



# How to Update and View Guide



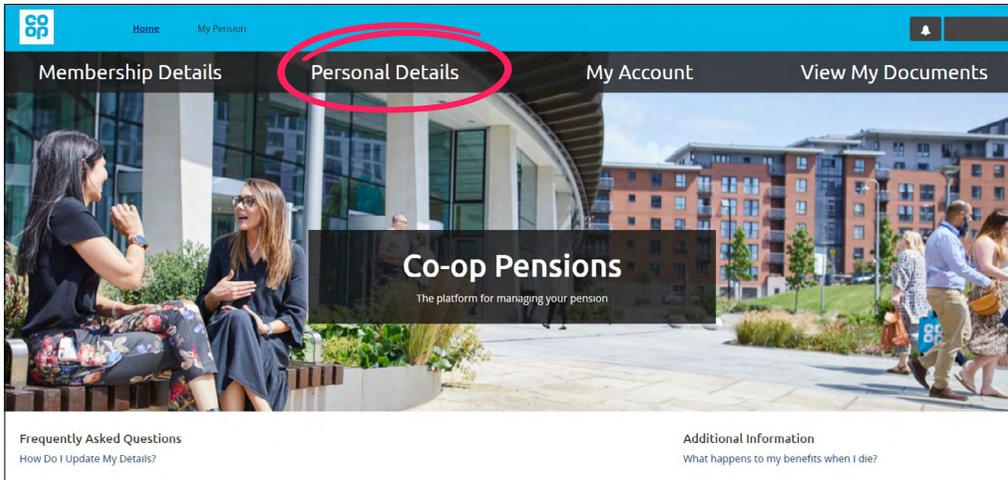
It's what we do

# Update My Address

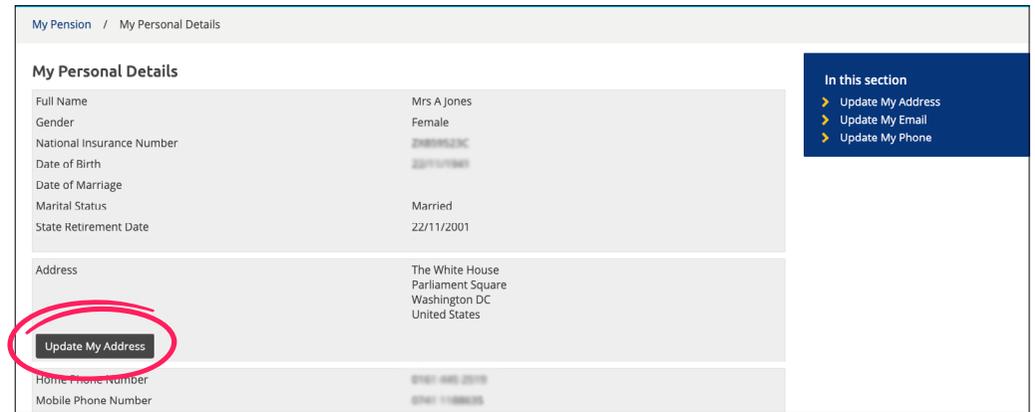
Please note that if you are also an employee of the business and still contributing to Pace DC you will not be able to update your address via Member Online. You will need to update your address via MyHR **here** which will then be passed across to our systems.

If you have other pensions in payment that are from our acquired schemes (Somerville, United, Yorkshire or Plymouth), you will not be able to update your address via Member Online for those pensions. You will need to update your address via MyHR **here** as these are two separate systems.

1 From the homepage click on 'Personal Details'.

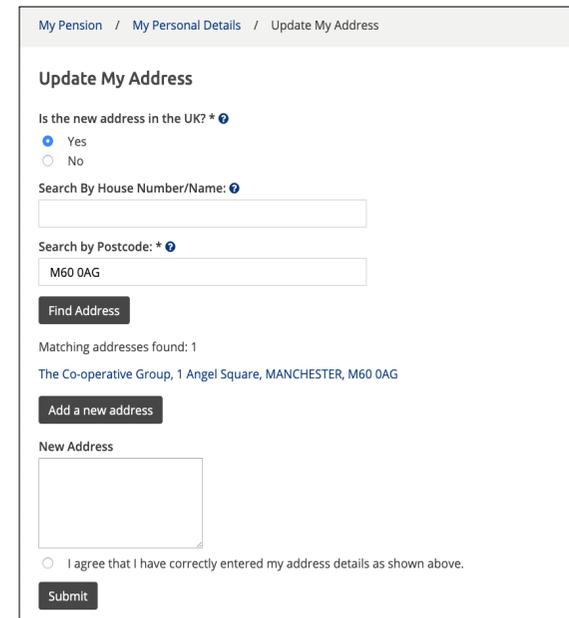


2 Click on the 'Update My Address' button.



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'.

