Pace
pension
scheme

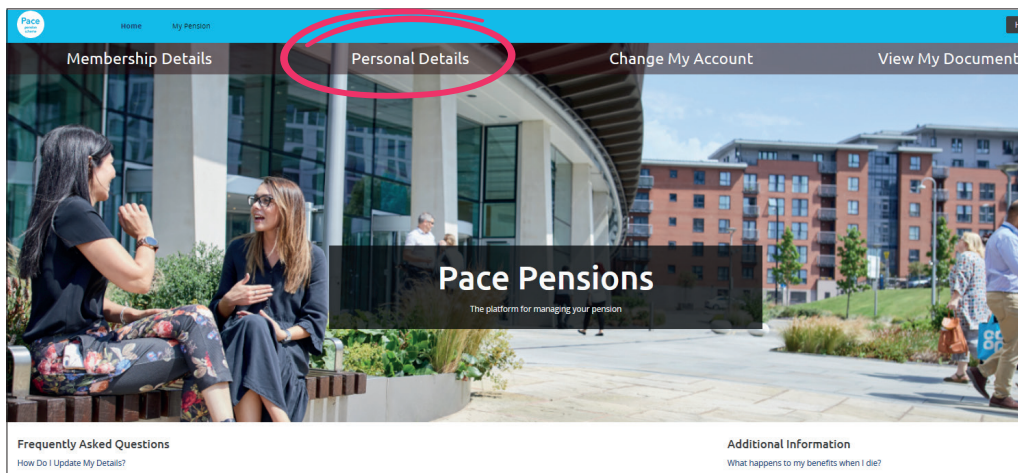# How to Update and View Guide

CO OP
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.



**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.



**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'.

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

| Address | The Co-operative Group |
| --- | --- |
| | 1 Angel Square |
| | MANCHESTER |
| | United Kingdom |
| | M60 0AG |

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 * ❓

14 Beach Street

New Street *

Cape Town

New Town

New Address Line 4

New Address Line 5

New Country *

South Africa

🔘 I agree that I have correctly entered my address details as shown above.
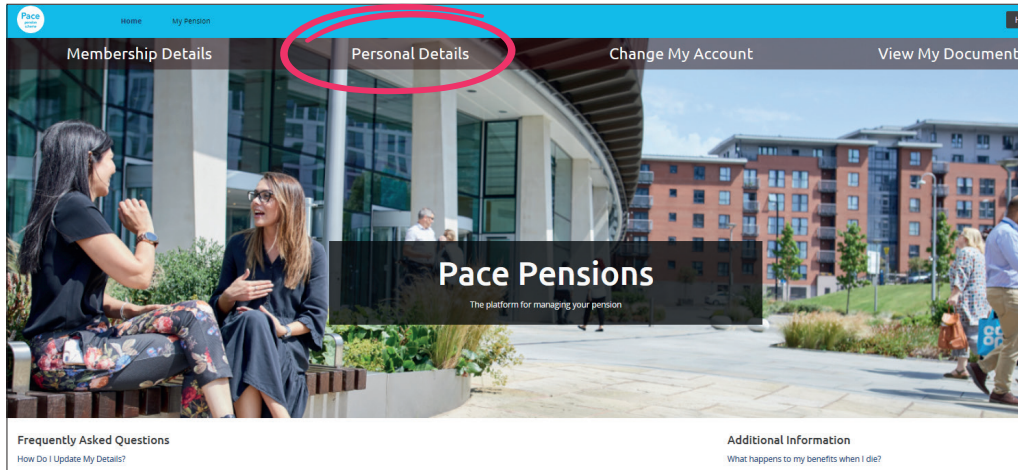
Submit

**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'.



**3** Enter your phone number(s) and select '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 overtype the number and the new number will save and be shown as below.



If any of the Personal Details we hold about you are incorrect or need updating, please contact the Pensions Department on 0330 606 1000 or staffpensions@coop.co.uk

