



Scan the QR code to
get registered onto the
Pensions Portal today



West Midlands Pension Fund

MY PENSIONS PORTAL

ACTIVE MEMBERS



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How to update your contact/
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Page 10

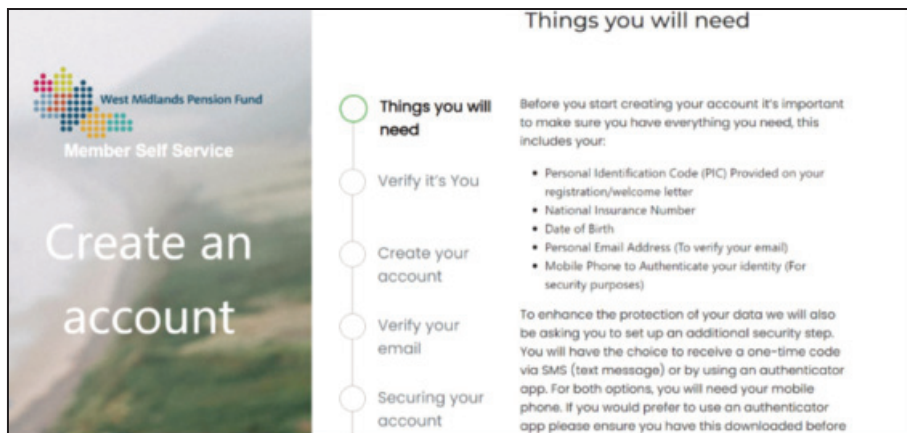
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1) How to register your account

Go to portal2.wmpfonline.com and select [Log in/Register](#) and click 'New User Registration'. The page will appear as below with confirmation of what you will need.



West Midlands Pension Fund
Member Self Service

Create an account

Things you will need

Before you start creating your account it's important to make sure you have everything you need, this includes your:

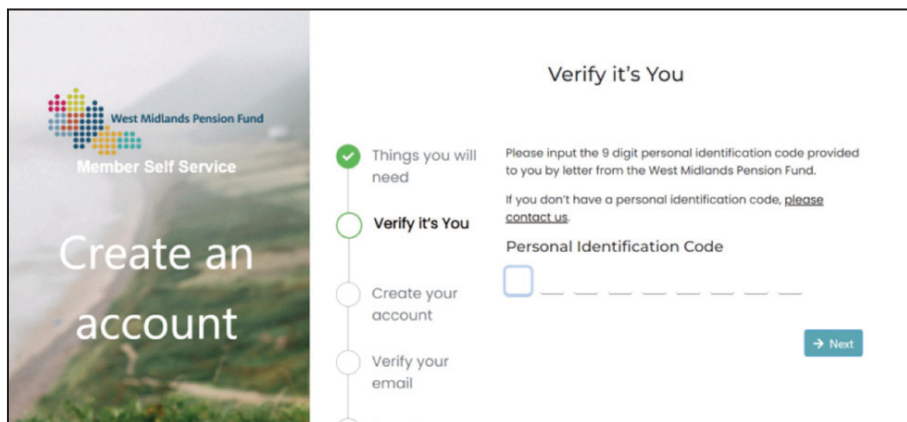
- Personal Identification Code (PIC) Provided on your registration/welcome letter
- National Insurance Number
- Date of Birth
- Personal Email Address (To verify your email)
- Mobile Phone to Authenticate your identity (For security purposes)

To enhance the protection of your data we will also be asking you to set up an additional security step. You will have the choice to receive a one-time code via SMS (text message) or by using an authenticator app. For both options, you will need your mobile phone. If you would prefer to use an authenticator app please ensure you have this downloaded before

Things you will need

- Verify it's You
- Create your account
- Verify your email
- Securing your account

You will need to input your personal identification code which is in the letter we posted to you, or you may find this on your membership certificate if you have recently joined the scheme. Then select 'Next'.



