

# Prime Time

Spring 2026 | Issue 25



Norfolk Pension Fund

Pension fund newsletter  
for retired members

# Please keep in touch!

Keeping us informed of your correct contact details is very important – it could make the difference between your pension being paid or being suspended, whilst we trace your new address.

So please let us know if you move house or if this edition of Primetime didn't arrive at your correct address. A good way to do this is by using Member Self-Service (please see [page 10](#) for more details) on our website [www.norfolkpensionfund.org](http://www.norfolkpensionfund.org)

## Other ways you can tell us your new address are:



### Email

[pensions@norfolk.gov.uk](mailto:pensions@norfolk.gov.uk)

If you email us your new address, please include the following information:

- Your FULL NAME
- Your Norfolk Pension Fund payroll number
- Your date of birth
- The name of the bank to which we pay your pension



### Telephone

**01603 495788**

Our phone lines are open 8.45am to 5.00pm Monday to Thursday and 8.45am to 4.00pm on Fridays.



### Post

**Norfolk Pension Fund  
County Hall  
Martineau Lane  
Norwich  
NR1 2DH**

If you are writing to tell us of your new address, please remember to sign your letter with your usual signature.



### Website

[www.norfolkpensionfund.org](http://www.norfolkpensionfund.org)

Complete the 'Change of Name or Address' form which you can download from the 'Resources' page on our website.

# Hello and welcome...

**to the latest edition of our newsletter for Norfolk Pension Fund retired members.**

In this issue, we are pleased to announce details of the pension increase effective from April 2026, together with pension payment dates and tax news for the financial year 2026-27.

Our new, improved online Member Self-Service is a convenient and secure way to view information on your pension, including downloading your P60s and payslips. Please see **page 10** for more details on how you can register.

The financial and emotional consequences of being scammed can be devastating and on **page 18** we have information to help you to spot, avoid and report a scam.

If you are an unpaid carer looking after a relative or friend, on **page 17** we have details about Ask Cora, a WhatsApp based service which gives you 24-hour access to information and support to help you in your caring role.

Please remember we are always here to help you with any questions you may have about your Norfolk Pension Fund pension. Our full contact details are shown on **page 2**.

Best wishes,



**Glenn Cossey,**  
Director of the  
Norfolk Pension Fund



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Norfolk Pension Fund

# Your pension increase from April 2026

**Your Local Government Pension Scheme (LGPS) pension increases in line with the cost of living, based on the date you started taking your pension.**

Like other public sector pensions, it goes up in line with the Consumer Price Index (CPI).

- The increase from 6 April 2026 will be 3.8% based on the CPI rate in September 2025.
- If your pension started **before** April 2025, you will get the full increase.
- If it started after **April** 2025 and **before** March 2026 you will get part of the increase.
- You will receive a payslip during April which will include a message about the increase to your pension.

## Changing your bank?

**Please let us know if your bank details change, as your bank or building society may not tell us!**

A good way to tell us about your new bank details is using Member Self-Service (please see [page 10](#) for more information) available on our website at [www.norfolkpensionfund.org](http://www.norfolkpensionfund.org) Alternatively, you can:

- Write to us at: Norfolk Pension Fund, County Hall, Martineau Lane, Norwich, NR1 2DH
- Download the '[Bank or Building Society Payment Details](#)' form from our website at [www.norfolkpensionfund.org](http://www.norfolkpensionfund.org) under the 'Resources' section.

Our contact details are on the back page of this booklet. **Please remember to sign your instruction to change your bank details.**

We usually run our pensions payroll around the middle of the month, so please tell us about any changes in good time or it may delay your payment.



## Am I a taxpayer?

We are all potential taxpayers but you only pay tax if your income is greater than your personal tax allowance. Detailed information is available from HMRC, but here is a simplified guide.

### 1. Add up your taxable income.

Some income is taxable and some is never taxed. Add up your taxable income in a tax year. Tax years run from 6 April to 5 April.

