

How to Update and View Guide

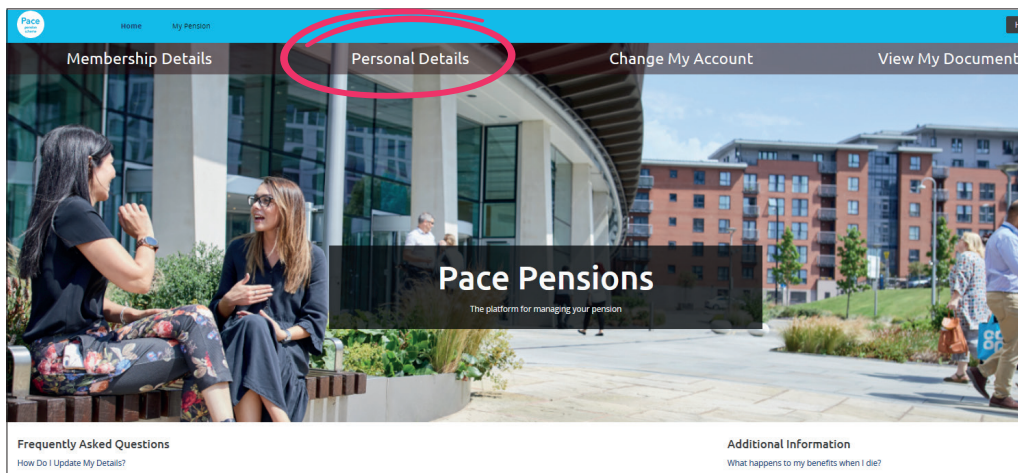


It's what we do

Update My Address

Please note that if you are also an employee of the business and still contributing to the DC Scheme you will not be able to update your address via Member Online. You will need to update your address via MyHR, which will then be passed across to our systems.

- 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's a table with personal information: Full Name (Mrs A Jones), Gender (Female), National Insurance Number (ZH888523C), 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 (0161 445 2010), and Mobile Phone Number (0161 1188625). On the right, there's a sidebar with the heading 'In this section' and a list of links: 'Update My Address', 'Update My Email', and 'Update My Phone'. The 'Update My Address' link is highlighted with a red circle.

- 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' form. At the top, there's a breadcrumb trail: 'My Pension / My Personal Details / Update My Address'. The form has a heading 'Update My Address'. Below this, there's a question 'Is the new address in the UK? *' with two radio buttons: 'Yes' (selected) and 'No'. There's a search field 'Search By House Number/Name:' and another 'Search by Postcode: *' with the value 'M60 0AG' entered. A 'Find Address' button is below the postcode field. Below this, it says 'Matching addresses found: 1' and lists 'The Co-operative Group, 1 Angel Square, MANCHESTER, M60 0AG'. There's an 'Add a new address' button. Below that, there's a 'New Address' section with a text box. At the bottom, there's a checkbox 'I agree that I have correctly entered my address details as shown above.' and a 'Submit' button.

- 4 Once you have selected your address from the list, it will appear in the text box. Select to confirm that your address is correct and click on 'Submit'.

The screenshot shows the 'New Address' section of the form. It displays the selected address: 'The Co-operative Group, 1 Angel Square, MANCHESTER, United Kingdom, M60 0AG'. Below this, there's a checkbox 'I agree that I have correctly entered my address details as shown above.' which is selected. The 'Submit' button is highlighted with a red circle.

