

## Update No 9

### The McCloud remedy - a progress update for Immediate Choice Police Scheme members

This is XPS update number 9, which reflects progress through to the end of March 2025.

XPS have previously published progress updates in relation to the ongoing work we are completing on behalf of our Police clients to implement pension remedy for Immediate Choice members, and an update into the progress being made in relation to “business as usual” for members who are considering near term retirement.

We are pleased to say that as at 31 March 2025 XPS have issued over 50,000 statements to affected members. Further information on the relevant cohorts is contained below.

#### Immediate Choice Update

XPS completed **100%** of calculations for members, where we had all the information required ahead of the legislative deadline. In total, we issued **18,556** statements to Police Immediate Choice members in scope of remedy. This equates to over **84%** of the Police Immediate Choice cohort under XPS administration. So far 1,535 members have elected for a change in benefits.

Below we have provided some more detail around the statistics we have quoted. XPS presented these stats to the Police Scheme Advisory Board on 1 April 2025.

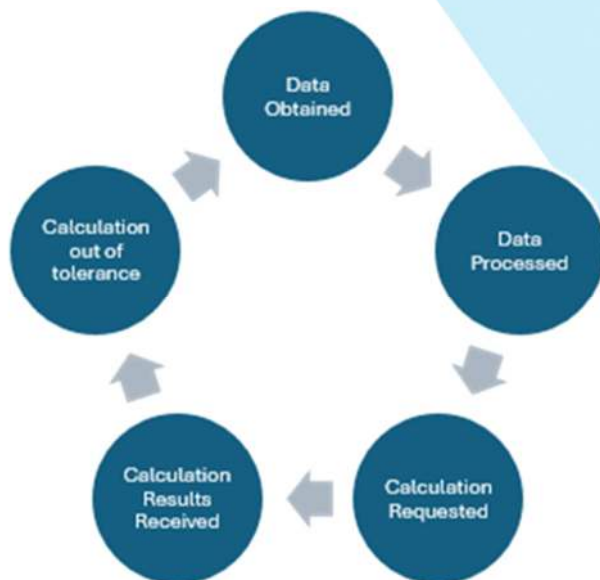
Client	Number of members in scope for IC RSS	% of members calculations produced where data is available	IC RSS Issued	% IC RSS Issued where data has been received before 31 Jan 2025	% Overall IC RSS Issued
Police	22160	100%	18556	91%	84%

**14,829** statements have been issued to members with a protected status and **3,727** statements provided to members within other cohorts that are most likely to elect for a change in benefits. For those members who have not yet received a statement it can be categorized in 2 ways:

1. XPS do not have all the information they require to produce a statement. For example, we await external guidance on how to calculate benefits for those members with a pension sharing order. Or we do not have all the data we require to produce the calculations.
2. Following receipt of the calculation results, they have failed our validation checks meaning further investigation is required to ensure an accurate statement is produced.

The statistics above show that policing is in a very strong position in comparison to the wider public sector with the majority of members now in receipt of their RSS.

We acknowledge that for those members yet to receive their statement this is disappointing, but XPS are working closely with Scheme Managers to issue the remaining statements at the earliest opportunity. XPS are continuing to run calculations through our production cycle as illustrated below:



All members where we have data and are not awaiting external guidance have been through this production cycle at least once. As part of this process XPS have built in validation checks to protect the accuracy of the statements produced and issued to members. Where a case passes our validation checks this results in statements being produced and issued via our member hub portal.

For members that fail the validation checks our teams need to investigate and resolve any issues before we can then re-run the calculations. Where possible XPS are resolving this internally however this does on occasions mean we need to raise further queries with Scheme Managers.

XPS will continue to issue statements to members where they have all the information required to do so and provide regular updates to members on progress. Priority will be given, where possible, to those members most likely to elect for a change in benefits, although it is important to note that most members are already in receipt of the highest available benefits.

It is important to note that for members who had a pension sharing order within the remedy period, pension administrators, including XPS, are awaiting guidance from the Government Actuary's Department (GAD) regarding the calculation methodology. Final guidance is not expected to be available until the summer of 2025. Once received administrators will need to review and devise calculations routines to support the issuing of statements for those affected.