West Midlands Pension Fund
Member Self Service

Create an account

Verify it's You

Things you will need

Verify it's You

Create your account


Verify your email

Please input the 9 digit personal identification code provided to you by letter from the West Midlands Pension Fund.

If you don't have a personal identification code, [please contact us](#).

Personal Identification Code

[Next](#)



Create an account

Verify it's You

Things you will need

- Verify it's You
- Create your account
- Verify your email


Please provide the following personal details.

National Insurance Number

Date of Birth
DD MM YYYY

[Next](#)

You will then need to enter your National Insurance Number and then your Date of Birth. Once the fields have been entered, please select 'Next'.



Create an account


Create your account

Things you will need

- Verify it's You
- Create your account
- Verify your email

Create a username

Create a password

Create a password 

Minimum password requirements:

- At least 8 Characters
- At least 1 Uppercase Character (A-Z)
- At least 1 Lowercase Character (a-z)
- At least 1 Number (0-9)
- At least 1 Special Character (. * [@ # \$ % ^ & + = } |)

[Next](#)

Create a memorable username and password that fits the minimum password requirements as stated above and click 'Next'.

West Midlands Pension Fund
Member Self Service

Create an account

Verify your email

- Things you will need
- Verify it's You
- Create your account
- Verify your email
- Securing your account

Enter your email address

[Send email](#)

[Send email again...](#)

Enter the code from your email
Please enter the verification code sent to your email.

[Next](#)

Enter your email address, select 'Send email' and keep the page open. Once you have the email enter the code on the registration page and select 'Next'.

West Midlands Pension Fund
Member Self Service

Create an account

Securing your account

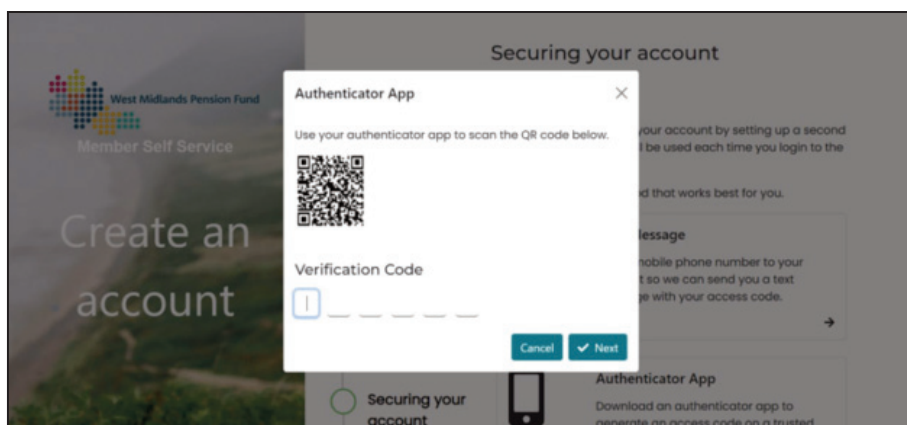
- Things you will need
- Verify it's You
- Create your account
- Verify your email
- Securing your account

You now need to secure your account by setting up a second level of security which will be used each time you login to the portal.
Please choose the method that works best for you.

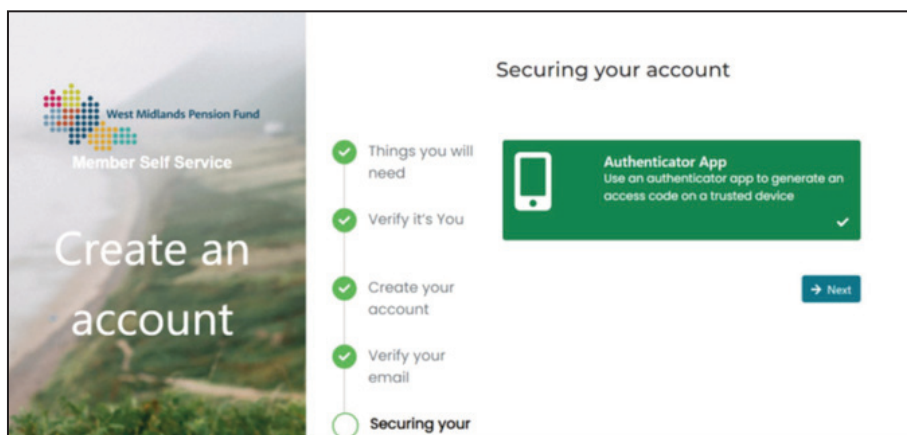
SMS Message
Add a mobile phone number to your account so we can send you a text message with your access code.