### 2. Add up your tax free allowances.

For most of us, this is just the Personal Allowance shown on page 6, but there are others such as Blind Person's Allowance.

### 3. Take one from the other.

Take your tax-free allowances away from your taxable income. If there is anything left you have to pay tax on it.

**Examples of taxable income:** State Pension • Work place pensions, like ours • Earnings from any job • Share dividends • Rental income

**Examples of non taxable income:** Premium Bond wins • Income from tax exempt savings accounts including ISAs

## What if I think my tax code is wrong?

Please don't tell us, as we cannot alter it! Only HMRC can do this, so please contact them using the details shown below.

Telephone Number:

**0300 200 3300**

Open Monday to Friday:

**8am to 6pm**

You can use Relay UK if you cannot hear or speak on the phone. To use this service please dial **18001** then **0300 200 3300**.

Please quote your National Insurance number and PAYE reference **531/N3722P**

Hopefully this summary of tax is helpful, but please visit

[www.gov.uk/income-tax-rates](http://www.gov.uk/income-tax-rates)

for full details of tax and take professional advice if you need it.

# Tax News for 2026-27

## Personal Allowance

**Most people are allowed to receive a certain amount of income in a tax year without having to pay tax on it. This is called the Personal Allowance. For the tax year 2026-2027, the Personal Allowance remains at £12,570.**

Please note the Personal Allowance hasn't increased from the last tax year. However, the pension you get from us has increased by 3.8% and the State Pension (if you receive it) has increased by 4.8%.

This could mean that if you were previously a non-taxpayer, you will now pay tax if your total income is over £12,570 a year. If you were already a taxpayer, you could find that you will now pay more tax because your total pension has increased, but your personal allowance hasn't.

The value of your State Pension is taken from your total Personal Allowance, the remainder of which we apply against your Norfolk Pension Fund pension.

Please see the example below which shows how we calculate the tax deductions from a pension payment. Please note the figures shown are for guide only - the figures on your payslip will probably be different.

	2026-27	2025-26
<b>Personal Allowance</b>	<b>£12,570</b>	<b>£12,570</b>
<b>Less State Pension</b>	<b>£12,548</b>	<b>£11,974</b>
<b>Remaining Personal Allowance</b>	<b>£22</b>	<b>£596</b>
<b>Norfolk Pension Fund pension</b>	<b>£2,815</b>	<b>£2,712</b>
<b>Less remaining Personal Allowance</b>	<b>£22</b>	<b>£596</b>
<b>Taxable Pension</b>	<b>£2,793</b>	<b>£2,116</b>
<b>Tax due at 20%</b>	<b>£558.60</b>	<b>£423.20</b>



## Marriage Allowance

**To help couples where only one is a taxpayer, it's possible to share some of the Marriage Allowance.**

If your income is less than the Personal Allowance of £12,570, you can transfer some of your allowance to your husband, wife or civil partner, as long as they only pay tax at the basic rate of 20%.

For 2026-27, the amount you can transfer is up to 10% (£1,257) of your Personal Allowance. A person transferring the full £1,257 of Personal Allowance would save their husband, wife or civil partner £251.40 in tax.

If you fill in a Self Assessment tax return each year, claim by completing the Married Couple's Allowance section.

To claim the Married Couple's Allowance if you do not fill in a Self Assessment tax return, please contact HM Revenue & Customs (HMRC) by telephone on **0300 200 3300** or visit [www.gov.uk/marriage-allowance](http://www.gov.uk/marriage-allowance)

## New Year Tax codes

**If you have recently received a new tax code statement from HMRC, please check to see which tax year it is for.**

It is likely to be for 2026-27. If so, we will use the tax code shown for the pension we pay you from April onwards.

You do not have to contact us to tell us your new tax code, but please check the correct one is shown on the April payslip you receive from us.