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"/>	

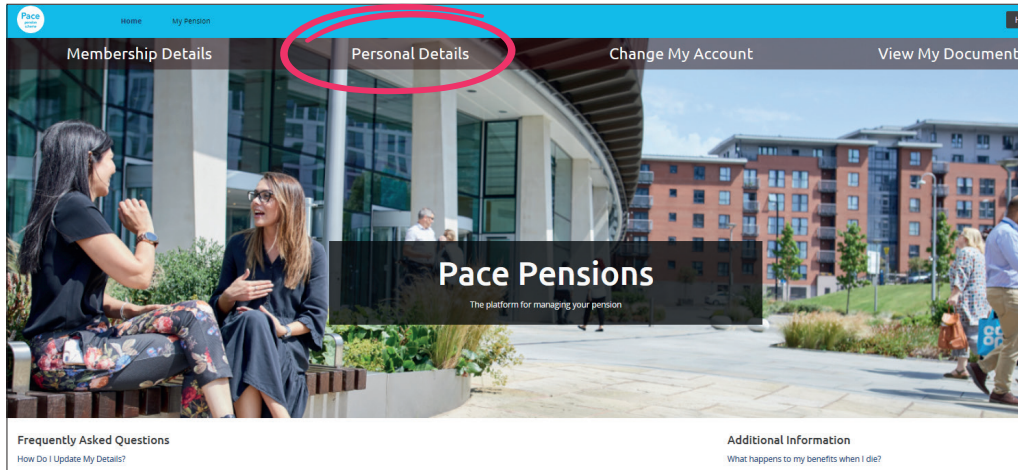
7 If you encounter an error similar to the one shown below, you are unable to update your address online at the current time. Please either try again later or contact the Pensions Department on 0330 606 1000 or email staffpensions@coop.co.uk

Update My Address

An error occurred while processing this request. Error Reference: d05e299a-f52a-4e8b-8cdc-c8263d88717f

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	0330 606 1000
Mobile Phone Number	07961 118888
Update My Phone	
Email	Pensions.Numerals@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

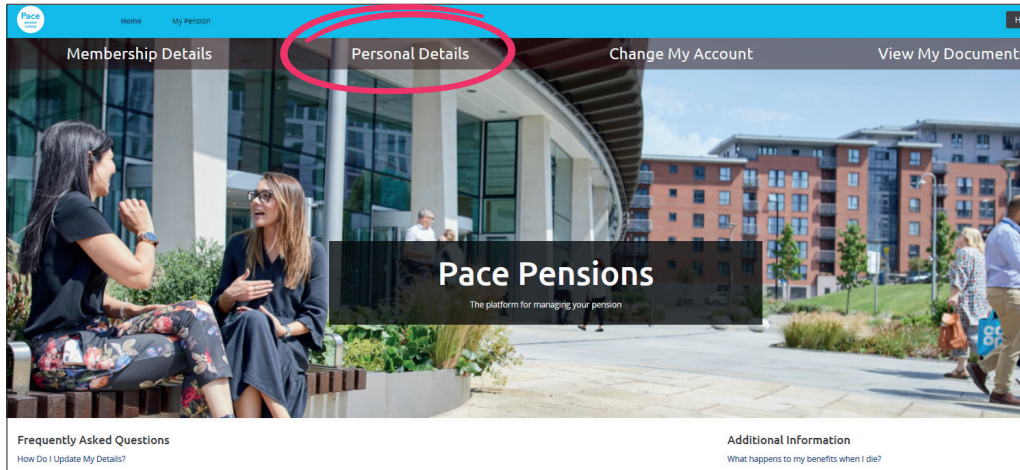
Submit

- 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 E-mail'.

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	Parveen.Nurani@coop.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 *

Retype New Email Address *

- 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.

