



# BT PENSION SCHEME

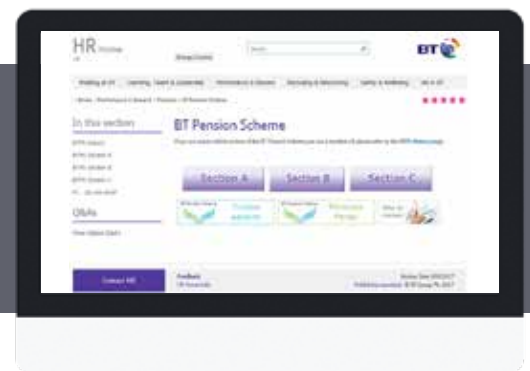
## Questions and Answers Guide

The new BT Pension Scheme Portal is now available to help you manage your benefits online.

# How do I access the new BT Pension Scheme Portal?

You can log on to your BT Pension Scheme Portal in the following ways:

1. If you have access to the BT Intranet all you need to do is click on the Pensions Portal icon found on the intranet page here <https://hr.bt.com/en-gb/performance-reward/pensions>.



2. Alternatively, you can access the Portal by creating your own account at [www.btpensionsportal.com](http://www.btpensionsportal.com) and clicking on the **register here** link.



# Questions and Answers

To help you log on and understand more about what the Portal does, please see some useful questions and answers below.

**Q.** What will the Portal allow me to do?

**A.** The Portal will provide you with a platform for gaining more on-line functionality to manage and understand your BTPS pension. Initially the new Portal will have all of the functionality of the old Portal, as well as providing you with your own document library, an integrated tax planner and the option to choose your communication preferences. In the coming months you will be able to use the Portal to calculate estimates of your pension benefits in more scenarios such as leaving service or taking a transfer value.

**Q.** What kind of device or browser do I need to access the Portal?

**A.** It is best to access the Portal on either a computer or laptop. You will get the best experience through browsers such as Chrome, Firefox and Internet Explorer 9. If you have any problems viewing the Portal through these browsers you can check your compatibility settings by accessing Settings / Compatibility View Settings, and remove [www.btpensionsportal.com](http://www.btpensionsportal.com) if it is shown. If you have any problems logging on, please contact us using the details on the following page.

**Q.** What information do I need if I also want to set up a Portal account?

**A. To set up a Portal account you will need:**

- Your BT Pension Scheme Unique Pension Reference Number (UPRN), this can be found on the top right hand side of any written correspondence you have from the BT Pension Scheme.
- A unique email address for your account which is accessible from the computer you are using to log onto the Portal.

You will need to answer some security questions which will involve entering information such as your date of birth, forename, surname, postcode and National Insurance Number.

**Q.** What do I do if I have more than one period of service, or I have Additional Voluntary Contributions (AVCs), can I view them all?

**A.** If this applies to you, you will see these shown as separate accounts in the Portal. When you want to switch between accounts just navigate to the 'Settings' menu and select the account you wish to view.



**Q.** What has happened to the information held on the old Portal?

**A.** The majority of information held on the old Portal has been transferred onto the new BT Pension Scheme Portal. If you have AVCs, the new Portal will no longer retain a copy of your AVC switch history, although this will be available on request from us by calling **0800 731 1919**.

**Q.** What should I do once I log in to the Portal?

**A.** Make sure your personal details are up to date by viewing the 'About Me' page. Check your email address, update your communication preferences and keep us up to date about your beneficiaries.

If you don't want your information to be accessed by the Portal or you have any questions about anything to do with your BT Pension Scheme benefits you can contact us in the following ways:

**t** 0800 731 1919 or +44 (0)203 023 3420 if calling from abroad

**e** [btpensions@accenture.com](mailto:btpensions@accenture.com)

**p** Write to us: Accenture, Venture House, Venture Way, Chesterfield, S41 8NR

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**Q.** Will I still have access to the Portal if I leave BT or take my pension?

**A.** Currently only active members of the BT Pension Scheme have Portal access. We are planning to introduce access for deferred and pensioner members from mid 2018.

**Q.** The new Portal won't allow me to run estimates of my pension.

**A.** Members with complex circumstances will gain increased functionality on the new Portal such as being able to access a personal document library and selecting your communication preferences, but you may need to contact us directly for estimates of your pension.

The use of the Portal is subject to the provisions set out in the terms and conditions, privacy policy and cookies policy found in the footer of the 'Login' page. Please ensure you have read each document fully before using the Portal. By accessing the Portal, you are confirming that you have read and understood each of the documents and agree to be legally bound by the provisions set out in the documents.