Authenticator App
Download an authenticator app to generate an access code on a trusted device.


For security purposes you will now need to set up a second level of security. Select the method which is best for you above. If you are using your mobile device, you may prefer to select 'SMS Message' then each time you log onto the portal a text message containing a time sensitive access code will be sent to you to enter. If you are using the SMS Message option and you have entered the code, you will now be able to login to the portal. If you are using a tablet, laptop or PC you may want to choose the 'Authenticator App'. If so, please follow the instructions below.



Open the camera on your phone and aim it at the QR code on the screen. It will then produce a verification code for you to enter onto the screen. Enter the Verification Code and select 'Next'.



The screen will change to show the QR code has been authenticated and then select 'Next'.



West Midlands Pension Fund

Member Self Service

Create an account

Securing your account

If you lose access to your authentication device, you will need to use one of these codes to sign in to your account. You can only use each backup code once.

Store these codes somewhere safe and accessible

Recovery Codes

3szqryptxgzg	po3egnsW5ivd
s4bsizpeaig	permgyyzjtl
36wvx4qlcza	armclffcawo4
to2whfzhrgjs	fvc2eddmfklj

These codes are single use.
You will only be able to use each one once.

Copy codes

Print codes

Download codes

Things you will need

Verify it's You

Create your account

Verify your email

Securing your account

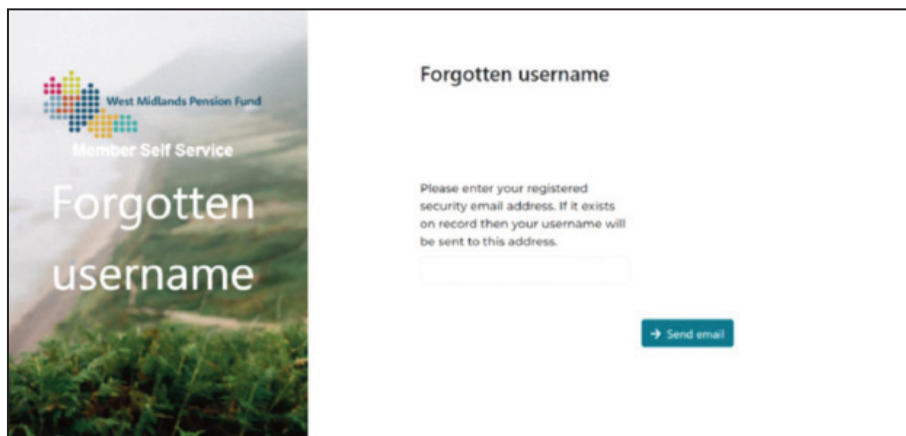
Sign in

Before your account registration is completed, you will be given a series of one-time use codes that you will need if you lose access to your authentication device. Store these somewhere safe as you may need them in the future. You will now be able to sign in with your username, password and each time you will be sent a new authentication code to enter.

2) How to reset your security details

If you have forgotten your username or password, you will need to select either '[Forgotten username or password](#)'. If you have forgotten both, you will need to reset your username first and then the password second.