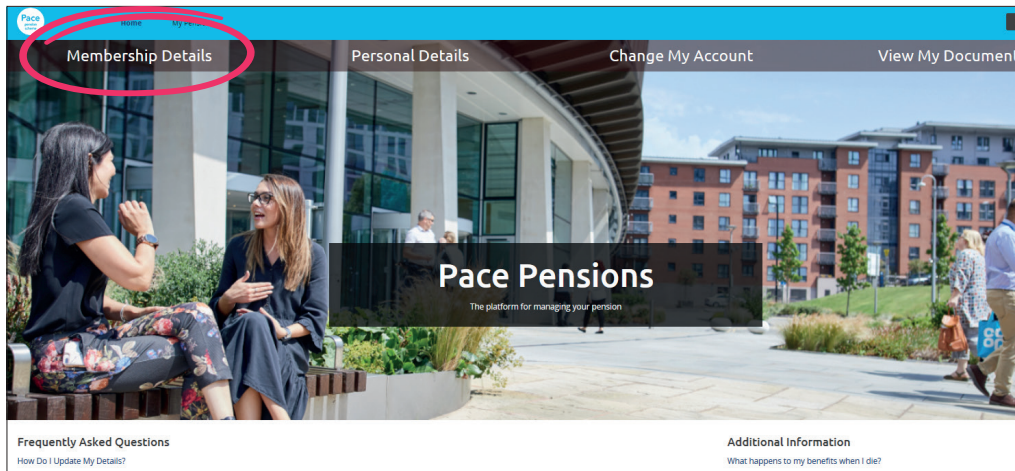
EmailAmember@coop.co.uk

Update My E-mail

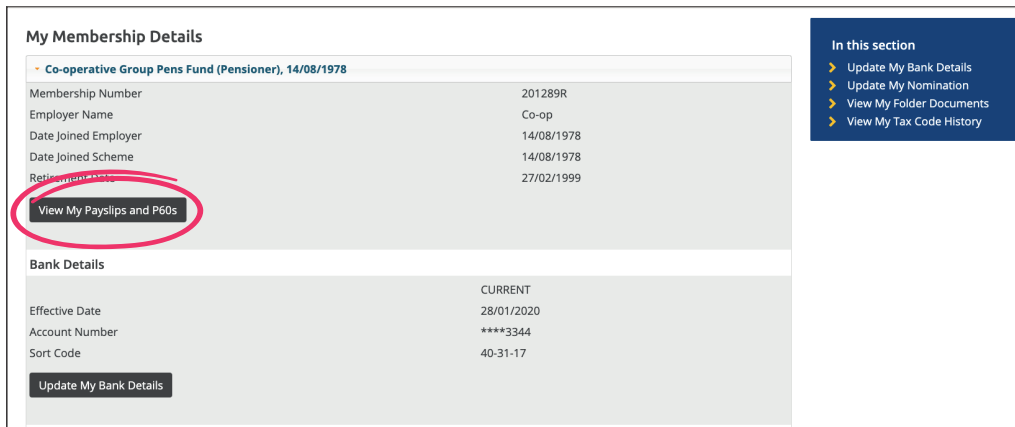
View My Payslips and P60s

You can only view pensioner payment payslips and P60s via Member Online. If you are an employee of the business you will need to access MyHR for your other payslip and P60.

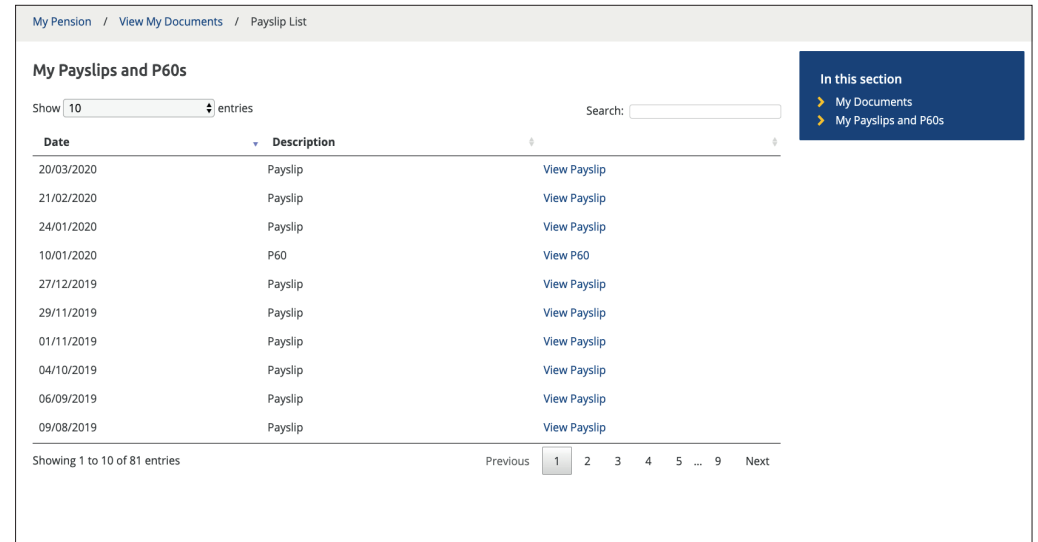
- 1 From the homepage click on 'Membership Details'.