New Address

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

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

**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**

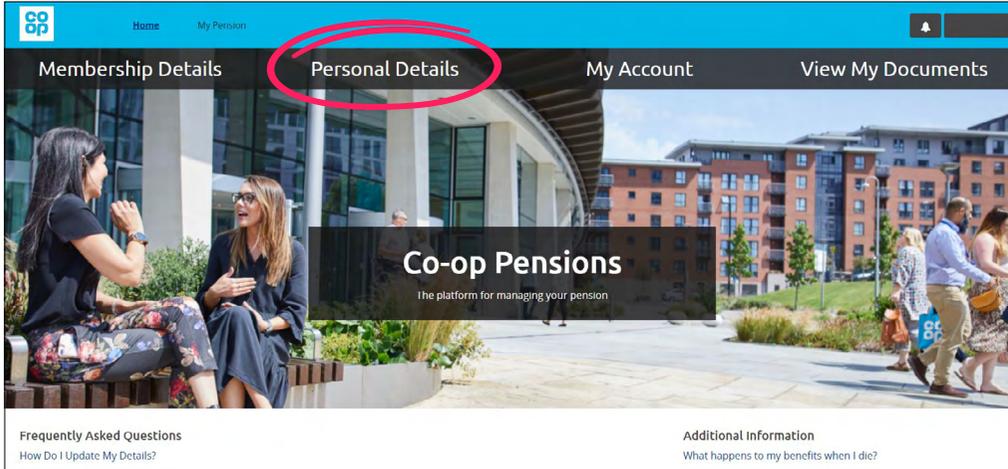
- 7 If you encounter an error similar to the one shown below, you are unable to update your address online at the current time. Please either try again later or contact the Pensions Department on 0330 606 1000 or email [staffpensions@coop.co.uk](mailto:staffpensions@coop.co.uk)

**Update My Address**

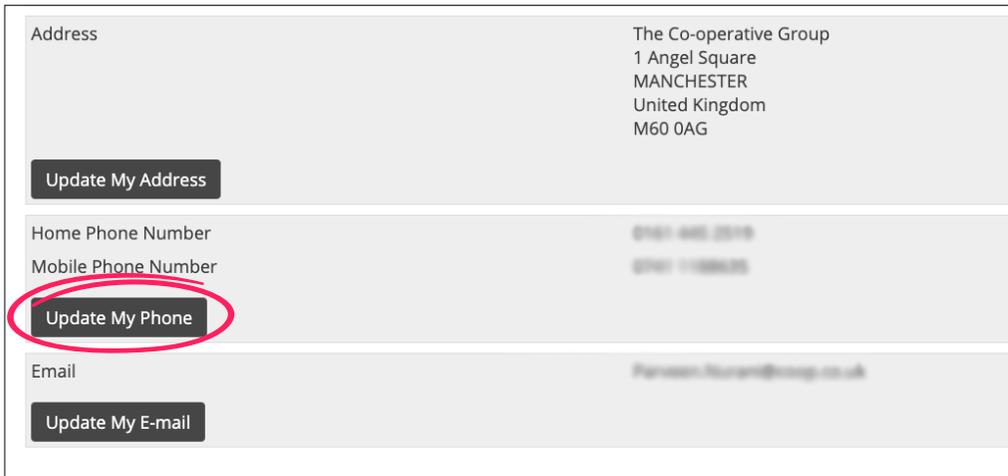
An error occurred while processing this request. Error Reference: d05e299a-f52a-4e8b-8cdc-c8263d88717f