XPS are working with stakeholders, including individual Forces, NPCC and HMRC to progress resolution actions where data is outstanding, or where there are legislative barriers that do not allow us to proceed.

The successful rollout of our Member Hub facility has allowed members to complete and submit their options electronically and XPS are settling benefits where applicable for affected members. This has provided a far more efficient method of issuing statements and processing options for members and underlines our commitment to providing innovative solutions which help achieve the desired outcomes for members.

## **Member Hub online portal**

We confirmed in our previous updates, and have referenced above, that XPS have developed and gone live with an online portal known as the Member Hub, allowing members to view their RSS and to make the necessary elections via a digital platform. Below is a summary of what this means and what members can expect from the portal.

Once their RSS has been processed members will receive a letter from XPS advising that their statement is ready for review. This letter will include details on how they will log on, and a telephone number for the Hub Team who can assist with any logging on issues. Once members are online, they can view their statement and options and use this forum to respond to XPS with their choice. The relevant Q&As are on the site, along with links to other relevant sites to assist in making their choice.

## **What happens once I receive a remediation statement (RSS)?**

As a reminder, it is important to note that pension remedy means we need to revisit the benefits available to members for the remedy period 1 April 2015 - 31 March 2022 and issue an RSS, it does not mean that all members will be due an uplift in their benefits as a result of that review, as many members will already be in receipt of the most beneficial option available to them.

This can even apply to ill health retirees awaiting remedy, so please wait until you receive your RSS before making any assumptions as to what you may be due. Once your remedy calculations have been completed and you have received your remediation statement, if you are due an uplift, you will be required to make an election/decision, via the Member Hub, so that we can make the necessary arrangements.

Members have 12 months from receipt of their statement to decide on their benefits. XPS will then process member options and settle benefits once a decision is received. Some members may be subject to medical reassessments (some ill health cohorts), and that process will need to be completed to allow XPS to proceed.

Wherever possible, XPS are committed to ensuring timely settlement, but we just want to be clear as to the legislation focus, the reliance on member decision making and/or processes, to allow us to proceed. Once members make their election, we will look to settle any benefits due in the next available payroll run; this includes both additional lump sum and arrears of pension where applicable. For those members who elect for a change in benefits, we will write out confirming once the changes have been implemented and to confirm the date of payment.

## **Annual Benefit Statements Remediable Service Statements (ABS RSS) for active members**

For those members affected by pension remedy Scheme Managers are required to supply an Annual Benefits Statement (ABS) which contains additional information in the form of a Remediable Service Statement (RSS). This will show comparative benefits to members under both their legacy final salary scheme and the reformed 2015 scheme. The legislative deadline to provide an RSS statement to active members is 31 March 2025.

To be as helpful as possible to members, we worked alongside stakeholders to include Remedial Service Statements (RSS) with the ABS by 31 August 2024 for those in scope of remedy, although the deadline for providing the RSS is 31 March 2025. The intention was to try to provide as many members as possible with an ABS RSS, at the earliest opportunity. Those members not in scope of remedy would continue to receive a standard ABS.

We are pleased to say that **99%** of in scope members received their ABS RSS by the 31 March 2025 deadline. For those members where we have been unable to produce a statement, we are working closely with scheme managers to resolve any issues and provide a statement. We are continuing to process weekly ABS calculation runs until all statements have been produced.

Client	In Scope for ABS RSS	ABS RSS issued	% ABS RSS Produced	Total Active ABS RSS Remaining
Police	32,346	31,948	99%	398

It is important to note that ABS RSSs are for information only, they are not retirement planning documents and do not require a choice of benefits to be made at this stage (save for the contributions adjustments). The National Police Chiefs Council (NPCC) have published some guidance relating to the design and purpose of the statement in their RSS factsheet, pages 12 to 18 - **NPCC-Member-Remedy-Factsheet-Remediable-Service-Statements**.

XPS started processing and loading statements to their online member portal in the week commencing 26 August 2024 for affected members.

