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Civil Service Pensions

Dear Member,

Update from Capita

From 1 December 2025, responsibility for administering the Civil Service Pension Scheme (CSPS) transferred to Capita Pension Solutions Limited (CPSL). You may have seen recent media coverage about the transition. We want to reassure you that we are working closely with the Cabinet Office to address the issues raised, and that rectification activity is already underway. Our priority is to deliver a reliable, high-quality service and to ensure you continue to receive the support you need.

Your day-to-day pension services remain unaffected. We continue to pay pensions to retired members as scheduled and to produce regular payslips, P60s, and other statutory documents.

As part of the transition, we are improving the way members access their pension information. Many of your key documents including payslips, P60s, and important updates are now available securely online. Creating an account for our online service is the quickest and most convenient way to view your information whenever you need it. It allows you to keep your documents safely in one place, access them as soon as they are produced, and contact us easily using secure messaging.

We encourage you to sign up if you have not already done so. It's simple to create an account and once signed in you can view your pension details, check documents, and receive updates securely and efficiently. Details on how to sign up can be found at **www.civilservicepensionscheme.org.uk/registration**

Thank you, you are a valued member of the Civil Service Pension Scheme. We remain fully committed to delivering a high-quality, reliable service and to supporting you today, tomorrow, and through your retirement.

Chris Clements
Managing Director, Capita Pension Solutions Limited