Hot Topics – Spring Edition FAQs

When will the 2024 Scheme Calendar be available?

It is planned for the 2024 calendar to be available from January 2024.

Are there any plans to improve the employee partial retirement calculators, to make them more user friendly/on-line based?

MyCSP are currently looking at the size and scope of the issue. There are no timelines currently for this work to be completed.

Are you able to show how employers can get to the training modules that are mandatory to be completed each year?

The link to the Employer Administration Guidance modules can be found on the below link. If you need to add/delete any profiles then please contact your Employer Relationship Manager.

ERM team - Civil Service Pension Scheme

The submit button of screen "was this information helpful" doesn't work . It allows you to add comment to make website improvement, but then freezes?!

We have tested a number of pages, and all seem to work when providing feedback. If it works it will come up with the message 'Thank you for your feedback'. If you find any problems then please share these with your Employer Relationship Manager with the details of the page the error took place on.

Search on added pension - would like FAQ on how to cancel added pension and / or reduce monthly voluntary added pension contribution

We have asked the team to add a FAQ to advise members how to cancel a Added Pension contract and this will be updated on the member section of the website.