# Update My E-mail

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



**2** Select 'Update My E-mail'.



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



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



**5** Your email will now be updated.

# 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'.
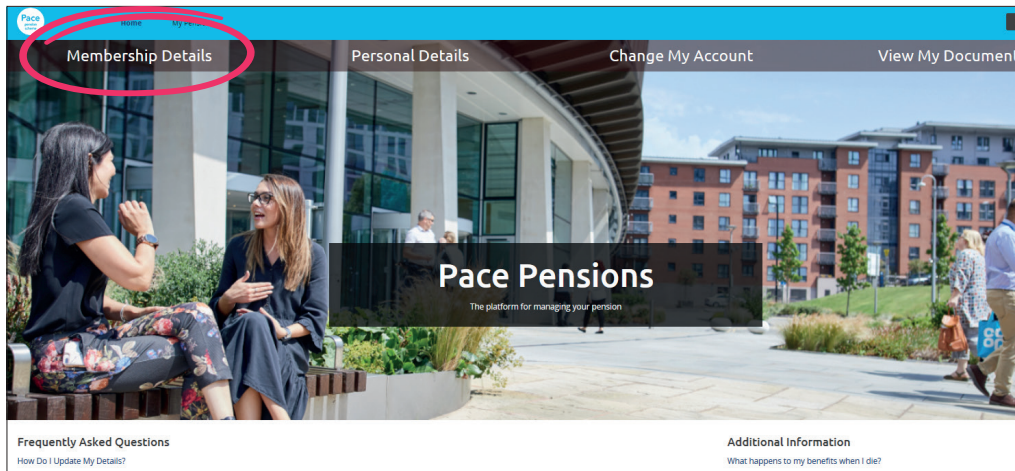


**2** Select 'View My Payslips and P60s' in My Membership Details.
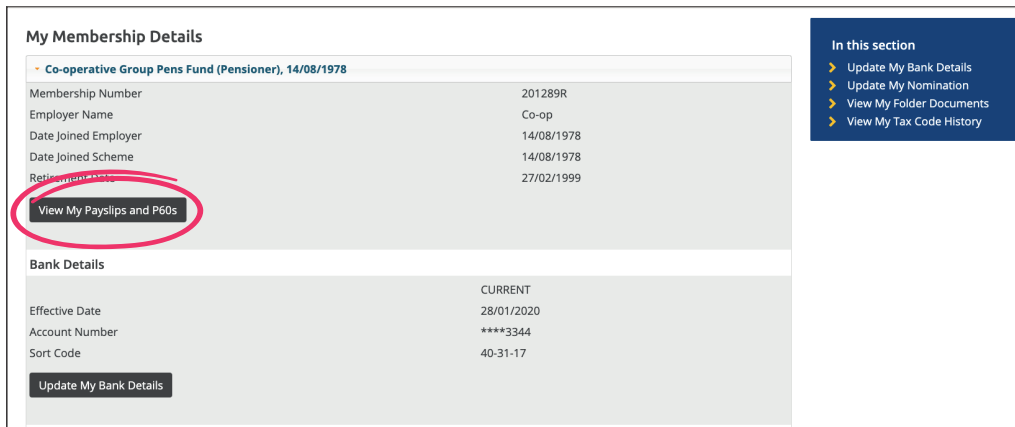


**3** Select the document you would like to view and click on 'View Payslip' or 'View P60' on the right of the table.
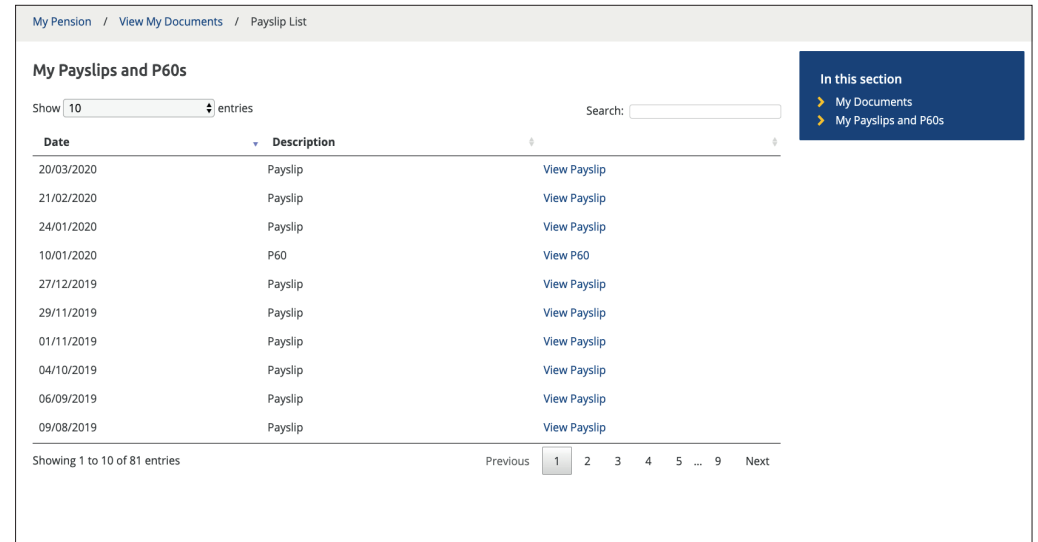


**4** Once you have selected the one you want to view, scroll to the bottom of the page and you will see an option to 'Download PDF'. If you click on this you will be taken to the Payslip or P60 you have selected to view.

