

'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 select 'Request One' and fill in your surname, National Insurance number, date of birth and email address.
- If the email address you provide matches the one we hold on your record, you will receive instructions by email on how to complete the registration process.
- If the email address you provide 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 select '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.