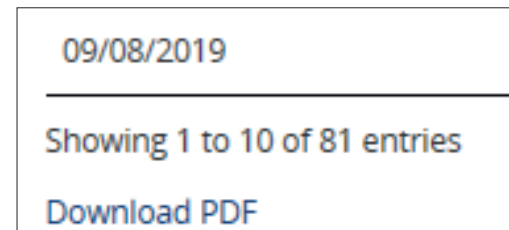
- 2 Select 'View My Payslips and P60s' in My Membership Details.



- 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

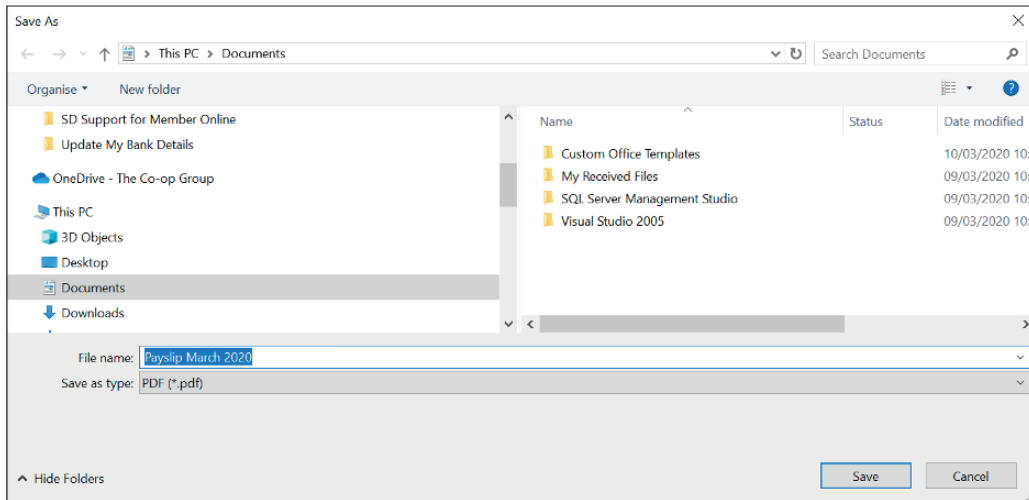
- My Documents
- My Payslips and P60s

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 i.e. 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