**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)    Previous **1** Next
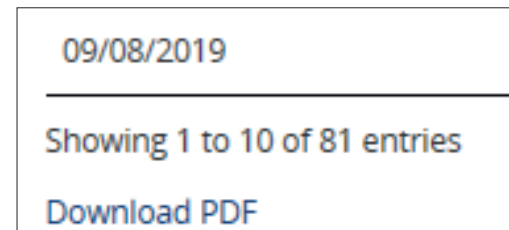
Download PDF

**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)    Previous **1** Next

Download PDF

**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.



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



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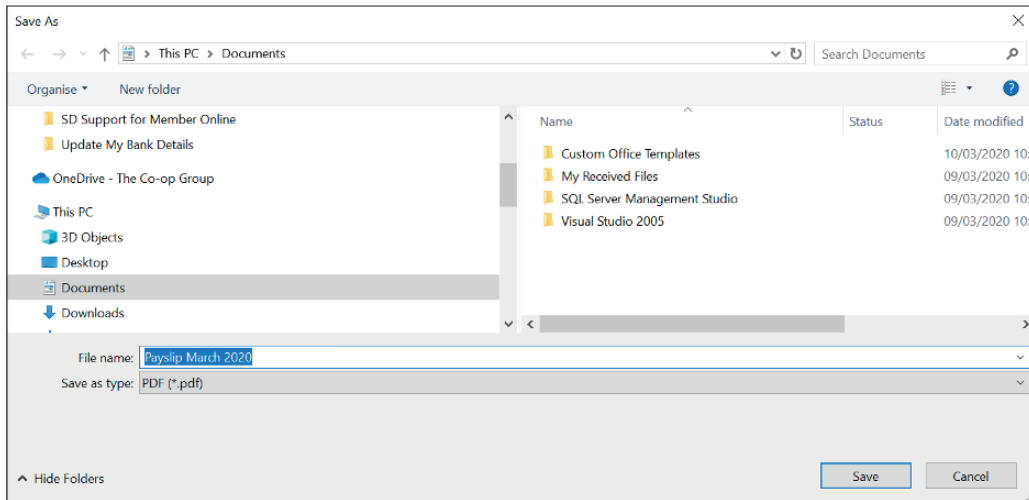
Select your printer and select whether you want to print in colour or black and white, then click print (the view may vary depending on the printer that is being used).
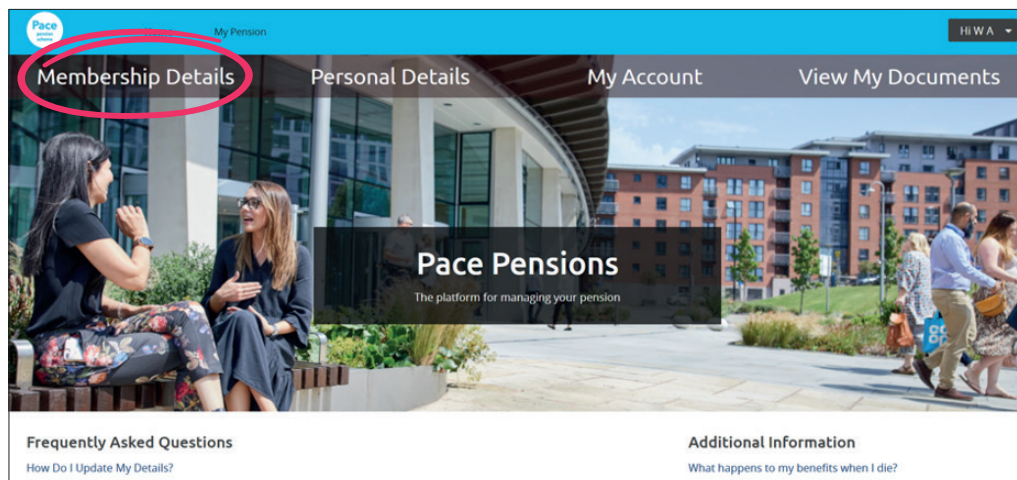
# Update My Bank Details