## Income Tax

**The amount of tax you pay is based on your income in the tax year, over and above your Personal Allowance. The rate of Income Tax you pay will vary depending on where you live in the UK as shown in the tables on page 8.**

**Please note**, the tax rates shown are only payable on income over the Personal Allowance of £12,570.

## England and Northern Ireland

Income Tax payable on income over the £12,570 Personal Allowance

Rate	Tax Year 2026-27	Tax Year 2025-26
Basic Rate: 20%	£37,700	£37,700
Higher Rate: 40%	£37,701 - £150,000	£37,701 - £150,000
Additional Rate: 45%	Over £150,000	Over £150,000

## Scotland

Income Tax payable on income over the £12,570 Personal Allowance

Rate	Tax Year 2026-27	Tax Year 2025-26
Starter Rate: 19%	£3,967	£2,827
Basic Rate: 20%	£3,968 - £16,956	£2,828 - £14,921
Intermediate Rate: 21%	£16,957 - £31,092	£14,922 - £31,092
Higher Rate: 42%	£31,093 - £62,430	£31,093 - £62,430
Advanced: 45%	£62,431 - £125,140	£62,431 - £125,140
Top Rate: 48%	Over £125,141	Over £125,141

## Wales

Income Tax payable on income over the £12,570 Personal Allowance

Rate	Tax Year 2026-27	Tax Year 2025-26
Basic Rate: 20%	£37,700	£37,700
Higher Rate: 40%	£37,701 - £150,000	£37,701 - £150,000
Additional Rate: 45%	Over £150,000	Over £150,000

Hopefully you will find this guide useful, but please visit

[www.gov.uk/income-tax-rates](http://www.gov.uk/income-tax-rates)

for full details on tax and take professional advice if you need it.

## When is my pension paid?

Your pension goes into your bank account on the last working day of the month.

### 2026-27 payment dates will be...

April 2026	Thursday 30 April
May 2026	Friday 29 May
June 2026	Tuesday 30 June
July 2026	Friday 31 July
August 2026	Friday 28 August
September 2026	Wednesday 30 September
October 2026	Friday 30 October
November 2026	Monday 30 November
December 2026	Thursday 31 December
January 2027	Friday 29 January
February 2027	Friday 26 February
March 2027	Wednesday 31 March



## When do I get my payslip?

Generally, we don't send payslips to all our pensioners every month.

A full payslip run usually only happens twice a year in April and May.

### We only print payslips to send to you when:

- the amount you receive changes by more than £1 from your last payment, or
- HMRC changes your tax code, or
- you change your address or bank/building society account details

If you receive a payslip, always look for any messages printed on the front. For anyone living outside of the UK, you will receive a payslip every month. This is an audit requirement as there are currently no mortality screening services outside of the UK, so is a way of us staying connected.

**Register at**

[www.norfolkpensionfund.org](http://www.norfolkpensionfund.org)

to view your  
**payslip online!**

# Member Self-Service

## Check out your pension online...

Member Self-Service is a secure, dedicated area on our website **www.norfolkpensionfund.org** where you can access and view your pension details.

### Member Self-Service allows you to:

- update your contact details including your address and bank account
- see and download your payslips and P60
- upload documents to us
- contact us securely

For help with registering, please call us on **01603 222132** or email us at **pensions.mss@norfolk.gov.uk**

For questions about your pension, please call us on **01603 495788** or email us at **pensions@norfolk.gov.uk**

*If you haven't registered for Member Self-Service, please visit*

**www.norfolkpensionfund.org**

*click on 'Member Self-Service' and then click the 'Create an account' button. We will then send you an Activation Code by post or email.*



# Member Self-Service Top Tips!

## Have you got more than one pension with us?

Click **View my pension details** then click the arrow to the right of **Employment role**, and then select the one you would like to view.

Select which employment you would like to view the details of.

**Employment role**

1st Sep 2015 - 31st Dec 2015 ▼

## Want to look at your payslips?

Your payslips can be found under **Payslips and P60s** on your Dashboard.