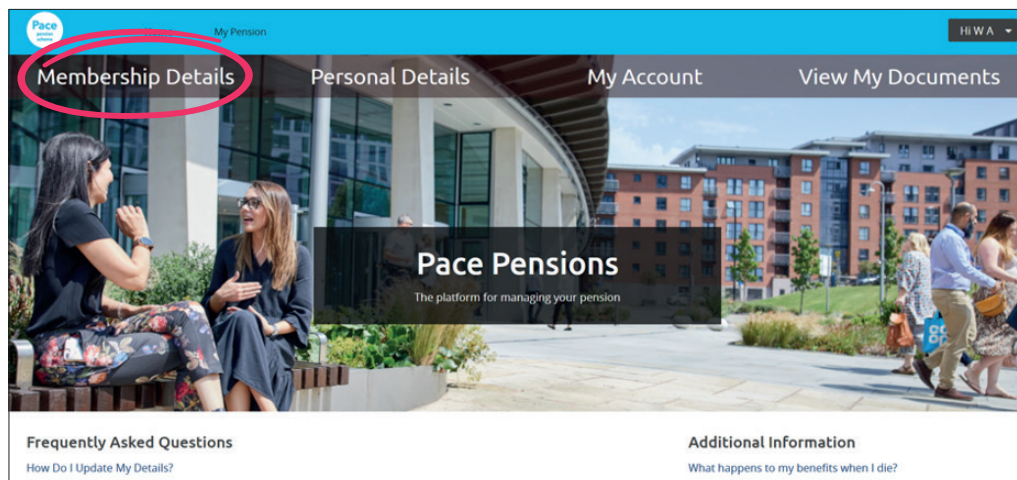
Please note that all non-UK bank accounts will show the standard Western Union holding account and not your individual account details.

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 pacepensionerpayroll@coop.co.uk

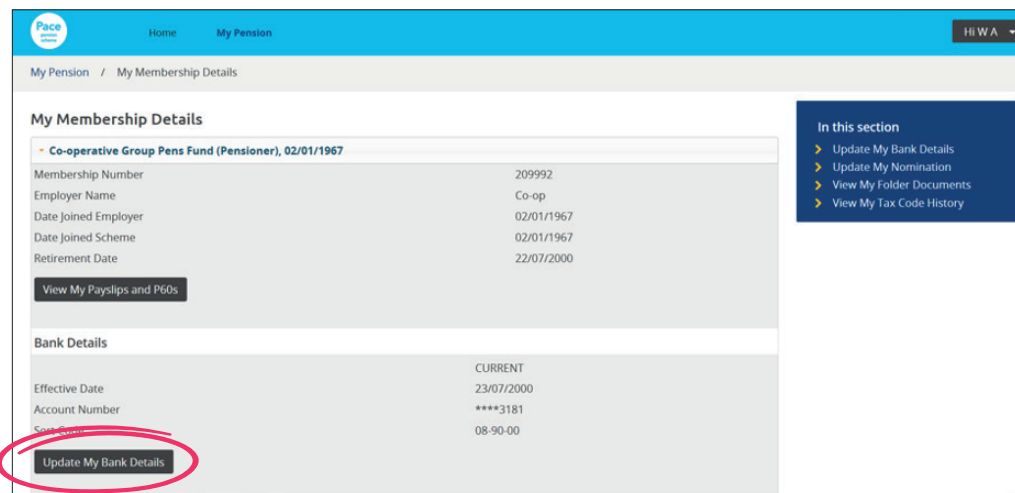
Changes to bank account details will need to be made no later than 8 days before payday for them to take effect in that pay period.

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'.

Update My Bank Details

UK or Overseas Bank

Is the new bank account based in the UK?

☒ Yes


☐ No

Effective Date for Change

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.

The date of change you choose must be in the future. Please note if you have recently notified us of an alternative future date this will be replaced with the new details submitted here.

Enter effective date for change. *



If you do not wish to proceed, please use the Home link or back button on your browser to cancel this action.

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

Update My Bank Details

Account Name * ?
HSBC UK BANK PLC

Sort Code * ?
403712

Account Number * ?
950007796

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 Now check your new bank details and if it's all correct, click 'Confirm'.