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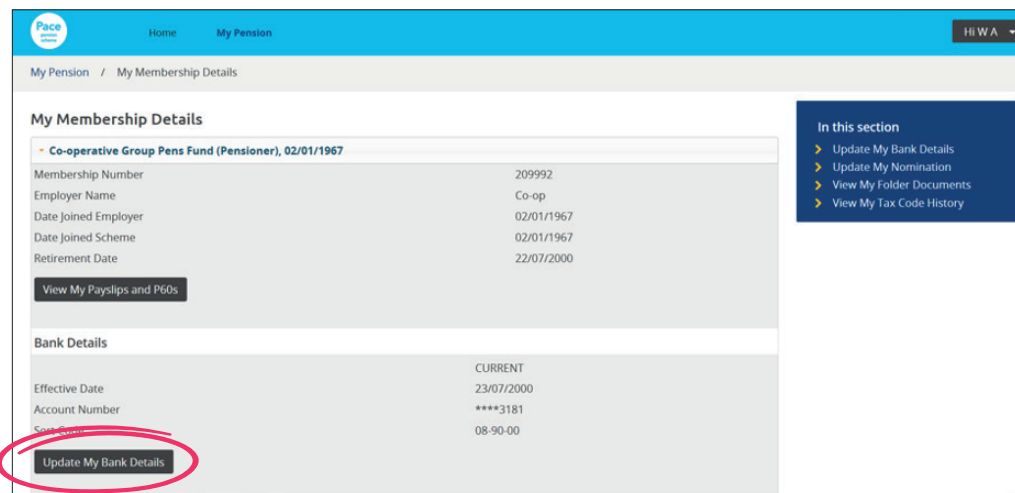
Changes to bank account details will need to be made no later than 8 days before payday for them to take effect in that pay period.

## 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'.

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

**Update My Bank Details**

Account Name * ❓

[blurred]

Sort Code * ❓

[blurred]

Account Number * ❓

[blurred]

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

[blurred]

Sort Code

[blurred]

Account Number

[blurred]