*A reminder of where to locate your ABS RSS, if one is available to view.*

In previous years members would have located their Annual Benefit Statements on Member Self Service under the 'Benefit Statements' tab of their 2015 record. This year, if an ABS RSS has been produced it will be found in a different section of MSS.

- When a member first logs into MSS the default record is their 2015 scheme.
- Navigate to the PPS scheme by clicking on the blue SELECT button under the Your Employments tab.
- Click into My Documents under the Documents tab.
- This will then display the option to select the ABS RSS document to view. If the member was a former 2006 scheme member there will also be the Contribution Adjustment form visible here as well.
- 1987 scheme members can find a Contribution Adjustment form on the XPS website under the Scheme Guides & Forms sections for those schemes should they wish to use it.

If you are not currently registered for member self-service, please visit <https://www.myownpension.org.uk/home/registration/sign-up.html> and follow the sign-up process, so that you can access your ABS RSS as and when it becomes available to view. Please register using your work email address, where possible so this can be reconciled with data provided by your Scheme Manager.

Please note that all active members are now in the 2015 scheme and the **normal pension age of this scheme is age 60**. This is the earliest date that you can retire and receive payment of all your benefits with no reductions. You are still able to receive the payment of your legacy scheme benefits when you originally expected to do so, but this is dependent on age and/or service and is a personal choice.

Due to the variable nature of retirement dates, it is not possible to adequately choose an optimum date that would be appropriate for all members for purposes of a projection within the ABS, therefore the normal pension age for the current scheme is used.

We understand that members are eager to view their statements, but we should be clear that you do not need to make any decision about your choice of remedy benefits when you receive your ABS RSS. You will only need to make this choice, when you retire, and all of your details are known.

**Note: your ABS RSS is an illustration only and is not meant for financial retirement planning.**



### Annual Benefit Statements Remediable Service Statements (ABS RSS) for deferred members

As per the above we are taking the same approach with deferred members, and we issued over **70%** of statements ahead of 31<sup>st</sup> March 2025 deadline. We are continuing to work closely with scheme managers to issue the remainder of statements at the earliest opportunity with weekly calculation runs taking place. Please note your ABS RSS is an illustration only and is not meant for financial retirement planning.

Client	In Scope for DCRSS	DCRSS issued by 31 March 2025	% Completed by 31 March 2025	DCRSS remaining to issue
Police	4,819	3,380	70%	1,439

### I am considering retirement, so can you confirm what the current position is on “business as usual”?

We have continued to invest in both people and technology which has seen us make improvements in the service we are providing day to day, the wider “backlog” of work has continued to reduce and from a service level perspective, we have seen a continued improvement in the reporting metrics that we regularly provide to clients.

It is accepted that we remain in a position whereby member escalations are occasionally still necessary and that not every member has yet to see the benefits of the improvements made, that we can see at a higher level, but we are increasingly confident that all members will begin to see improvements as we move forwards.

### I’m a vulnerable member and / or wish to escalate an issue for immediate attention, how do I go about that?

Dependent upon the nature of your circumstance, you should either contact your employer for guidance or you should escalate your issue by sending an email to [BLEscalation@xpsplc.com](mailto:BLEscalation@xpsplc.com)

### Where can I obtain more information?

How this judgement impacts the benefits you are entitled to will vary based on your personal situation, and more information about this process and how it might affect you can be found on XPS’s [My Own Pension portal](#) or on the dedicated [Police Pensions website](#) If you have any further questions, please contact our team at [mptbluelight@xpsplc.com](mailto:mptbluelight@xpsplc.com).

### Future Communications & Updates

Finally, we understand that members will continue to have a keen interest in the progress XPS are making across the Immediate Choice McCloud remedy project, as well as the production of the Annual Benefit Statements and accompanying RSS, and indeed the expected continued improvements in the business-as-usual service being provided to members, particularly those looking to retire in the near term.

We will continue to provide additional updates as the various streams of activity progresses, appreciating there is a keen interest in the timing of Remediable Service Statements being issued.