

## LEARNING IN LOCKDOWN

### Power training

As the move to home working has meant that face to face training has had to take a back seat, you can still take advantage of improving your pension know how by accessing Pension Power by webinar. We had more than double the usual number of bookings in April, so if you want to book yourself or your colleagues onto a session, go to the **Pension Power page** to check out available dates.



### Preparing for pre-retirement

**MyCSP** is responsible for delivery of Pre-retirement training on Civil Service Learning.

The new and improved course is available now and has been redesigned into a two hour webinar to accommodate the requirements of social distancing.

## Pre-retirement webinar – putting you in the driving seat



The pre-retirement course is designed for those members who are within 10 years of retirement and who want to understand more about their pension, their options and the retirement process itself. To book, visit Civil Service Learning on **GOV.UK**

## CURRENT FOCUS

### Reminder – Compliance measures and targets

With effect from May 2020 (for April 2020 interfaces) any work associated with sending more than one regular interface file submission or more than two DVRs to correct DVFs, will be undertaken via the Statement of Work (SoW) process and will be chargeable – **EPN589**

### New ways of working

Due to the Covid-19 pandemic, we introduced new ways of working which will make it easier for members. For more information, please refer to the following EPN: **EPN602 – Revised process for accepting documents, certificates and wet signatures, and easing of the DR1 process.**

### Have your say

Thank you to everyone who has helped to promote the 2020 Member Engagement survey so far. We've received a fantastic response from our members and nearly 4000 have completed the survey to date.

The survey is a chance for members (and you too) to tell us what they think about the information we provide about their pension and how it helps them to better understand their pension benefits.

The survey closes on 06 June, so there's still a chance for members to have their say, and as a thank you for completing it we're offering one lucky member the chance to win £100 of Love to Shop vouchers.

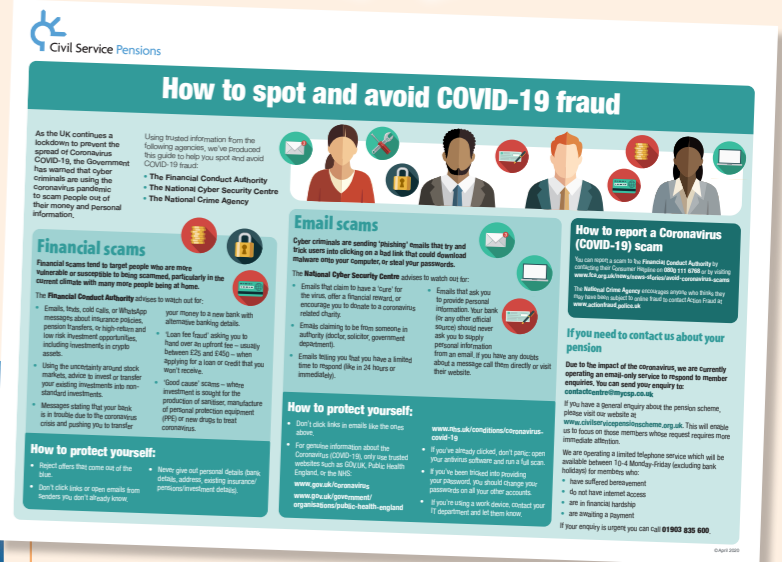
We've added campaign collateral to the **Member Engagement Materials page** for employers who are able to promote it at the current time. However, it's not mandatory.

The survey contains ten questions and takes around ten minutes to complete.

The survey can be found by either visiting [www.civilservicepensionscheme.org.uk](http://www.civilservicepensionscheme.org.uk) or **Member Engagement Survey**.

### Brush up on your benefits

Building on our existing back catalogue of creative awareness raising, we're launching a new campaign this month 'Brush up on your benefits' which reminds members of the wide and varied benefits of the pension scheme. We need your help to promote the campaign which is aimed at driving members to the web where they can find more details about the scheme. We appreciate that in lockdown you can't display posters on noticeboards so please make use of your digital channels in the meantime. As usual, we've created both portrait and landscape versions of the campaign which you'll be able to download from our website shortly.



### COVID-19 fraud awareness

As the Coronavirus (COVID-19) pandemic continues, criminals are looking to exploit any weaknesses they can. To help you and your staff stay safe, we've created guidance on how to avoid any scams or fraud.

The guidance has been taken from Government agencies including the National Cyber Security Centre (NCSC), the National Crime Agency (NCA) and the Financial Conduct Authority and advises you on how to spot fake email scams, financial scams, and importantly, what to do if you think you've been a victim of fraud.

For more information and to download the poster see **EPN601**.

### It's that time of year...

We're just a month away from the commencement of the production and distribution of annual statements. To make sure that you know what's being delivered, when and your responsibilities, please refer to the following EPN:

**EPN598 – Employer actions for the delivery of Annual Benefit Statements (ABS) and Pension Savings Statements (PSS) in 2020.**

### Printing?

This document is designed to be printed in A3, landscape, so check your settings before printing.