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

M219AH

Back   Confirm

**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.
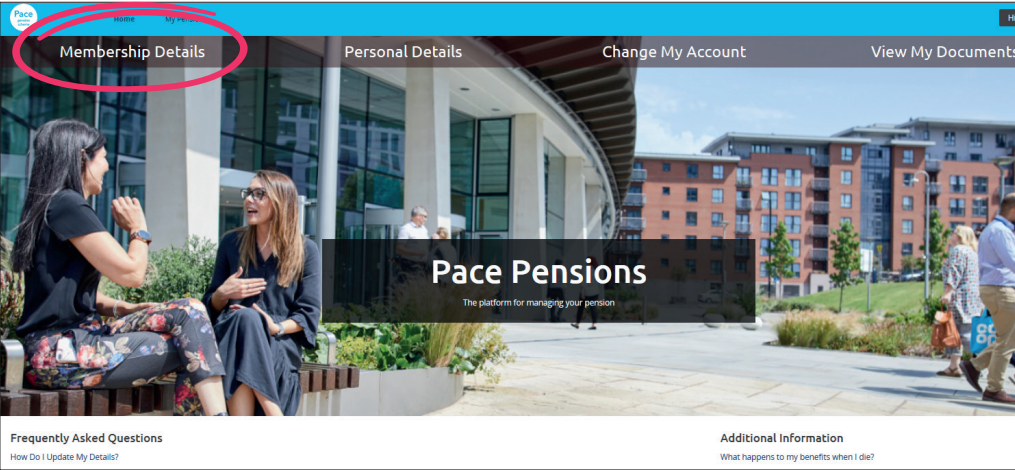
**Password ***

●●●●●●●●●●

Submit

## Bank Details

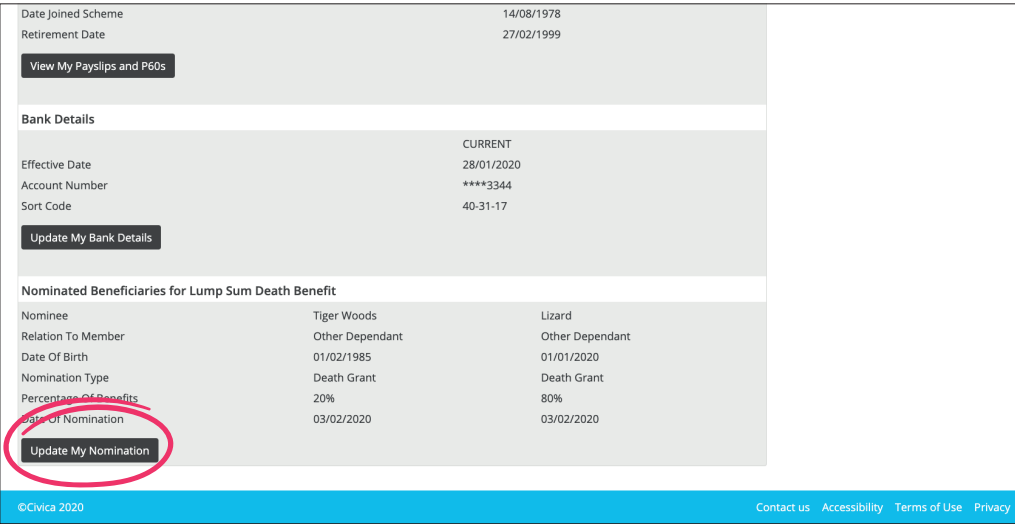|  | FUTURE | CURRENT |
|---|---|---|
| Effective Date | 12/03/2020 | 23/07/2000 |
| Account Number | ****7225 | ****3181 |
| Sort Code |  |  |

Update My Bank Details

# Update My Beneficiary/Nomination

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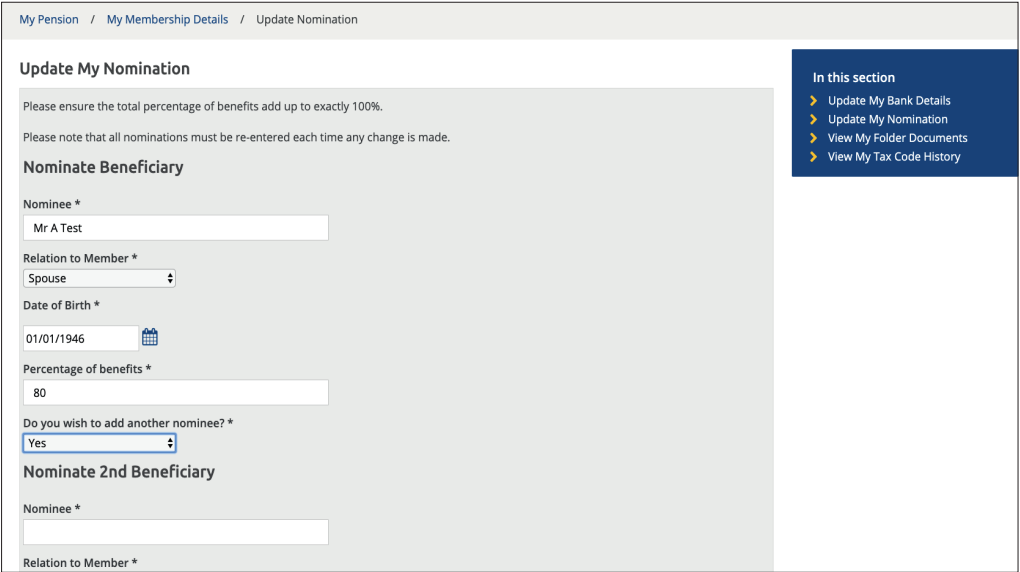


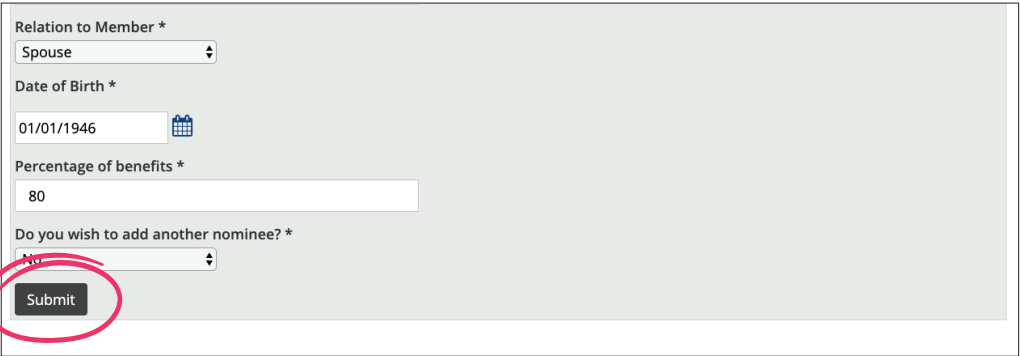**2**  Select 'Update My Nomination'.