Update My Bank Details

Confirm Your Account Details

Account Name
HSBC UK BANK PLC

Sort Code
403712

Account Number
950007796

HSBC UK BANK PLC (MANCHESTER CHORLTON/HARDY),
577-579 Wilbraham Rd
Chorlton-cum-Hardy
Manchester

M219AH

BackConfirm

6 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

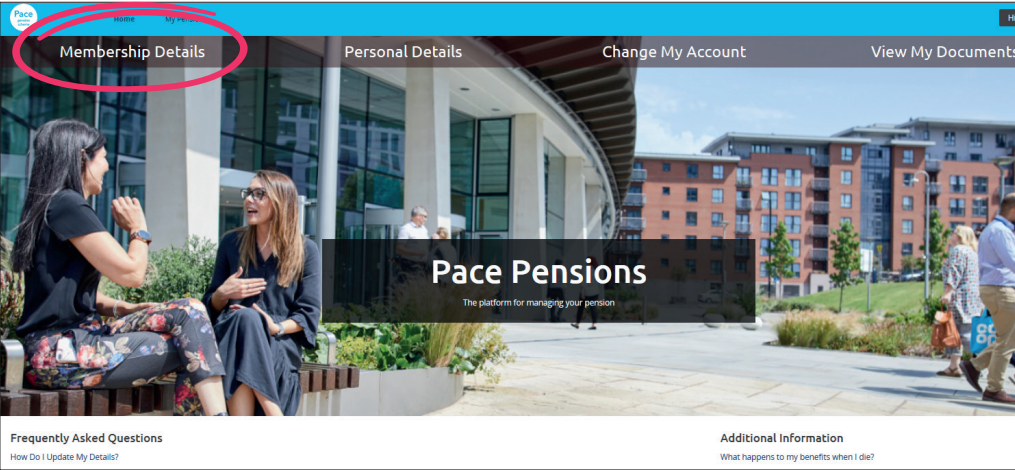
Bank Details

	FUTURE	CURRENT
Effective Date	12/03/2020	23/07/2000
Account Number	****7225	****3181
Sort Code	08-30-00	08-30-00

