

## **'My Pension' Portal Frequently Asked Questions**

### **How do I register for the 'My Pension' portal?**

If you have not already registered for the ['My Pension'](#) portal it is free of charge and easy to do.

You can [watch our video for a simple step-by-step guide on how to register](#) or follow the steps below:

Go to the ['My Pension'](#) portal

- If you haven't got a username or password, please click on 'Request One' and fill in your surname, National Insurance number, date of birth and email address.
- If the email address you give us matches the address we have on your record, you will receive instructions by email on how to complete the registration process.
- If the email address you use is not stored on your pension record, you will receive the registration details via email within 24 hours.

### **I've forgotten my username or password to the 'My Pension' portal – what do I do?**

If you have forgotten your password or username, then click on Forgotten your password? Forgotten your username? and follow the on screen instructions.

You can [watch our video for a full guide on how to reset your username and/or password](#) as well as some helpful tips on using the 'My Pension' portal.

### **I'm still having trouble logging on to 'My Pension' portal – what do I do?**

You can find a FAQ document in the 'help' section attached to the home page of the ['My Pension'](#) portal.

If you are still unable to logon please call our technical line on **0300 200 1034**.

### **How do I find my Annual Benefit Statement?**

To view your Annual Benefit Statement, log in to the ['My Pension'](#) portal and go to the Annual Benefit Statement tab.