

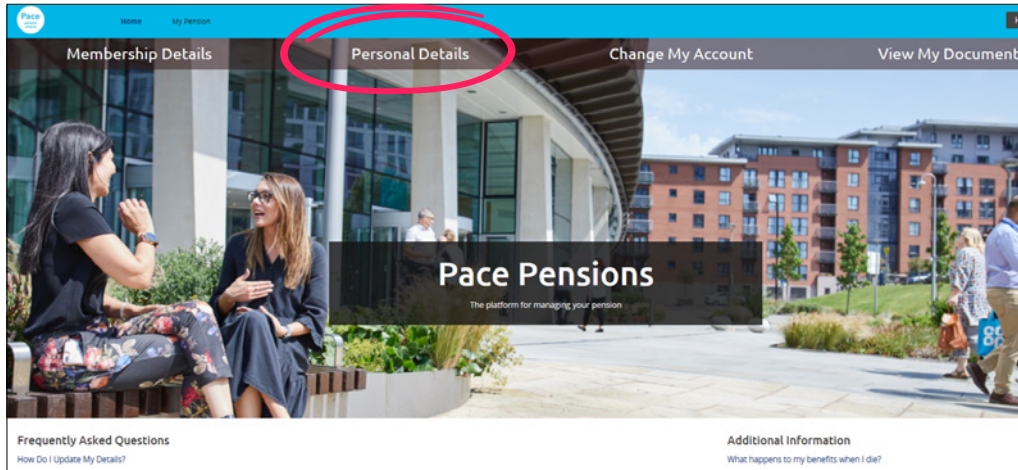
How to Update and View Guide



It's what we do

Update My Address

- 1 From the homepage click on 'Personal Details'.



- 2 Click on the 'Update My Address' button.

The screenshot shows the 'My Personal Details' page. On the left, there is a table of personal details. On the right, there is a sidebar with a list of actions. The 'Update My Address' button is circled in red.

My Personal Details	
Full Name	Mrs A Jones
Gender	Female
National Insurance Number	ZH888823C
Date of Birth	22/11/1981
Date of Marriage	
Marital Status	Married
State Retirement Date	22/11/2001
Address	The White House Parliament Square Washington DC United States
Home Phone Number	0141 446 2010
Mobile Phone Number	0741 1188635
Email	Pension.Nurse@group.co.uk

In this section

- > Update My Address
- > Update My Email
- > Update My Phone

Update My Address

Update My Phone

Update My E-mail

- 3 Select whether your address is in the UK or not.

If you select UK you can then enter your postcode and we will find your address.

The screenshot shows the 'Update My Address' page. It has a breadcrumb trail: 'My Pension / My Personal Details / Update My Address'. The main heading is 'Update My Address'. Below it, there is a question: 'Is the new address in the UK? *'. The 'Yes' radio button is selected. Below this, there are two search options: 'Search By House Number/Name:' and 'Search by Postcode: *'. The 'Search by Postcode:' field contains 'M60 0AG'. Below the search fields, there is a 'Find Address' button. Below the button, it says 'Matching addresses found: 1' and lists 'The Co-operative Group, 1 Angel Square, MANCHESTER, M60 0AG'. Below this, there is an 'Add a new address' button. Below that, there is a 'New Address' section with a text box. At the bottom, there is a checkbox: 'I agree that I have correctly entered my address details as shown above.' and a 'Submit' button.

- 4 You will need to click on your address from the list to select it. It will then appear in the text box. Select to confirm that your address is correct and click on 'Submit'.

The screenshot shows the 'New Address' page. It has a breadcrumb trail: 'My Pension / My Personal Details / Update My Address / New Address'. The main heading is 'New Address'. Below it, there is a text box containing the address: 'The Co-operative Group, 1 Angel Square, MANCHESTER, United Kingdom, M60 0AG'. Below the text box, there is a checkbox: 'I agree that I have correctly entered my address details as shown above.' and a 'Submit' button (circled in red).