Just click on **'Access my payslips and P60s'**

**Payslips and P60s**

Access your current and previous pension payslips and P60s.

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**Access my payslips and P60s**

Scroll down to the payslip you want to see and click the  symbol to view the details.

**Payslips and P60s**

Payroll number: PELGOC123456      Tax year: 2026 - 2027 ▼



**Payslips**      P60s

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My payslips

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April

30/04/2026  

## You can view your P60s by clicking the P60s section.

Click the  symbol to download a copy of your payslip / P60 to your device which you can save or print as you wish.

## Have you got more than one pension account with us?

When you **view** your payslip, it shows you the total of all your pension accounts. When you **download** your payslip, you can see the individual figures for each pension account.

**Please note: your P60 for 2025-26** can be viewed on your Member Self-Service account from the last week of April. A paper copy will be posted to you in the first week of May.

# View your Pension Increase online

From mid-April, you can download and print a detailed breakdown of your annual Pension Increase using **Member Self-Service**. This could be useful for retired members who need to provide documentary evidence of their LGPS Pension Increase when, for example, claiming benefits or submitting a tax return. An example of what you can expect to see is shown on the page opposite.

## 3 simple steps to view your Pension Increase

### Step 1

Visit  
[www.norfolkpensionfund.org](http://www.norfolkpensionfund.org)  
and select  
**Member Self-Service**



### Step 2

Login to  
**Member Self-Service**



### Step 3

From the  
**File sent to me** tile  
select  
**New PI Notification**





**Norfolk Pension Fund**

Delivering the Local Government Pension Scheme in Norfolk

Your name  
Your address 1  
Your address 2  
Your address 3  
Your address 4  
Your postcode

**Pension Increase (Review) Order 2026**  
**Pension Payroll Number: PELGOC000000**  
**National Insurance Number: AB123456A**

Under the above Order your Pension has been increased as follows:

	£
Current Annual Pension	£0
LESS Total G.M.P. (if applicable)	£0
	_____
Balance for Increase	£0
0.0% Pension Increase	£0
0.0% Pension Increase on	£0
Post 88 G.M.P. £0	£0
ADD Part Year Revaluation (if applicable)	£0
(payable from 1st April)	
ADD Total G.M.P. (if applicable)	£0
	_____
New Annual Pension from 00 April 0000	£0

As the increase applies partway through the month your gross pension instalment for April will be increased by £0 Monthly instalments from May onwards will be increased by £0 gross. Any income tax that is due will be deducted.

Increases on the Guaranteed Minimum Pension (G.M.P.) are paid with State Pension Benefits. (G.M.P. may be shown as Contracted Out Deduction on your State Pension Statement.) Annual G.M.P. amounts and Annual G.M.P. Increases are rounded to the nearest 52p.

If you have more than one pension from Norfolk Pension Fund each one has a separate Pensions Increase Notification. You will need to add the Total New Pension from each notification together to get the total amount that you will be paid.

**Telephone Enquiries: (01603) 495788**



Norfolk Pension Fund • Postal Address: County Hall • Martineau Lane • Norwich • NR1 2DH  
Norfolk County Council is the administering authority of Norfolk Pension Fund • [www.norfolkpensionfund.org](http://www.norfolkpensionfund.org)

# Some handy reminders!

You may remember these items from previous editions of Primetime. We often get questions about them so feel they are worth repeating.

## Entitlement to pension

Some of you may receive a 'Continued entitlement to pension' form. If you receive one, please don't let it worry you, but we do need you to complete and return it by the date shown in the accompanying letter.

## Change of Address

Keeping us up to date with your current address is really important. If any mail from us to you comes back undelivered we will stop paying your pension whilst we trace your new address. Please see **page 2** on how to tell us if you move.

