

NHS Pensions
Hesketh House
200-220 Broadway
Fleetwood
Lancashire
FY7 8LG

Tel: 01253 774 888

Email: nhsbsa.eafinance@nhs.net

Website: www.nhsbsa.nhs.uk/nhs-pensions

Date: 28 February 2018

Dear colleague,

For the attention of GP practices who pay NHS Pension contributions via Pensions Online – Change of Service User Number

As part of NHS Pensions Finance business improvements, we will be streamlining our banking arrangements for the collection of NHS Pension contributions for GP Practices only.

The changes will involve the transfer of all current Direct Debit instructions used to collect **GP Practice contributions**. NHS Pensions has two bank accounts used to collect payments by Direct Debit, each registered as a separate Service User.

We will be transferring Direct Debit instructions for GP Practices to the NHS Pensions primary contribution collection bank account which in effect is a change of Service user, during the latter part of March 2018.

These changes will have no impact on the Direct Debit service you receive and there is no need to complete a new Direct Debit instruction as the transfers will be done automatically.

You may however receive notice on your bank statements at the time of the changeover, advising you of the final payment collected under the old arrangements and there will be a slight delay in collecting payments which are submitted immediately after the transfer.

To allow the change to take place there will be a period of five days from 20 March to 26 March 2018 where you can still submit your data through Pensions Online but we will not collect your payment until 29 March 2018. Normal collection service will resume from 27 March 2018.

The timing of this change is to allow employers to submit their contributions for February without disruption to service to ensure payments are received by the Regulatory deadline of the 19th of the month.

The Direct Debit Guarantee is enclosed with this letter.

Yours sincerely

J Douglas
Finance Manager

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit NHS Pensions will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request NHS Pensions to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by NHS Pensions or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society – if you receive a refund you are not entitled to, you must pay it back when NHS Pensions asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify NHS Pensions.