5 Once you have done this your address will be updated.

Address	The Co-operative Group 1 Angel Square MANCHESTER United Kingdom M60 0AG
<input type="button" value="Update My Address"/>	

6 If your address is overseas, you will be able to type in your address. Once you have done this, select to confirm that you have entered the address correctly and then click 'Submit'.

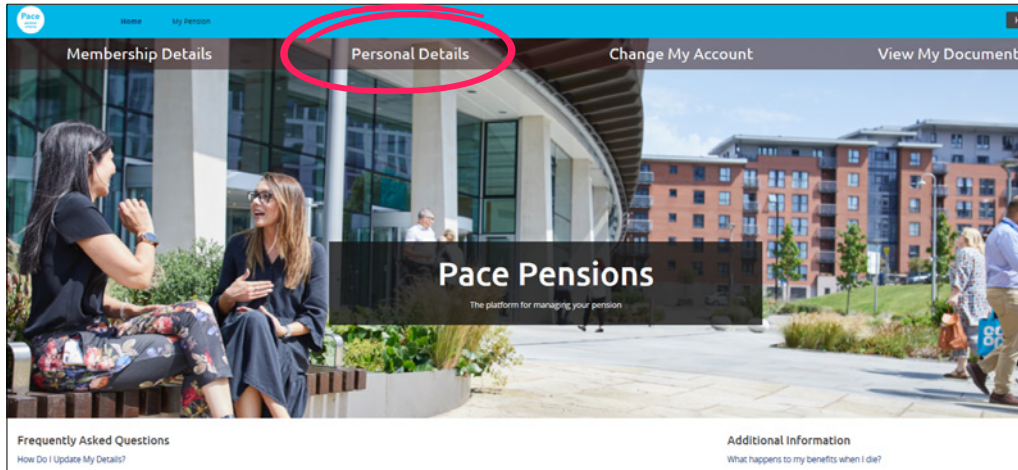
New House Number/Name *	<input type="text" value="14 Beach Street"/>
New Street *	<input type="text" value="Cape Town"/>
New Town	<input type="text"/>
New Address Line 4	<input type="text"/>
New Address Line 5	<input type="text"/>
New Country *	<input type="text" value="South Africa"/>
<input checked="" type="radio"/> I agree that I have correctly entered my address details as shown above.	
<input type="button" value="Submit"/>	

7 If you encounter an error similar to the one shown below, you are unable to update your address online at the current time. Please either try again later or contact the Pensions Department on 0330 606 1000 or email staffpensions@coop.co.uk

Update My Address	<input type="text"/>
An error occurred while processing this request. Error Reference: d05e299a-f52a-4e8b-8cdc-c8263d88717f	
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

Update My Phone

- 1 From the homepage click on 'Personal Details'.



- 2 Select 'Update My Phone'.

Address	The Co-operative Group 1 Angel Square MANCHESTER United Kingdom M60 0AG
<button>Update My Address</button>	
Home Phone Number	0161 445 2519
Mobile Phone Number	0791 1188635
Update My Phone	
Email	Pensions.Human@coop.co.uk
<button>Update My E-mail</button>	

- 3 Enter your phone number(s) and select 'Submit'.