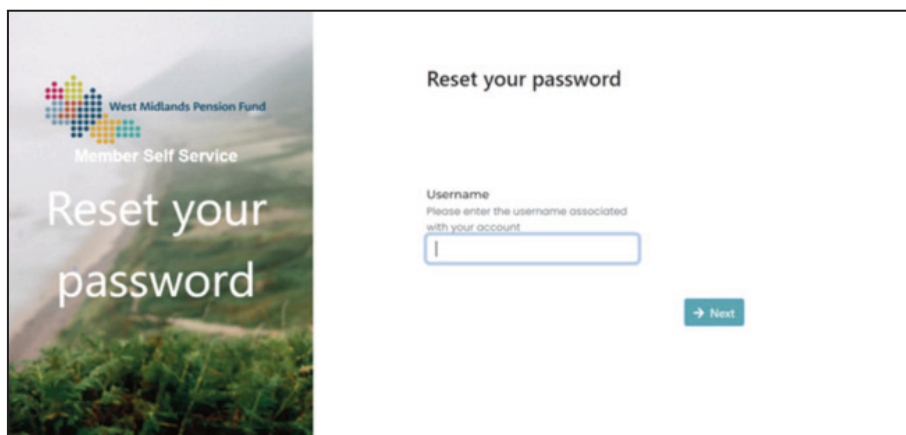
To reset your username, select '[Forgotten username](#)'. The screen will change so you can then enter your registered email address.



The screenshot shows the 'Forgotten username' page. On the left is a banner with the West Midlands Pension Fund logo and the text 'Member Self Service' and 'Forgotten username'. The main content area has the heading 'Forgotten username' and a paragraph: 'Please enter your registered security email address. If it exists on record then your username will be sent to this address.' Below this is a text input field and a blue button labeled '→ Send email'.

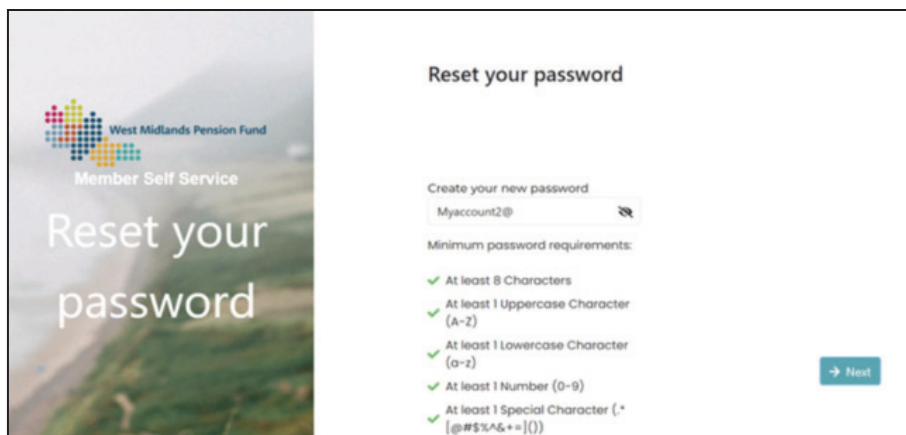
Enter your email address and select '[Send email](#)' your email will provide you with your username. Once you have this click '[Take me to sign in](#)' and enter your login details.

If you have forgotten your password, click '[Forgotten Password](#)' and the screen will then change to start the reset password process.



The screenshot shows the 'Reset your password' page. On the left is a banner with the West Midlands Pension Fund logo and the text 'Member Self Service' and 'Reset your password'. The main content area has the heading 'Reset your password' and a section for 'Username' with the instruction: 'Please enter the username associated with your account'. Below this is a text input field and a blue button labeled '→ Next'.

Enter the Username and select '[Next](#)'.



