashboard:
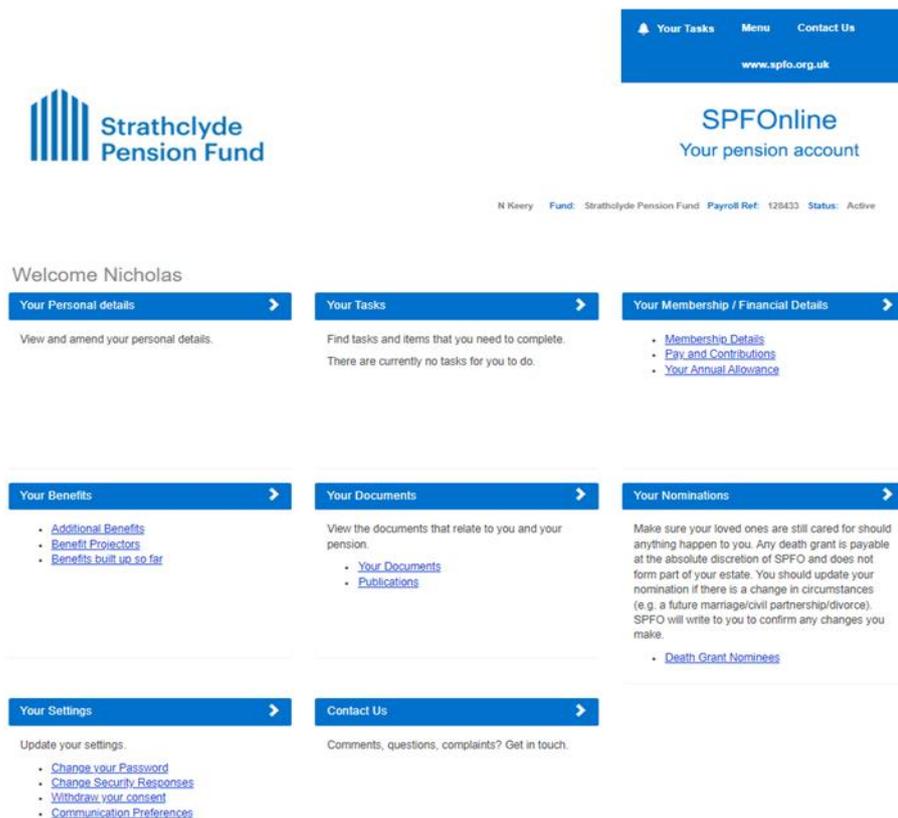
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1.3 Forgotten password

Members can reset their own password without contacting us by selecting 'forgotten password' on the homepage which can be seen above. The member will be asked to provide their email address or username (username will always be email address). If the email address matches the email address that has been registered with us, then an email will be sent that contains a link to reset their password.

Reset your SPFOnline password

SP | Strathclyde Pension Fund Office <spfo@fs.glasgow.gov.uk>
To ● Keery, Nicholas (Finance)

(i) If there are problems with how this message is displayed, click here to view it in a web browser.

OFFICIAL - SENSITIVE: Personal Data

Strathclyde Pension Fund

Hi Nicholas

We have received a request to reset your SPFOnline password. If you did not request this change, please call us.

Please click on the link below to reset your password:

CLICK HERE TO RESET YOUR PASSWORD

Any links you have previously received will now be invalid.

This link will be valid until **14:29 - 16/09/2022 BST.**

This is an automated message. Please do not reply to this email address.

Kind Regards
Strathclyde Pension Fund

The link will take the member to the new password page to reset their password (the same criteria as registering applies).

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SPFOnline
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New Password

Enter a new password and confirm, and then click the Submit button.

Enter New Password | Enter New Password | 👁
Confirm New Password | Confirm New Password | 👁

Submit

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2. Your membership/Financial details

2.1 Membership details (service history)

The Job Details panel shows what we hold for the date the member joined the scheme, as well as the date of the most recent change to that employment (i.e. change of hours/employer).

The Service Details panel shows the dates we hold for any changes in hours and the service accrued during that period.

The Service Breaks panel shows the dates we hold for any unpaid absences and the reason for that unpaid absence.

The details are based on information provided by employers.

Membership Details

Job Details

Current / Last Employer	Glasgow City Council	Date Joined Employer	11/11/2007
Full/Part Time	Part Time	Hours/Full Time %	28.00/35.00
Date Joined Scheme	11/11/2007	Start Date or most recent change to employment	19/01/2020
Date Left Scheme			

Service Details

Employer	Start Date	End Date	Service (years/days)	Full/Part Time/Transfer
GLASGOW CITY COUNCIL	06/08/2017	18/01/2020	01/185	Part Time
GLASGOW CITY COUNCIL	11/11/2007	05/08/2017	09/268	Full Time

Service Breaks

Start Date	End Date	Reason	Full/Part Time
30/11/2011	30/11/2011	Strike	Full

It is important that all of this information is accurate to ensure any benefit projections are as accurate as possible. Any incorrect information could result in incorrect figures being quoted.