# 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'.

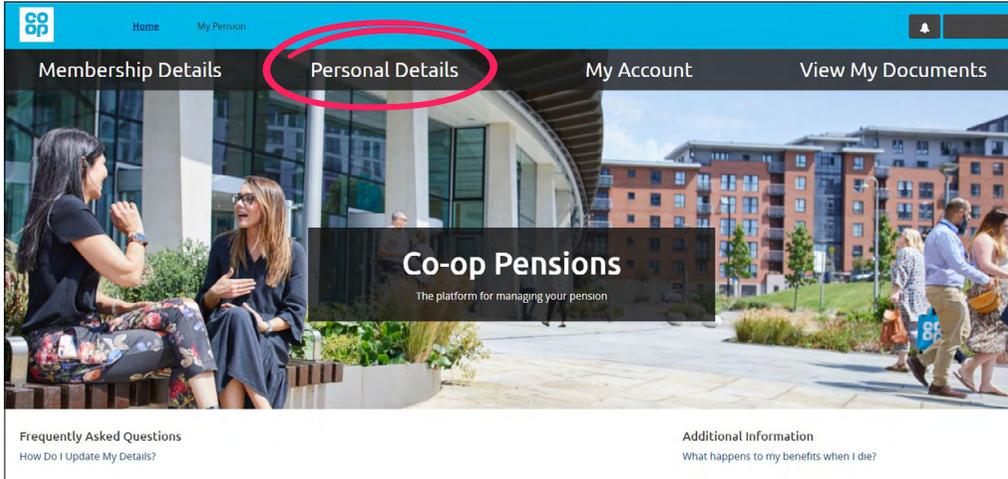
A screenshot of the 'Update My Phone' form. It has a title 'Update My Phone' and a sub-heading 'Enter the new phone numbers'. There are three input fields: 'Home Phone Number' (containing '0330 606 1000'), 'Work Phone Number', and 'Mobile Phone Number'. Below each field is a question: 'Delete your home number?', 'Delete your work number?', and 'Delete your mobile number?'. Each question has two radio buttons: 'Yes' and 'No'. The 'No' option is selected for all three. A 'Submit' button is at the bottom.

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.

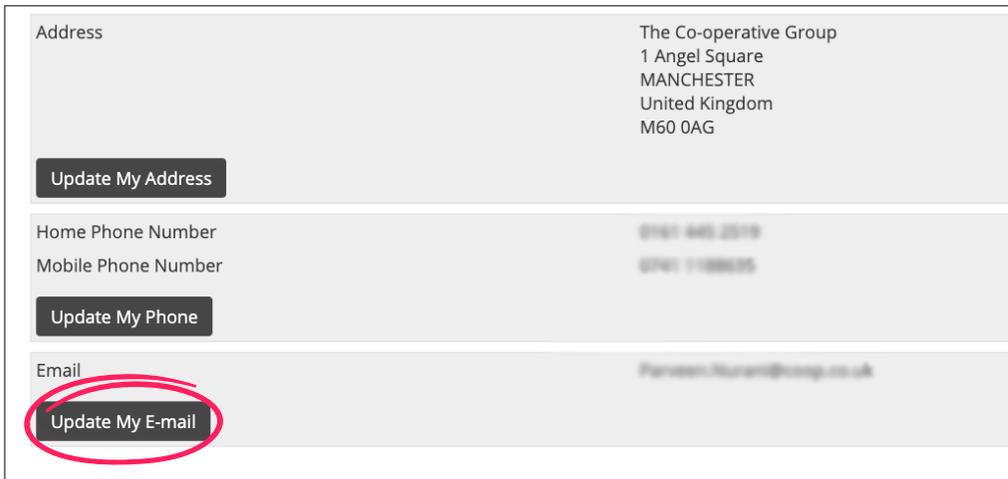
A screenshot showing the updated phone numbers. It lists 'Home Phone Number' as '0330 606 1000' and 'Mobile Phone Number' as blank. Below the list is an 'Update My Phone' button.

# 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'.

A screenshot of the 'Update My Email' form. It has a title 'Update My Email' and two input fields: 'New Email Address \*' and 'Retype New Email Address \*'. Both fields contain the email address 'Amember@coop.co.uk'. A 'Submit' button is located at the bottom of the form.

- 4 You will then be prompted for your password.

A screenshot of the 'Update My Email' form. It has a title 'Update My Email' and a message: 'Please enter your password in the box below as you have requested to change your security for your account'. Below the message is a 'Password \*' input field with a blue border and a 'Submit' button.