## Are you one of our pensioners who live abroad?

If so, you may be interested in a service provided by Citibank. For just £2.74 a month – collected from your payment – Citibank will pay your pension directly to your overseas bank account in local currency, via their WorldLink system.

Payment this way does take a little longer to process, so your pension will arrive a few days after the UK credit date. If you would like to know more then please contact the Pensioner Services Team on **01603 495788** or email

[pensions@norfolk.gov.uk](mailto:pensions@norfolk.gov.uk)



## Changes to your bank details

Please let us know if your bank details change. You can do this by using Member Self-Service (please see **page 10** for more details) on our website **[www.norfolkpensionfund.org](http://www.norfolkpensionfund.org)**

Alternatively, please send a letter or return the 'Bank or Building Society Payment Details' form (which you can download from our website **[www.norfolkpensionfund.org](http://www.norfolkpensionfund.org)** under the 'Resources' section) to us at the address shown on the back page. **Please remember to sign your letter or form.**

## Power of Attorney (POA)

If a family member or friend is dealing with your financial affairs by way of a Power of Attorney, please send us a copy of the full document or the online LPA (Lasting Power of Attorney) access code to enable us to view online. Please do not send the original document. We can then work with your Attorney. Remember though, we only need to see a POA if it is being used – **please do not send us a POA if you are still managing your finances.**

If you don't have a POA but need someone to act on your behalf, our Appointee Indemnity Form may be used – please ask us for more details.

## State Pension Forecast

If you are not yet in receipt of your State Pension, you can visit **[www.gov.uk/check-state-pension](http://www.gov.uk/check-state-pension)** or call **0800 731 0469** to find out:

- how much State Pension you could get
- when you can get it
- how to increase it (if you can)



# Payroll and Pensioner Services Team News

## A message from Paul Stimpson, Pension Services Manager

At the end of February, we said a fond farewell to our colleague Shenda who retired from the Payroll and Pensioner Services Team after nearly 40 years with us.

On behalf of everyone at the Fund, I'd like to say a big "thank you" to Shenda for all her dedicated support and help over the years – we will really miss both her professionalism and friendship, but wish her all the very best for a happy and well deserved retirement. She has now joined the rest of our 28,000 + retired members who receive a pension from us every month!



## A goodbye from Shenda

After 39 years and 6 months of working at the Norfolk Pension Fund, I have decided to see if the grass is greener on the other side. When I joined the Fund in 1986, my intention was to stay for just a couple of years. Well, that didn't quite go to plan, but I can now look back on my career with pride and fondness.

It has been a pleasure to work at the Fund, and I hope I have made a positive difference in helping you with your pension questions over the years. I know I leave you in good hands.



## Looking back 40 years to 1986!

- The best-selling single was Don't Leave Me This Way by The Communards
- Back to the Future was the highest grossing film
- The best-selling new car, a Ford Escort 1.6L, cost £6,712
- The average house price was £28,623
- A pint of bitter cost 86p

# Ask Cora



**Are you looking after a Loved One in Norfolk? If so, help is available.**

Whether you're looking after a relative, helping someone with daily tasks, or simply checking in on a vulnerable neighbour or friend, what you do makes a real difference.

As a carer, you'll know that caring isn't always simple or straightforward. At times, it can be hard to find the right information and advice to help you carry out your responsibilities while also making sure you look after your own wellbeing.

This is where the new AI-powered digital assistant called Ask Cora could come in handy. Available through WhatsApp, Ask Cora has been specifically designed to offer Norfolk carers confidential, 24-hour online access to reliable information, guidance and resources such as benefits, respite, emotional support, or practical guidance by taking content directly from the Norfolk County Council webpages as well as key partners such as Carers Matters Norfolk or charities such as Mind.

Having resources like these at your fingertips ensures you have better access to services that matter to you and the care you give.