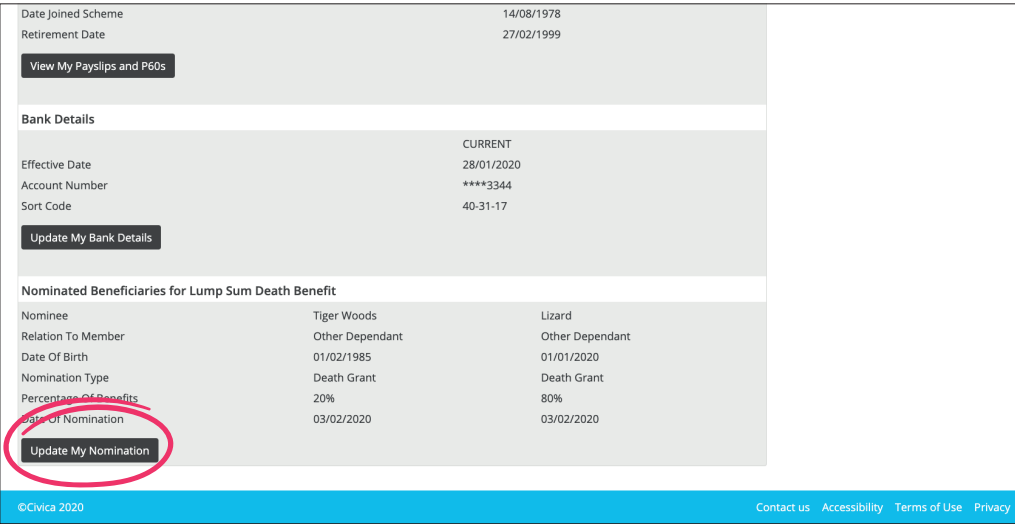
Update My Bank Details

Update My Beneficiary/Nomination

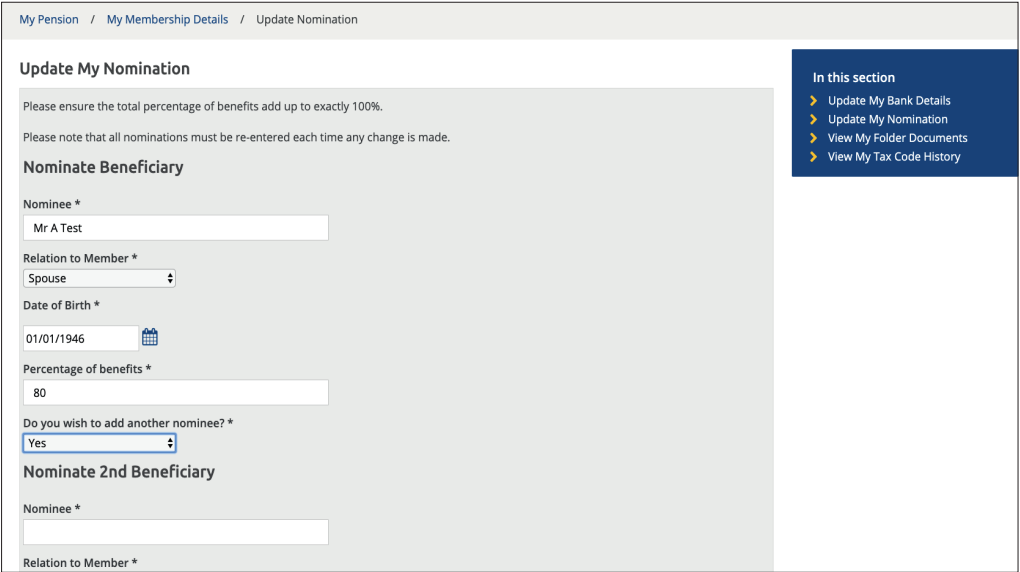
1 From the homepage click on 'Membership Details'.



2 Select 'Update My Nomination'.

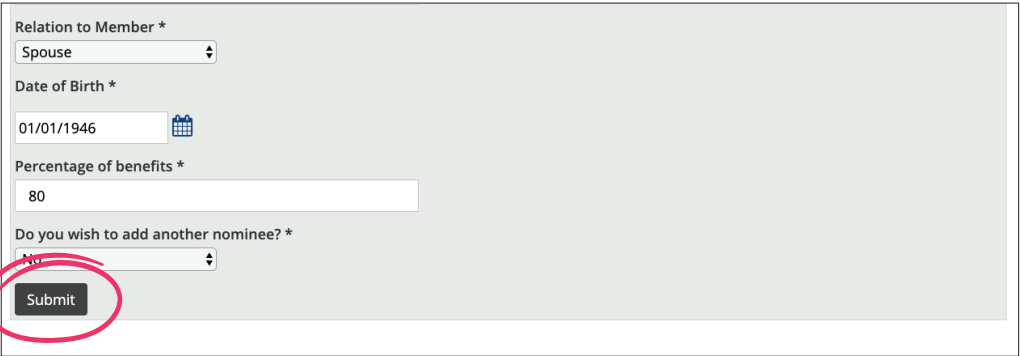


3 Enter the details of your beneficiary in the relevant boxes.



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' percentages 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