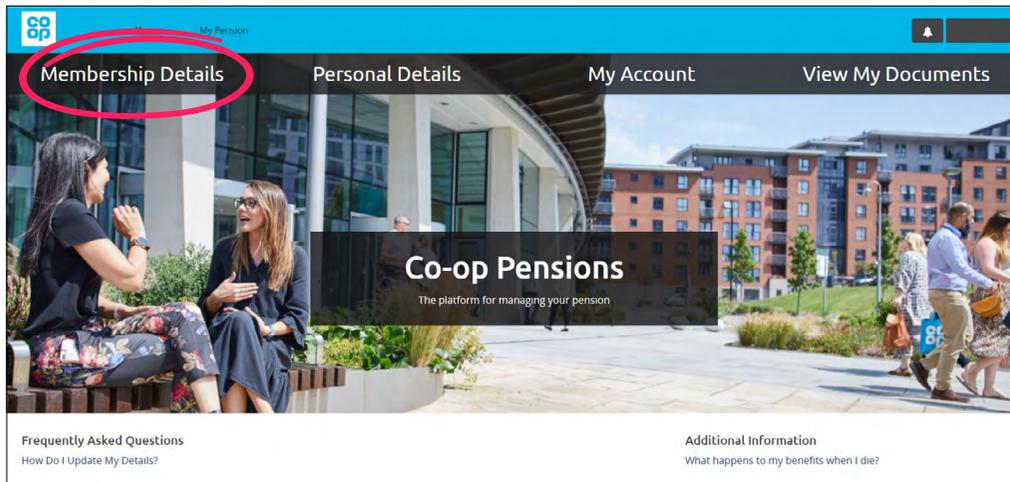
- 5 Your email will now be updated.

A screenshot of the 'Update My E-mail' form. It has a title 'Email' and the email address 'Amember@coop.co.uk' displayed. A button labeled 'Update My E-mail' is located at the bottom of the form.

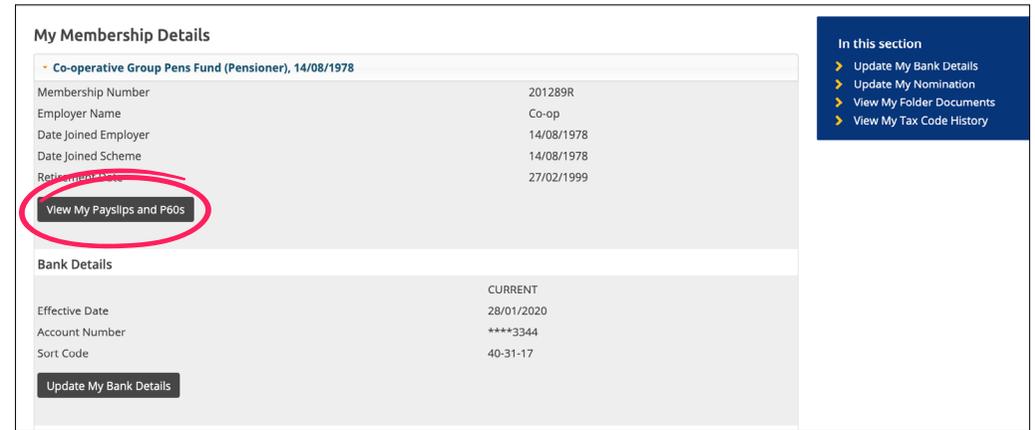
# View My Payslips and P60s

If you are a Pace pensioner you can view your pension payslips and P60s via Member Online. If you are still a Co-op employee you will need to access MyHR **here** for your other payslips and P60. If you have other pensions in payment that are from our acquired schemes (Somerfield, United, Yorkshire or Plymouth), you will not be able to view your payslips and P60s via Member Online for those pensions. You will need to access MyHR **here** to view those documents as these are two separate systems.

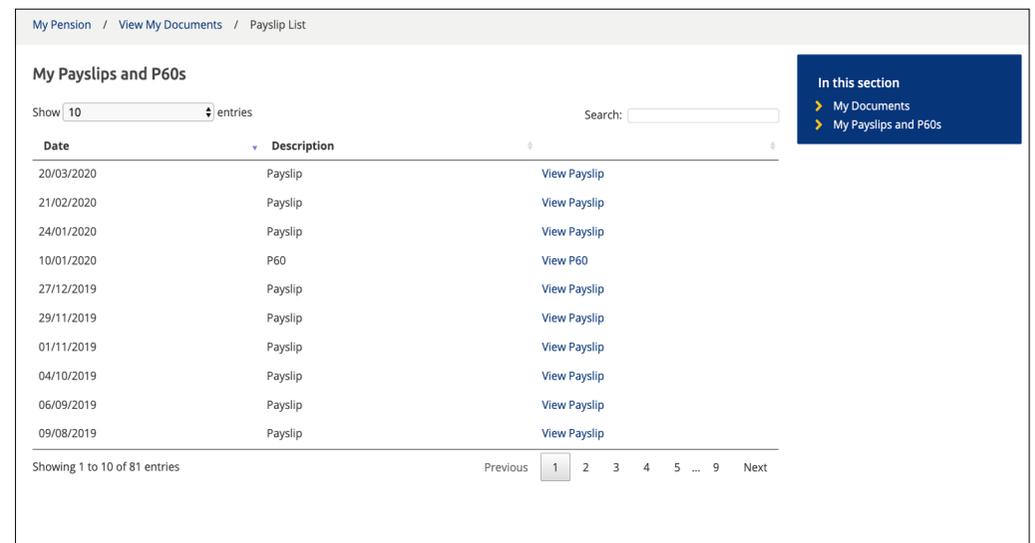
1 From the homepage click on 'Membership Details'.