Update My Phone

Enter the new phone numbers

Home Phone Number

Delete your home number?
☐ Yes ☒ No

Work Phone Number

Delete your work number?
☐ Yes ☒ No

Mobile Phone Number

Delete your mobile number?
☐ Yes ☒ No

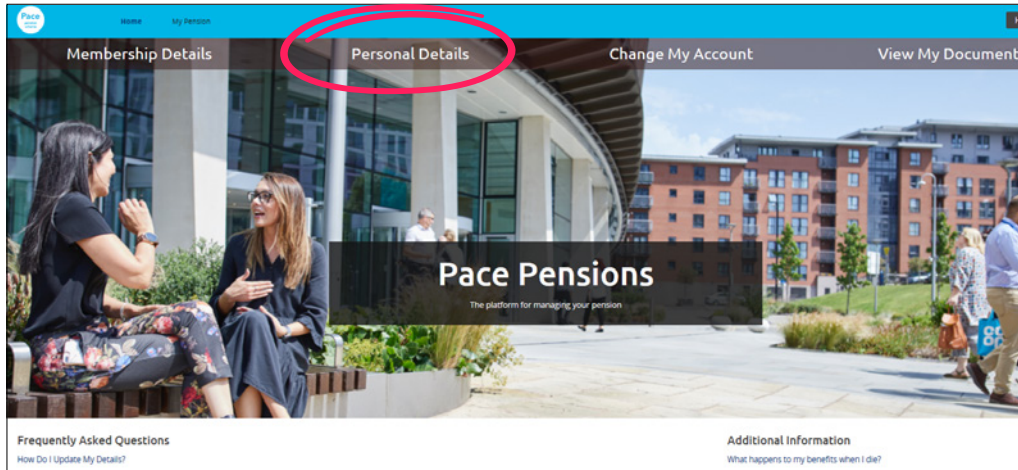
Submit

- 4 If you wish to delete a number we have for you, select 'Yes' under the relevant number. If your number has changed, you can overwrite the number and the new number will save and be shown as below.

Home Phone Number	0330 606 1000
Mobile Phone Number	
<button>Update My Phone</button>	

Update My E-mail

- 1** From the homepage click on 'Personal Details'.



- 2** Select 'Update My Email'.

Address	The Co-operative Group 1 Angel Square MANCHESTER United Kingdom M60 0AG
Update My Address	
Home Phone Number	0161 445 2519
Mobile Phone Number	0741 1188635
Update My Phone	
Email	Fardeen.Nurani@co-op.co.uk
Update My E-mail	

- 3** Enter your new email address (you will have to enter this twice) and click 'Submit'.

Update My Email

New Email Address *

Amember@coop.co.uk

Retype New Email Address *

Amember@coop.co.uk

Submit

- 4** You will then be prompted for your password.

Update My Email

Please enter your password in the box below as you have requested to change your security for your account

Password *

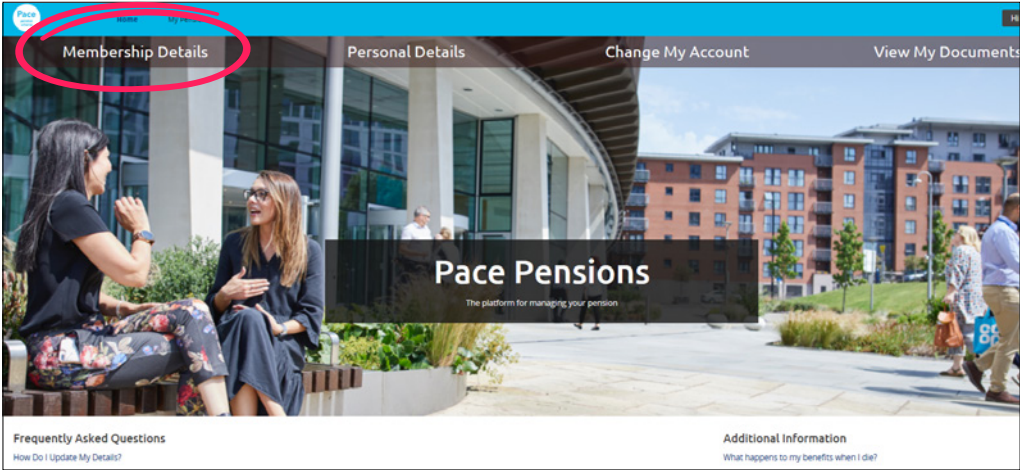
- 5 Your email will now be updated.