**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 | 201289R |
| 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'.
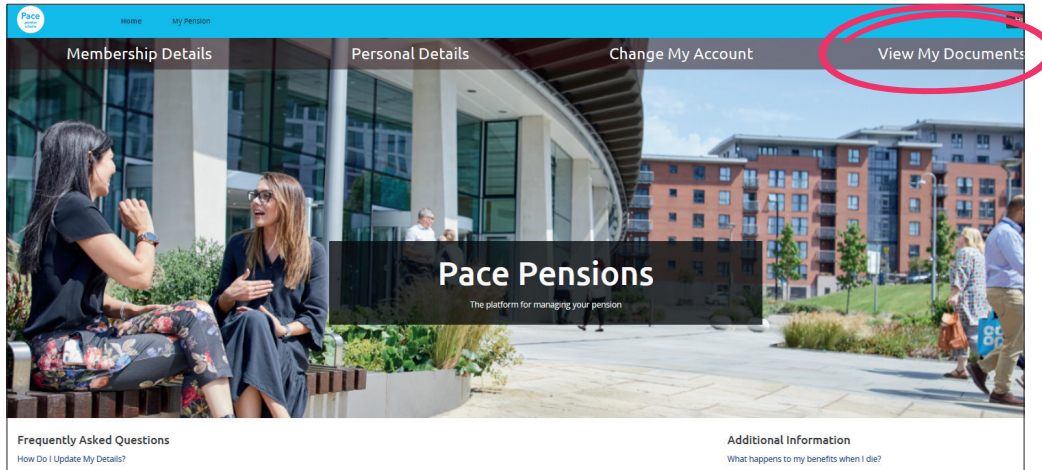


**3**    You will see documents to view online here, as and when they become available to you. If you have documents available to view, click on the document name from the list displayed.
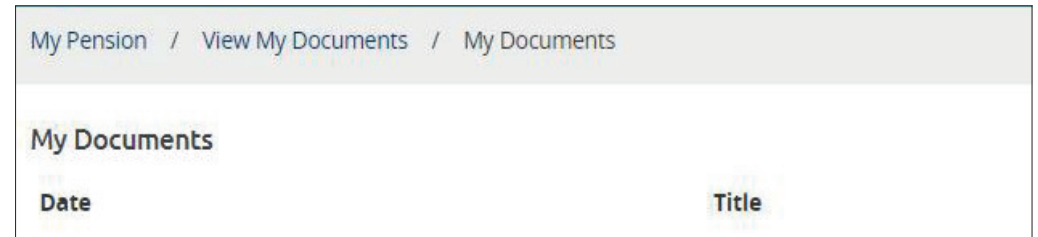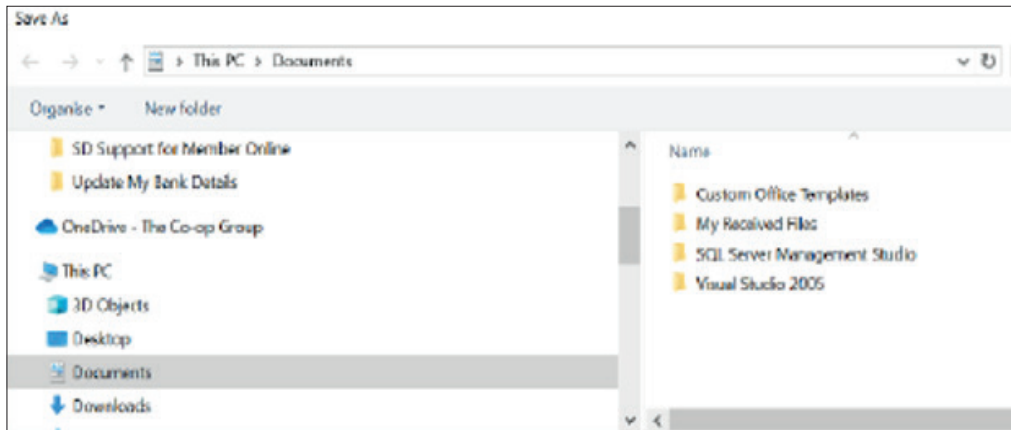


**2**    Select 'My Documents'.

# 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).