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.

09/08/2019

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Showing 1 to 10 of 81 entries

[Download PDF](#)

- 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: 09/08

In this section

- My Documents
- My Payslips and P60s

Date	Description	
01/11/2019	Payslip	<a href="#">View Payslip</a>

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

Download PDF

Previous 1 Next

- 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

In this section

- My Documents
- My Payslips and P60s

Date	Description	
10/01/2020	P60	<a href="#">View P60</a>
27/03/2019	P60	<a href="#">View P60</a>
04/04/2018	P60	<a href="#">View P60</a>
29/03/2017	P60	<a href="#">View P60</a>
08/04/2016	P60	<a href="#">View P60</a>
01/05/2015	P60	<a href="#">View P60</a>

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

Download PDF

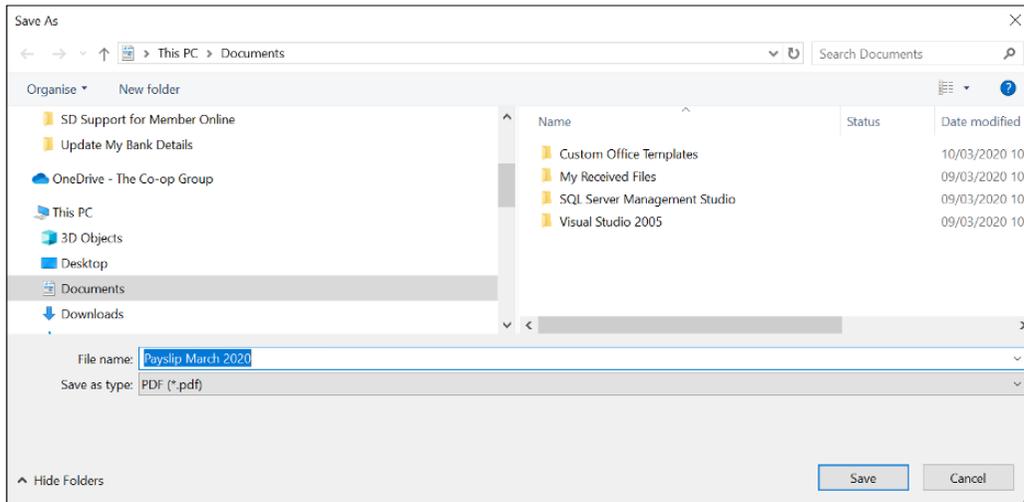
Previous 1 Next

# 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

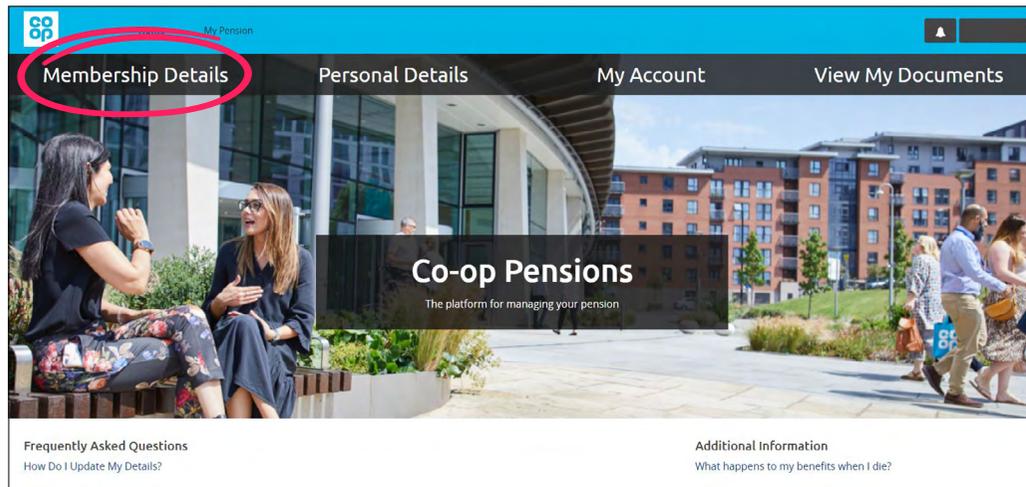
Please note that all non-UK bank accounts will show the standard Convera holding account and not your individual account details.