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2.2 CARE history

The next step will be to review members CARE details to ensure we have the information correct on our system, go to Benefits built up so far.

Benefits built up so far

Benefits built up so far	⌄

Yearly pension	£8,007.65
Lump Sum	£0.00

These figures assume benefits are paid at normal pension age. If you retire earlier or later than your normal pension age, the relevant reductions/increases would be applied at time of retirement. Please see Benefit Projector if you want figures inclusive of any reductions/increases. Your yearly pension above includes both your final salary pension and your CARE pension. You can click HERE for a yearly breakdown of your CARE pension.

CARE Pension	£5,046.34
Final Pay Pension	£2,961.31

This will give an overall value of the members current benefits with no increases or reductions applied. You will need to click the "HERE" option circled above for a breakdown of the CARE.

Pension CARE Account History

Pension Value Summary	⌄

CARE Pension Account	£5,046.34
Current / Last Actual Pay	£14,037.80
Date Updated	31/08/2022

From 1 April 2015 you get a pension that's equal to a 49th of your pay (or half that rate if you are in the 50/50 section of the scheme) added into your CARE pension account PLUS inflation increases, so your pension keeps up with the cost of living.

Current / Last Actual Pay shown above is your CARE pay in the current scheme year to date notified to us.

Breakdown Of Pension Values Per Tax Year			⌄
Year	Main	50/50	
01/04/2022 - 27/08/2022	£286.49		Select
01/04/2021 - 31/03/2022	£768.99		Select
01/04/2020 - 31/03/2021	£696.41		Select
01/04/2019 - 31/03/2020	£697.02		Select
01/04/2018 - 31/03/2019	£619.07		Select
01/04/2017 - 31/03/2018	£587.02		Select

The Pension Value Summary panel shows the current value of CARE pension, pay accrued and date we last received pay information.

The Breakdown panel provides the pension accrued in each scheme year. The select button will take you to the detail of how the accrued pension was arrived at for that scheme year.

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Pension Account Transaction History

Back	Show All

Transaction History										⌄
Start Date	End Date	Section	Opening Balance	Pensionable Pay	Pension Build Up Rate	Earned Pension	Additional Credit	Closing Balance	Inflation	Account After Revaluation
01/04/2021	31/03/2022	Main	£3,847.74	£37,680.51	49.00	£768.99	£0.00	£4,616.73	3.10	£4,759.85

You can then select the 'Show All' button and the full CARE history will be shown