EmailAmember@coop.co.uk

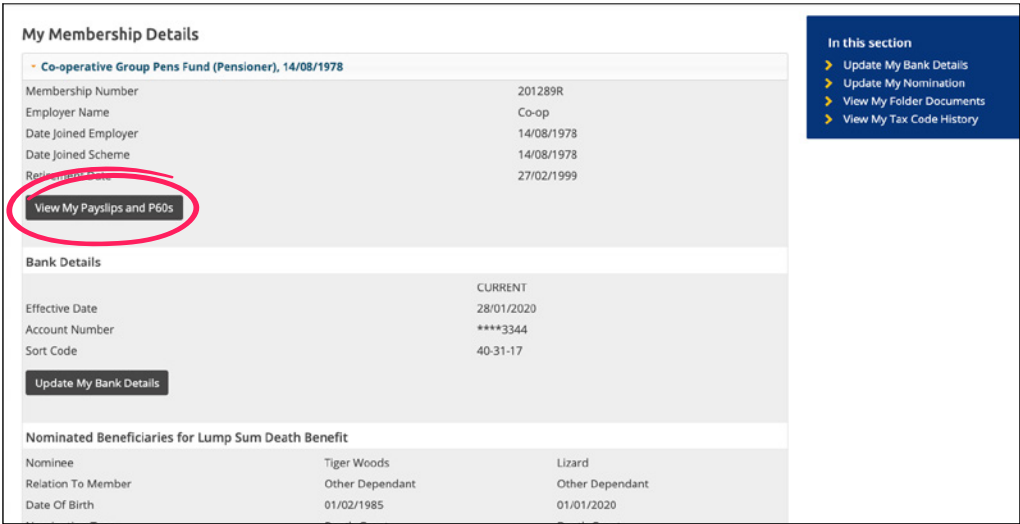
Update My E-mail

View My Payslips and P60s

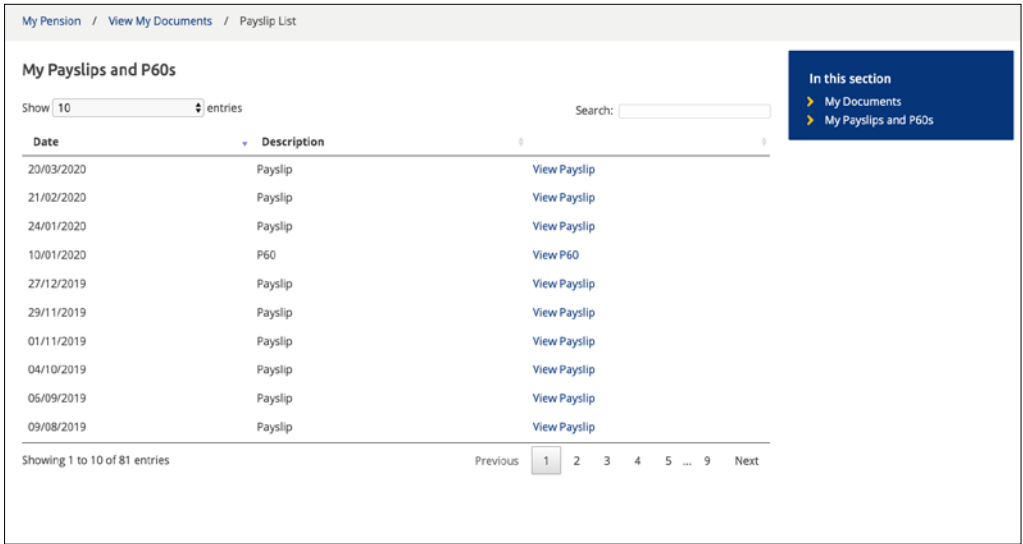
- 1 From the homepage click on 'Membership Details'.



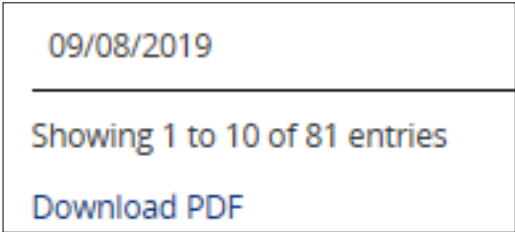
- 2 Select 'View My Payslips and P60s' in My Membership Details.