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](mailto:pacepensionerpayroll@coop.co.uk)

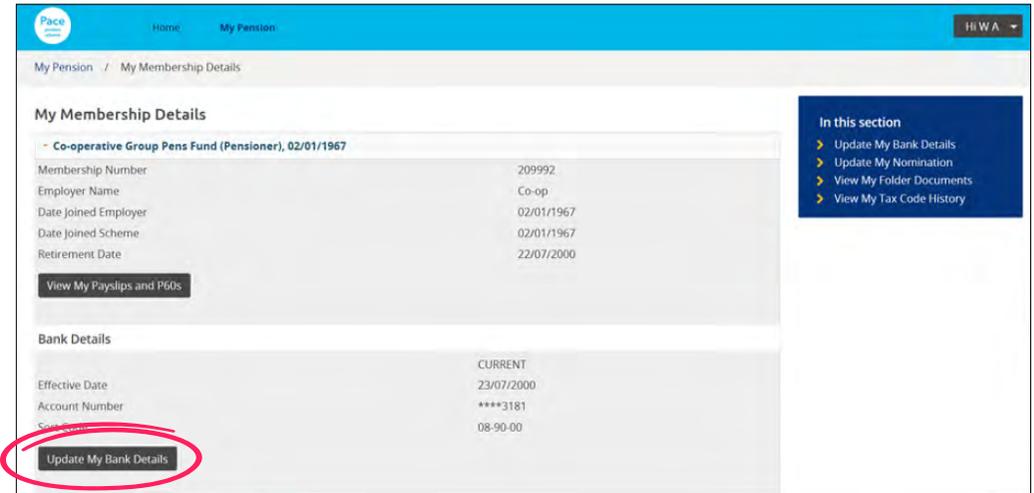
Changes to bank account details will need to be made no later than 8 days before payday for them to take effect in that pay period.

## Update bank details for an account located in the UK

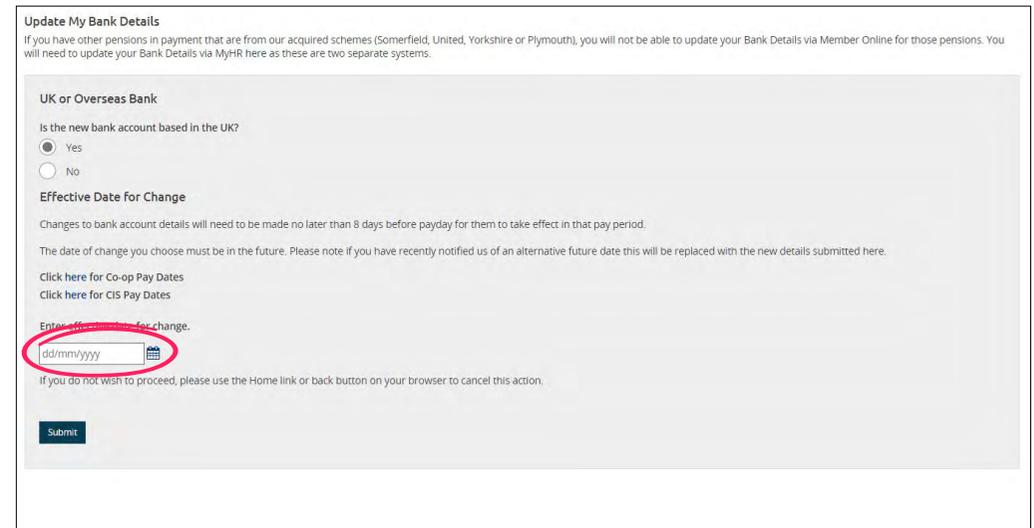
1 Click on 'Membership Details'.