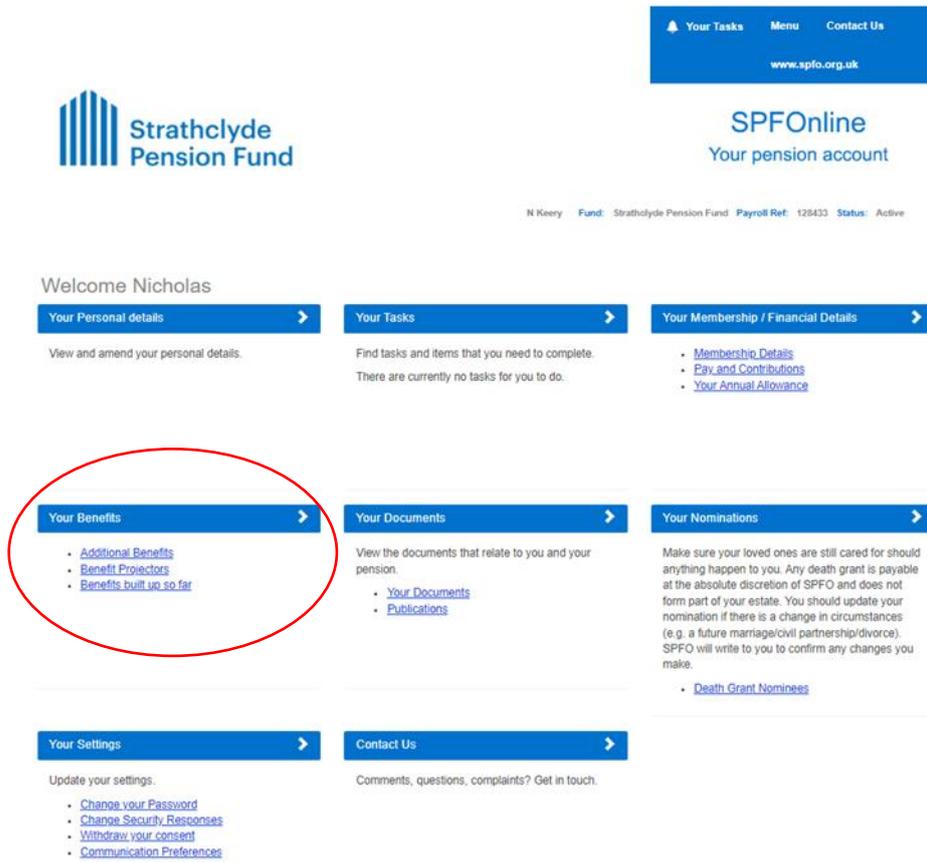| Transaction History										⌄
Start Date	End Date	Section	Opening Balance	Pensionable Pay	Pension Build Up Rate	Earned Pension	Additional Credit	Closing Balance	Inflation	Account After Revaluation
01/04/2022	27/08/2022	Main	£4,759.85	£14,037.80	49.00	£286.49	£0.00	£5,046.34	0.00	£5,046.34
01/04/2021	31/03/2022	Main	£3,847.74	£37,680.51	49.00	£768.99	£0.00	£4,616.73	3.10	£4,759.85
01/04/2020	31/03/2021	Main	£3,132.19	£34,124.06	49.00	£696.41	£0.00	£3,828.60	0.50	£3,847.74
01/04/2019	31/03/2020	Main	£2,382.81	£34,154.18	49.00	£697.02	£0.00	£3,079.83	1.70	£3,132.19
01/04/2018	31/03/2019	Main	£1,707.89	£30,334.53	49.00	£619.07	£0.00	£2,326.96	2.40	£2,382.81
01/04/2017	31/03/2018	Main	£1,071.13	£28,763.89	49.00	£587.02	£0.00	£1,658.15	3.00	£1,707.89
01/04/2016	31/03/2017	Main	£514.20	£26,769.66	49.00	£546.32	£0.00	£1,060.52	1.00	£1,071.13
01/04/2015	31/03/2016	Main	£0.00	£25,220.59	49.00	£514.71	£0.00	£514.71	-0.10	£514.20

You will see the opening balance of £0.00 when CARE started on 01/04/2015, the pensionable pay (25220.59) and the pension build up rate (49), so 25220.59/49 = £514.71 earned pension.

The closing balance is then multiplied by inflation for that year to give you the opening balance for the following year.

All the information on the Transaction History again must be accurate to ensure that member benefits are calculated correctly. This is the information that has been supplied by employers.

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3. Benefit Projectors

Once you are happy that all the information on the members record is accurate you will be able to run a projection by going to Your Benefits>Benefit Projectors from the dashboard. It is worth noting that at the moment Additional Voluntary Contributions (AVC) will not be included in any of the calculations.

Members have the option to run various types of calculations.

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3.1 Deferred Calculation

This allows members to see the value of their benefits if they were to leave at a chosen date and not access them. This does not detail any reductions or increases to the benefits and will remind members that benefits are payable from their normal pension age (likely to be State Pension Age).

As you can see the projector prompts members to override the CARE pay with their current actual pay when doing projections. For most cases we expect the figure shown to be accurate due to i-Connect however this should always be checked to give the member the most accurate figures. It is also worth noting that Additional Voluntary Contributions (AVC) will not be included in any of the projections.

The deferred projector provides standard benefits only and does not provide conversion details so only members with pre 31/03/09 service will have a figure shown for Lump Sum. Members will still have the option to convert pension to lump sum upon accessing their benefits.

The calculation also includes a Spouse/ Partner Pension which would be payable in the event of the members death.

Spouse's pensions will be automatically payable in the event of the members death.

For a partner's pension the following criteria must be met:

- Lived with someone for at least 2 years at the time of death
- Both free to marry
- Financially dependent on each other

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3.2 Voluntary Retirement

If the member is over 55, the projector will default to the members State pension age at which point the member will have no reductions to their benefits. If the member is under age 55, the projector will default to age 55 at which point there will be reductions applied.

CARE pay can be overwritten and should be the current actual pay when doing projections, for most cases we expect the figure shown to be accurate due to i-Connect however this should always be checked to give the member the most accurate figures. It is also worth noting that Additional Voluntary Contributions (AVC) will not be included in any of the projections.

The projection also includes a Spouse/ Partner Pension which would be payable in the event of the members death.

Spouse's pensions will be automatically payable in the event of the members death.

For a partner's pension the following criteria must be met:

•   Lived with someone for at least 2 years at the time of death
•   Both free to marry
•   Financially dependent on each other

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You will see the member has the Conversion Options slider available for retirement projections. Moving the slider allows members to see the maximum conversion (maximum amount payable as a lump sum and the corresponding pension) or choose somewhere in between. The member also has the option to type a value into one of the boxes and the slider will automatically adjust. Members will never be able to exceed the maximum lump sum allowed.