**Getting started is easy. If you already use WhatsApp, simply save the contact number **07457 404034** to your mobile, then send a WhatsApp message to begin asking questions.**



**Alternatively, please scan the QR code. If you find Ask Cora useful, don't forget to spread the word!**

**For more help and support, visit**

**[www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)**



# How to spot, avoid and report scams



**Scams are becoming increasingly sophisticated in the UK, affecting people of all ages and backgrounds.**

From fake delivery texts to convincing phone calls pretending to be banks or government departments, scammers are constantly adapting their tactics. Knowing how to spot, avoid and report scams is one of the best ways to protect yourself and others.

## How to spot a scam

Most scams share common warning signs. One of the biggest red flags is **urgency**.

Scammers often pressure you to act quickly, claiming your account will be closed, you owe money immediately, or you've missed an important deadline. This sense of panic is designed to stop you thinking clearly.

Another key sign is **unexpected contact**. Be cautious if you receive an unsolicited call, email, text, or social media message - especially if it asks for personal details, passwords, or money.

Banks, HMRC, and other legitimate organisations will never ask for sensitive information out of the blue.

Watch out for **requests for unusual payment methods**. Scammers often ask for gift cards, cryptocurrency, or bank transfers, as these are difficult to trace or reverse. Poor spelling, generic greetings like "Dear Customer," and email addresses that don't match the organisation's official domain name are also common indicators.

Offline scams can include doorstep traders offering "urgent" repairs, fake charity collectors, or distraction thefts. If someone shows up unannounced and pressures you for money or access to your home, be wary.



## How to avoid being scammed

The most effective defence is to **slow down**.

Take time to think before responding to any unexpected request. Don't click on links or download attachments unless you're certain they're genuine. If a message claims to be from a company you use, contact them directly using a trusted phone number or website, not the details provided in the message.



Protect your personal information by using strong, unique passwords and enabling two-factor authentication where possible. Never share one-time passcodes or PINs, even if the request appears to come from your bank or the police.

At home, don't feel pressured to open the door or engage with strangers. Use a door chain, ask for identification, and remember that legitimate organisations will be happy to let you verify their credentials.

Never let someone into your home you don't know and never agree to have any work done on the spot. If you feel threatened **phone 999**.

## How to report a scam

If you suspect a scam, or have been scammed, please contact **Report Fraud** straight away at **[www.reportfraud.police.uk](http://www.reportfraud.police.uk)** or by calling **0300 123 2040**.

**Report Fraud** is the national reporting centre for fraud and cybercrime. Reporting scams helps authorities track criminals and prevent others from becoming victims.

If you've lost money contact your bank immediately or **call 999** if there is an urgent threat.



# Norfolk Pension Fund's approach to ESG Investment

The primary objective of the Norfolk Pension Fund is investing money to provide pension benefits to our members, which we do responsibly.

You can find out more about how we do this by reading our **Statement on Divestment/Exclusion & ESG (Environmental, Social & Governance) Aspects of Investment Strategy** which is available on the Investment and Stewardship page of our website [www.norfolkpensionfund.org](http://www.norfolkpensionfund.org) together with the latest **Climate risk reporting** document on our quoted equity portfolio.

**Please contact us to request a printed copy of either document.**



# It's never too late to feel connected

**Staying healthy in later life is vital for all of us and Norfolk County Council's Healthy Ageing campaign can help you take positive steps to improve your health as you age.**

Feeling connected is one of the three Healthy Ageing key areas, which also includes protecting your health and being active.

Social connections are important for wellbeing, and spending time with others, sharing experiences, having conversations and being part of a community can help us feel happier, healthier and more supported in daily life.