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 \* 

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

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  
400000

Account Number  
12345678901234567890

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

M219AH

**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.

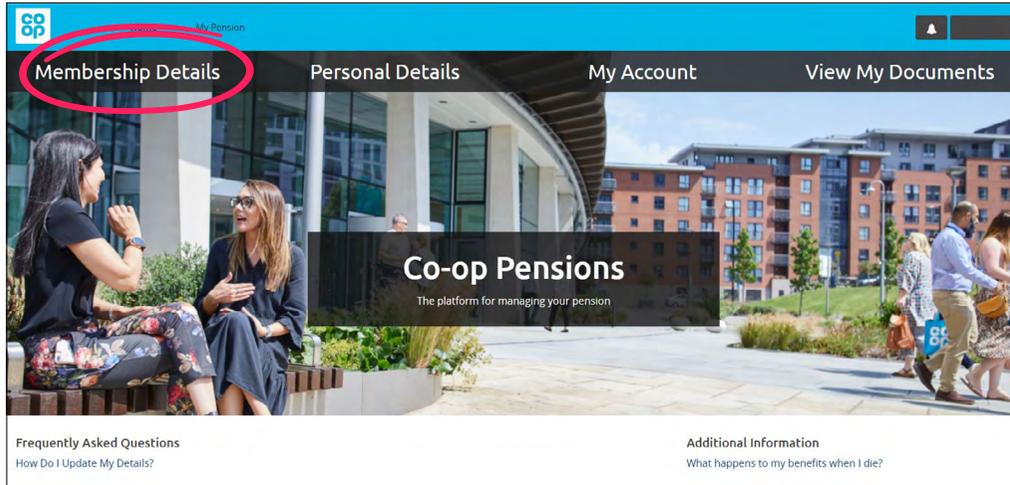
Password \*

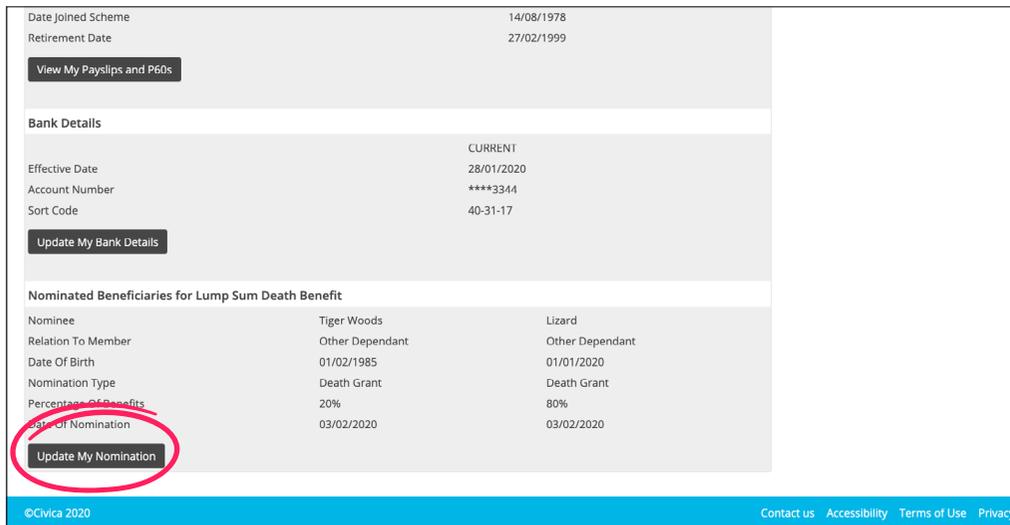
Bank Details	FUTURE	CURRENT
Effective Date	12/03/2020	23/07/2000
Account Number	****7225	****3181
Sort Code	08 30 00	08 30 00

# Update My 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.

My Pension / My Membership Details / Update Nomination

### Update My Nomination

Please ensure the total percentage of benefits add up to exactly 100%.

Please note that all nominations must be re-entered each time any change is made.

#### Nominate Beneficiary

Nominee \*  
Mr A Test

Relation to Member \*  
Spouse

Date of Birth \*  
01/01/1946

Percentage of benefits \*  
80

Do you wish to add another nominee? \*  
Yes

#### Nominate 2nd Beneficiary

Nominee \*  
[Empty field]

Relation to Member \*  
[Empty field]

[In this section](#)

- > Update My Bank Details
- > Update My Nomination
- > View My Folder Documents
- > View My Tax Code History

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'.