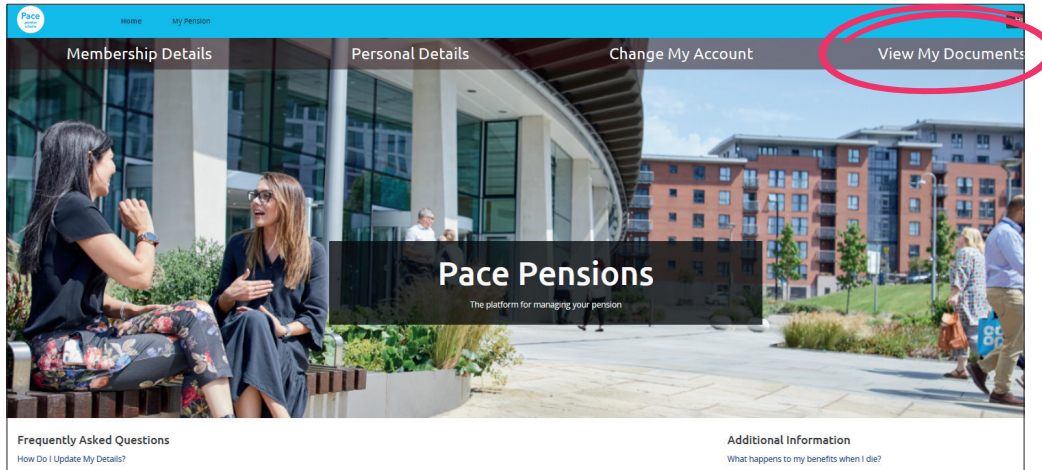
Nominee	Tiger Woods	Lizard
Relation To Member	Other Dependant	Other Dependant
Date Of Birth	01/02/1985	01/01/2020
Nomination Type	Death Grant	Death Grant
Percentage Of Benefits	20%	80%
Date Of Nomination	03/02/2020	03/02/2020

[Update My Nomination](#)

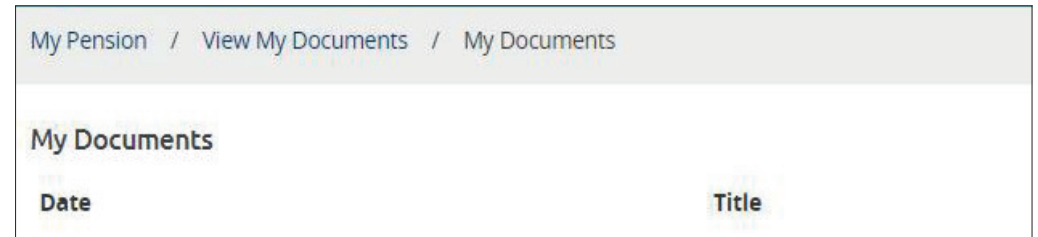
Please note - if you have more than one period of service/ pension you will need to update these details for all membership periods.

View My Documents

- 1 From the homepage click on 'View My Documents'.



- 3 You will see documents to view online here, as and when they become available to you. If you have documents available to view, click on the document name from the list displayed.



- 2 Select 'My Documents'.

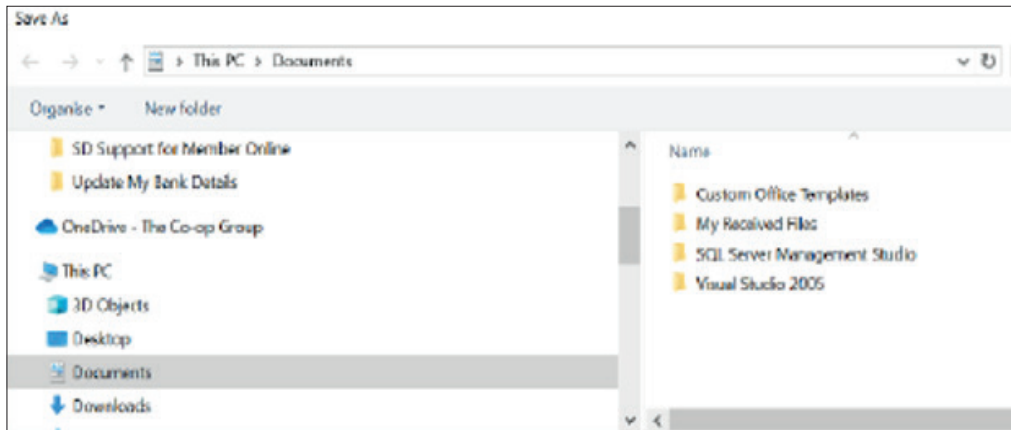


Save a document on a computer

- 1 When the document 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. Certificate acknowledgment and click 'Save'.



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



- 4 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).