- **Groups and activities** - there are lots of ways to stay connected and active in Norfolk. Whether you're looking to meet new people, learn something new or just have fun, there's something for everyone.
- **Supporting others** - volunteering is a great way to meet people and make a difference in your community. It helps you feel connected and provides a wellbeing boost.
- **Getting there** - the Travel Norfolk website [www.travelnorfolk.co.uk](http://www.travelnorfolk.co.uk) has up-to-date information about ways to get around our county.
- **Need help getting online?** - if you'd like to improve your internet and computer skills, Norfolk Libraries provides a free digital skills course and access to computers. For details visit [www.norfolk.gov.uk/computers](http://www.norfolk.gov.uk/computers)

**For more ways to feel connected,  
visit [www.norfolk.gov.uk/feelconnected](http://www.norfolk.gov.uk/feelconnected)**

**Scan the QR code to  
receive more Healthy  
Ageing news**



## Please tell us what you think

**Our aim is to provide you with the best possible service to help you with your pension.**

We would therefore love to hear your feedback on Primetime and the service that you receive from the Norfolk Pension Fund. We would really appreciate it if you could spare a couple of minutes to complete our online survey at <https://forms.office.com/e/zbGx5TSD60> or **scan the QR code**.

It is only a very short survey and your views will help us provide you with the service you need.

Please contact us if you would like a paper copy posted to you.



## Looking after your data...

Norfolk County Council (as administrator of the Norfolk Pension Fund) on behalf of the Norfolk Pension Fund is a Data Controller under the General Data Protection Regulations. This means we store, hold and manage your personal data in line with statutory requirements to enable us to provide you with pension administration services.

To enable us to carry out our statutory duty, we are required to share your information with certain bodies, but will only do so in limited circumstances.

For more information about how we hold your data, who we share it with and what rights you have to request information from the Fund, please visit [www.norfolkpensionfund.org](http://www.norfolkpensionfund.org)



## Tell Us Once



The Norfolk Pension Fund is signed up to Tell Us Once, a service that lets you report a death to the relevant Government departments and local authorities in one go.

As part of this service, we are **automatically notified** once the death of any of our scheme members is reported to a **Registrar** as long as the National Insurance number has been recorded.

This means the scheme member's records can be processed more **quickly and simply** than would otherwise be the case.

If you live in Norfolk, you can book an appointment with the Registrar online at [www.norfolk.gov.uk](http://www.norfolk.gov.uk) or by calling **0344 800 8020**.

## Bereavement support

If you, or someone you know, has suffered a loss, you'll find information on where to go for help and support at [www.norfolk.gov.uk/grief](http://www.norfolk.gov.uk/grief)



### Finding support

If you feel you need additional support, there are many ways to get help. Volunteer bereavement support workers, self-help groups, faith groups and community groups can all provide support. You can also seek professional counselling if you feel you need it.

### You can find these groups in the following ways:

- Search for local support groups using the [www.norfolk.gov.uk/directory](http://www.norfolk.gov.uk/directory)
- Ataloss can help you find national help groups and services [www.ataloss.org](http://www.ataloss.org)
- Cruse Bereavement support offers a helpful tool that can help you identify what type of support will be best for you. Please call **0808 808 1677** or visit [www.cruse.org.uk](http://www.cruse.org.uk)

# Do you have a query about your pension?

Please let us know as soon as possible if you have a query, or think there has been an error with your pension. Most issues are easily sorted out this way. However, if you disagree with any decision about your membership of the Local Government Pension Scheme, you're entitled to put your complaint through the official dispute procedure.

You can find a guide to the dispute procedure on our website at [www.norfolkpensionfund.org](http://www.norfolkpensionfund.org)

Alternatively, please contact us and we will send you a copy.



## Contact details

**Post Norfolk Pension Fund, County Hall, Martineau Lane,  
Norwich, NR1 2DH**

**Telephone 01603 495788**

**Email [pensions@norfolk.gov.uk](mailto:pensions@norfolk.gov.uk)**

**Website [www.norfolkpensionfund.org](http://www.norfolkpensionfund.org)**

**Disclaimer** the information in this newsletter is for general use only and does not cover every personal circumstance. If there is any disagreement over your pension benefits due under the Local Government Pension Scheme, the appropriate legislation will apply. This newsletter does not give you any contractual or legal rights, and is provided for information purposes only.

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