The lump sum details the amount you can take as a one-off lump sum payment. You can usually convert up to 25% of your capital value of benefits.

The annual pension shown is before any tax is deducted.

If the member wanted to calculate their benefits to a date other than what the projector defaults to, all they are required to do is overwrite the selected retirement date with a date of their choice and hit calculate.

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Retirement

As the member will be accessing their benefits early, the calculation will detail the amount of reductions in the light blue box along the top of the page.

Note that as you are taking your benefits before your normal pension date your pension has been reduced by £5,703.14 and the lump sum by £0.00.

Members will have the option to download and print a copy of the calculation.

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3.3 Death in Service

The projector will calculate the death grant and spouses and/or child's pension payable in the event of the members death.

Death in Service

Dependant Pension Calculator	
Date of Death	03/10/2022
CARE pay HELP	£ 27256.55
Death Grant	£81,769.65
Spouse / Partner Pension	£6,975.84
Eligible Children's Pension	£3,487.92 per child
Number of Children	1

We suggest that you override the CARE pay above with your current actual pay when doing projections.

Calculate

The death grant shown will be a tax-free payment.

The children's pensions will change depending on the number of children the member has.

To be eligible for payment of a child's pension the child must be less than 18 years old at the time of the member's death if they are a natural or adopted child of the member. If the child is a step-child or child accepted by the member as a member of the family, then the child must also have been dependent on the member at the date of death.

A child's pension can also be paid to a child aged 18 to 23 if the child is in full-time education or vocational training if they are a natural child or adopted child of the member. If the child is a step-child or child accepted by the member as a member of the family, then the child must also have been dependent on the member at the date of death.

A child's pension may also be paid to a child who is aged over 18 and who is unable to engage in gainful employment because of physical or mental impairment if they are a natural child or adopted child of the member. If the child is a step-child or child accepted by the member as a member of the family, then the child must also have been dependent on the member at the date of death. If you think this may apply to a child, please contact us for further information on the processes.

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4 Terminology

Below is a list of terminology you may see on SPFOnline:

Accrual rate	The rate at which you build up benefits whilst you are an active member of the LGPS. It is most commonly expressed as a fraction, such as 1/49th, 1/60th, 1/80th etc. The *lower* the bottom number, the better the pension benefit received for an *equivalent* amount of pensionable service.
Annual allowance (AA)	The annual allowance is the maximum allowable tax-free growth of pension benefits between one year and the next under HMRC rules. An AA factsheet is available on our website
Contracted out	The LGPS was contracted out of the State Earnings Related Pension Scheme (SERPS) and State Second Pension (S2P).
Deferred benefits	Deferred benefits are benefits that are held after leaving active membership of the LGPS for payment at a future date.
Employer discretions	Discretions that Employers have under the LGPS Regulations to make decisions, for example to grant flexible retirement.
GMP	The LGPS guarantees to pay a pension that is at least as high as would have been earned had a member not been contracted out of the State Earnings Related Pension Scheme (SERPS) between 6 April 1978 and 5 April 1997. This is called the Guaranteed Minimum Pension (GMP). Being contracted out results in a lower pension from the State in return for having paid lower NI whilst contracted out.
Ill health	There are two tiers of ill health: **Tier 1 –** no reasonable prospect of undertaking gainful employment before state pension age. **Tier 2** – reasonable prospect of gainful employment before state pension (25% of prospective service).
Membership details	This will show start date, end date and pensionable service for any previous periods of membership which are linked/transferred to a current pension record.

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Normal pension age	Your benefits are paid in full if you choose to take them from your Normal Pension Age. For benefits built up from April 2015, your Normal Pension Age is linked to your State Pension age, but is at least age 65. The Normal Pension Age for benefits built up in the LGPS before 1 April 2015 is protected. For most people, the protected Normal Pension Age for these benefits is 65. If you were a member of the LGPS at any time between 1 April 1998 and 30 November 2006, some or all of your benefits could be paid in full before age 65 if you are protected by the 85-year rule.
Rule of 85	The Rule of 85 is satisfied if your age at the date you draw your benefits and your scheme membership add up to 85 or more (part years are ignored). If you are part-time, your membership counts towards the rule of 85 at its full calendar length. The Rule of 85 does not protect benefits from being reduced if they are taken voluntarily by the member before age 60 unless the employer consents to this.
State pension age (SPA)	This can be obtained at https://www.gov.uk/state-pension-age and is the normal pension age for benefits earned after 31 March 2015 subject to a min of 65.

Document Control & Sign-Off

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