- 3 Select the document you would like to view and click on 'View Payslip' or 'View P60' on the right of the table.



- 4 Once you have selected the one you want to view, scroll to the bottom of the page and you will see an option to 'Download PDF'. If you click on this you will be taken to the Payslip or P60 you have selected to view.



- 5 You can also search for a payslip/P60 from a specific date by entering it into the search box.

My Pension / View My Documents / Payslip List

My Payslips and P60s

Show 10 entries

Search: 01/11

Date	Description	
01/11/2019	Payslip	View Payslip

Showing 1 to 1 of 1 entries (filtered from 81 total entries)

[Download PDF](#)

Previous 1 Next

In this section

- My Documents
- My Payslips and P60s

- 6 Or you can search for just P60s or Payslips by typing in the search box.

My Pension / View My Documents / Payslip List

My Payslips and P60s

Show 10 entries

Search: P60

Date	Description	
10/01/2020	P60	View P60
27/03/2019	P60	View P60
04/04/2018	P60	View P60
29/03/2017	P60	View P60
08/04/2016	P60	View P60
01/05/2015	P60	View P60

Showing 1 to 6 of 6 entries (filtered from 81 total entries)

[Download PDF](#)

Previous 1 Next

In this section

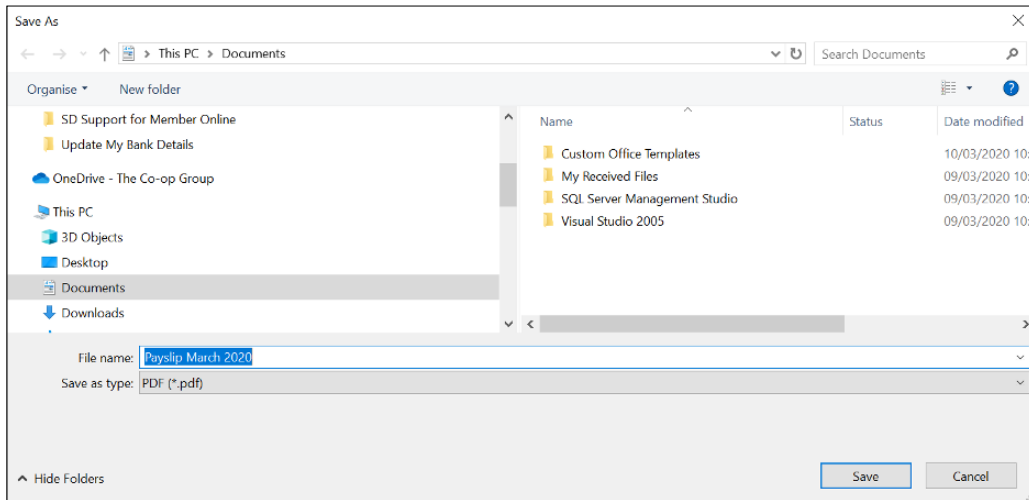
- My Documents
- My Payslips and P60s

Save a Payslip or P60 on a computer

- 1 When the Payslip or P60 is displayed, click on the disk icon that is on the top right corner.



- 2 Select the location you want to save the file to and type in a File name ie. Payslip *month* year and click 'Save'.



If you have access to a printer and want to print this out, now click on the printer icon.



Select your printer and select whether you want to print in colour or black and white, then click print (the view may vary depending on the printer that is being used).

