

The Retirement Process

Deciding to retire can be both exciting and stressful. Knowing the process for receiving your pension and what to expect at each stage can help you feel better prepared. This step-by-step guide sets out the process for claiming your Surrey LGPS pension when you leave your job.

STEP ONE- MAKING A DECISION

Before you decide to retire, we recommend you get an estimate of how much your pension is likely to be on your expected retirement date.

You can use [My Pension Portal](#) to run an estimate.

If you are retiring due to ill-health, redundancy, business efficiency, or you are taking flexible retirement we won't be able to supply you with an estimate directly, but your employer will request one on your behalf and share this with you directly.

STEP TWO- REQUESTING PAYMENT OF YOUR LGPS PENSION

Your employer will inform us of your retirement by sending us a leaver notification containing your final pay details. If you are intending to take your pension benefits immediately you should inform them of this so they can tell us.

If you have a separate deferred pension account that you wish to release at the same time, you will need to notify us directly at least 3 months before your retirement date.

STEP THREE – CALCULATING YOUR PENSION QUOTATION

To calculate your pension and provide you with your options, your employer must provide us with:

- your pay information
- your retirement details
- additional documentation in the case of flexible, redundancy, business efficiency, and ill-health retirement

Once we have received this information we will be able to provide you with a pension quotation. This usually won't be provided to us until quite close to your retirement date, as some employers will not have access to the information until your final month's pay. If we have to query any of the above with your employer we will not be able to proceed until they confirm the information.

STEP FOUR- PROVIDING YOUR PENSION QUOTATION

We aim to calculate your pension within **15 working days** of receiving accurate and complete information from your employer.

Once we have calculated your pension, if we have your email address, we will securely email you otherwise this will be posted to you. Please allow **5 to 7 working days** for delivery.

Included in the pension quotation will be:

- a letter setting out your pension options
- a pension claim form
- a summary of your pension calculation
- useful information about receiving your LGPS pension

STEP FIVE- RETURNING YOUR PENSION CLAIM FORMS

You will need to complete and return your pension claim form to us as soon as possible. You will also need to verify your date of birth, this can be done by providing a copy of your birth certificate, passport or driving licence. As well as evidence of a name change if the date of birth verification is held in a different name to the one we hold for you.

For audit and legal reasons, we won't be able to process your forms unless they are completed in full and accurately. If you need any assistance in completing the forms, or you have any questions, contact us before you complete your forms. If we receive forms that are not completed fully, we will be unable to process your pension, and this could delay your payment.

STEP SIX- PROCESSING YOUR PENSION CLAIM FORM

We aim to process your pension claim forms within **15 working days** of receiving them. Once we receive your pension claim form we will:

- check to ensure they are fully complete
- check your date of birth verification
- calculate your final pension benefit
- prepare a letter confirming your payment

If anything is incorrect we will contact you to advise you of this and we will ask you to complete a new form if necessary.

STEP SEVEN- PAYING YOUR PENSION

Once we have everything we need to pay your pension benefits a letter will be issued to you confirming your final pension amount and the date you will receive payment.

If you are due to receive a lump sum we will issue a BACS payment, this can take up **3-5 working days** to clear in your account.

Your monthly pension payment is paid on the last Thursday of each month, with the exception of December where the payment date may be earlier due to public holidays. Our ability to get you onto the next pension payroll is influenced by the payroll deadlines and cut off dates. If we pass the payroll deadline, we will pay any arrears to you at the next available payment date, they will be backdated to your retirement date, this may mean that your first pension payment includes arrears.

This is because we will run the payroll the week before payment, and we need time to check through the information you send to us and perform a final calculation of pension amounts.

Considering the above pension payment cycles please plan your finances carefully to cover the period between leaving employment and your first pension payment.

Pensioner's Guide to Retirement: Navigating AVCs, Tax Info, and Contacts

Additional voluntary contributions (AVCS)

Management of the AVC investments is the responsibility of a third party, members wishing to access their AVC promptly at retirement should consider at what point they wish to stop contributions to the AVC so that it can be disinvested and the cash value available at the point they wish to access it.

Your employer must pay your AVC over to the AVC provider by the 19th of the following month that AVC are deducted. Your AVC Fund cannot be released before your final contribution has been received and processed.

If you do decide to stop paying your AVC before your retirement month, you must advise us and your employer in advance, we recommend liaising with your employer directly to discuss time frames. If we do not receive advance written notification that you are stopping AVC contributions prior to your retirement date, we will assume that you are continuing to pay your AVCs to your last working day.

You can find out more about AVCs using this link [Local Government Pension with AVCs | Prudential \(mandg.com\)](#)

Tax and your pension

Any lump sum you receive is tax free, but your annual pension is counted as earned income for tax purposes. Tax codes are supplied to us by His Majesty's Revenue and Customs (HMRC), which we then apply to your pension, we have no discretion about the amount of tax deducted.

The easiest way to check your tax is through the HMRC personal tax account at Personal tax account: sign in or set up - [GOV.UK \(www.gov.uk\)](#), you can also use this to check your state pension age and forecast.

Contact Details

Our team can take your calls Monday-Friday 9am-4pm

By Telephone: 0300 200 1031

By Email: crtpensions@surreycc.gov.uk



**Providing our customers with
a better tomorrow**