Relation to Member \*  
Spouse

Date of Birth \*  
01/01/1946

Percentage of benefits \*  
80

Do you wish to add another nominee? \*  
No

[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](#)

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**Bank Details**

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

[Update My Bank Details](#)

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**Nominated Beneficiaries for Lump Sum Death Benefit**

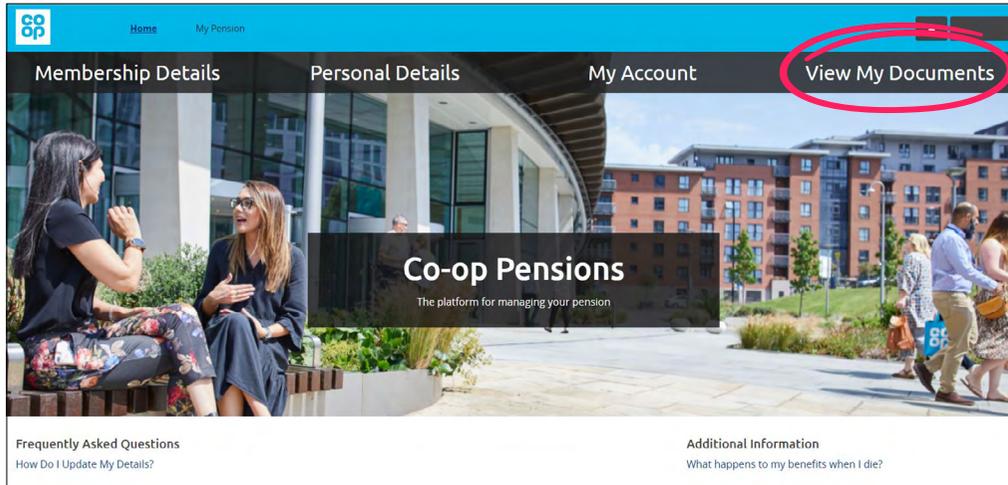
Nominee	Tiger Woods	Lizard
Relation To Member	Other Dependant	Other Dependant
Date Of Birth	01/02/1985	01/01/2020
Nomination Type	Death Grant	Death Grant
Percentage Of Benefits	20%	80%
Date Of Nomination	03/02/2020	03/02/2020

[Update My Nomination](#)

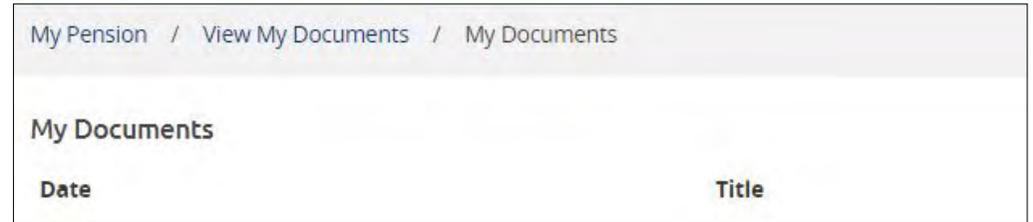
Please note - if you have more than one period of service/ pension you will need to update these details for all membership periods.

# 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'.

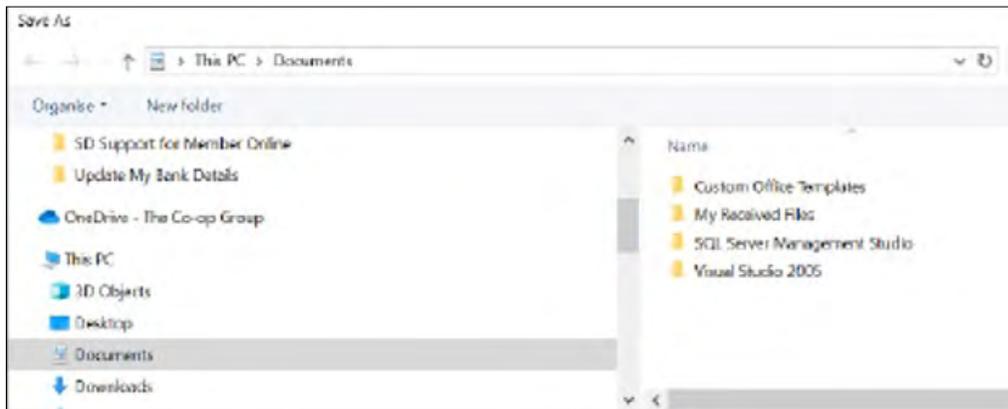


## Save a document on a computer

- 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).