Update My Bank Details

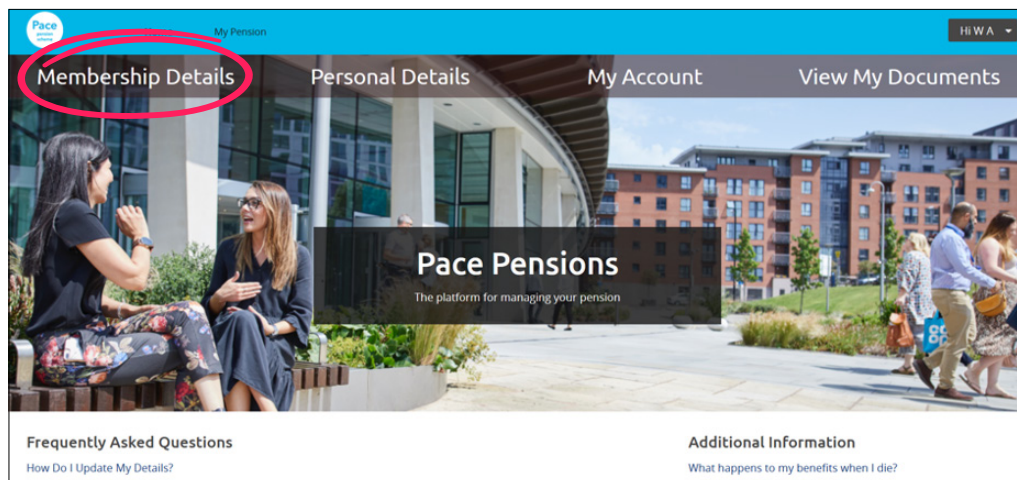
Please note that all non-UK bank accounts will show the standard Western Union holding account and not your individual account details.

Overseas bank accounts cannot be updated online. If you need to change your overseas bank details, please contact the Pensions Department by phone on 0330 606 1000 or by email to pensionerpayroll@coop.co.uk

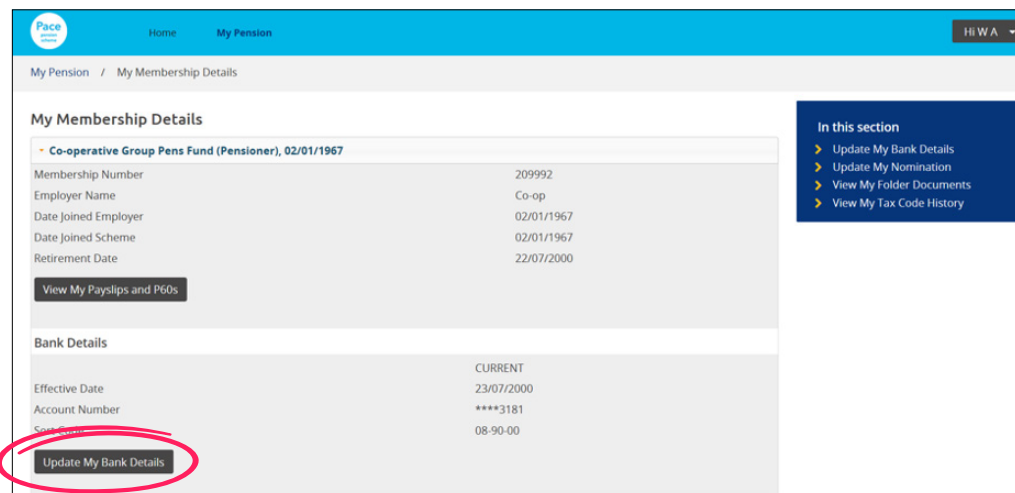
Changes to bank account details will need to be made no later than 8 days before payday for them to take effect in that pay period.

Update bank details for an account located in the UK

1 Click on 'Membership Details'.



2 Click on 'Update My Bank Details'.



3 Select 'Yes' (for UK) and type an effective date in the future and click 'Submit'.

A screenshot of the 'Update My Bank Details' form. The form has a title 'Update My Bank Details' and a section 'UK or Overseas Bank'. It asks 'Is the new bank account based in the UK?' with radio buttons for 'Yes' (selected) and 'No'. Below this, there is a section 'Effective Date for Change' with a text box for 'Enter effective date for change. *' and a calendar icon. The date '12/03/2020' is entered in the text box and highlighted with a red circle. At the bottom, there is a 'Submit' button.

4 Type in the new details and click 'Submit'.

Update My Bank Details

Account Name * ?

Sort Code * ?

Account Number * ?

Are you paying into a Building Society Account? *

☐ Yes

☒ No

If you are unable to find your payment institution, please contact us on 0330 606 1000

Submit

5 Type in your password and click 'Submit'.

Update My Bank Details

Please enter your password in the box below as you have requested to change your bank account.

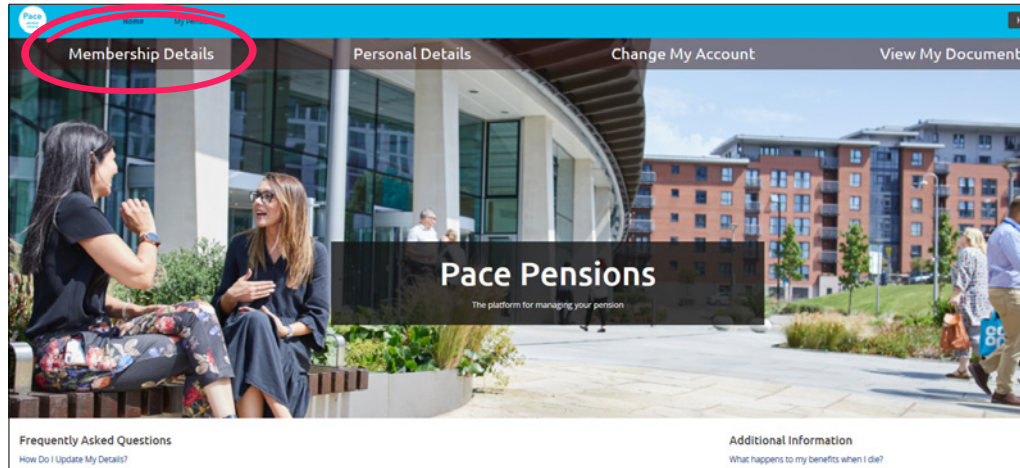
Password *

Submit

Bank Details		
	FUTURE	CURRENT
Effective Date	12/03/2020	23/07/2000
Account Number	****7225	****3181
Sort Code	403710	08810000
Update My Bank Details		

Update My Beneficiary/Nomination

- 1 From the homepage click on 'Membership Details'.



- 2 Select 'Update My Nomination'.

Nominated Beneficiaries for Lump Sum Death Benefit		
Nominee	Tiger Woods	Lizard
Relation To Member	Other Dependant	
Date Of Birth	01/02/1985	01/01/2020
Nomination Type	Death Grant	Death Grant
Percentage of benefits	20%	80%
Date of Nomination	03/02/2020	03/02/2020

- 3 Enter the details of your beneficiary in the relevant boxes.

- 4 If you want to enter more than one person, select 'Yes' to add another nominee and enter the details of any further nominees. The total of all nominees percentage of benefits should be 100.

Once you have added all your nominees click on 'Submit'.

5

You will now be able to view your nomination.

Membership Number	2012898
Employer Name	Co-op
Date Joined Employer	14/08/1978
Date Joined Scheme	14/08/1978
Retirement Date	27/02/1999

[View My Payslips and P60s](#)

Bank Details

	CURRENT
Effective Date	28/01/2020
Account Number	****3344
Sort Code	40-31-17

[Update My Bank Details](#)

Nominated Beneficiaries for Lump Sum Death Benefit

Nominee	Tiger Woods	Lizard
Relation To Member	Other Dependant	Other Dependant
Date Of Birth	01/02/1985	01/01/2020
Nomination Type	Death Grant	Death Grant
Percentage Of Benefits	20%	80%
Date Of Nomination	03/02/2020	03/02/2020

[Update My Nomination](#)

Please note - if you have more than one period of service/ pension you will need to update these details for all membership periods.