West Midlands Pension Fund
Member Self Service

Reset your password

Create your new password

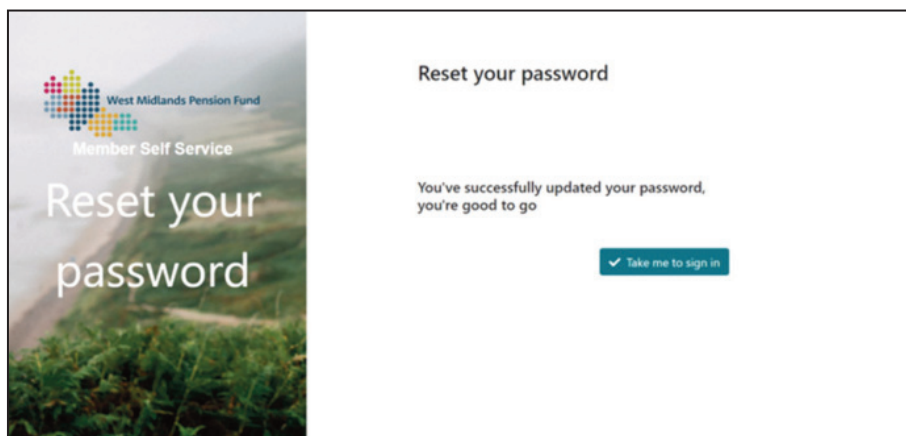
Myaccount2@

Minimum password requirements:

- ✓ At least 8 Characters
- ✓ At least 1 Uppercase Character (A-Z)
- ✓ At least 1 Lowercase Character (a-z)
- ✓ At least 1 Number (0-9)
- ✓ At least 1 Special Character (. * { @ # \$ % ^ & + = } ())

→ Next

Create a new password which meets the minimum password requirements and select 'Next'.



West Midlands Pension Fund
Member Self Service

Reset your password

You've successfully updated your password,
you're good to go

✓ Take me to sign in

Once the password is reset you can now select 'Take me to sign in' and log into the portal.

3) How to view details of your benefits



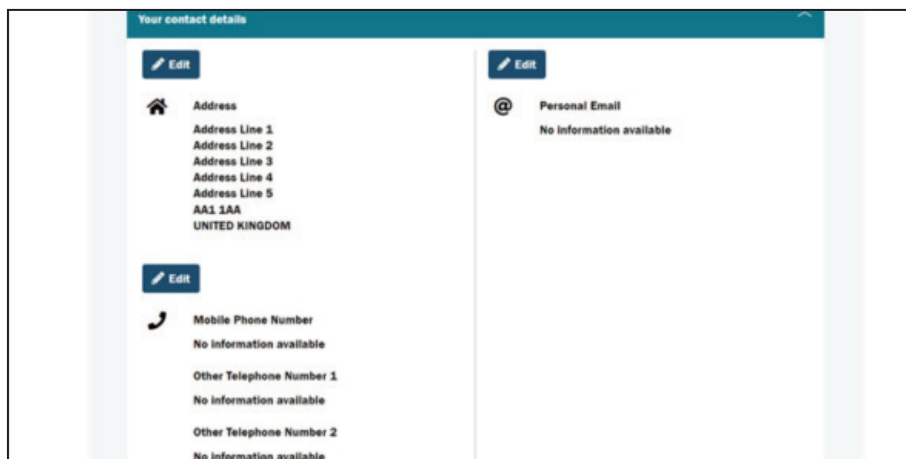
If you have multiple memberships with the Fund, please click [‘Select Member Record’](#). This will provide a list of your reference numbers where you will need to click to view each account separately.

Select [‘Your Details’](#). This will then provide you with a breakdown of your personal details, contact details, communication preferences and bank details.

Your personal details			
Member Number:		Date Joined Scheme:	24 / 6 / 2002
Current Status	Active	Date Pensionable Service Commenced:	24 / 6 / 2002
Surname:	WMPFAnon	Scheme Retirement Date:	17 / 12 / 2050
Forename:	D	Salary: (Hold to show)	Hidden
First Middle Name:	A	Completed Nomination Form?:	No
Second Middle Name:		Marital Status:	Single
National Insurance Number:			
Date of Birth:			
Date Joined Company:	24 / 6 / 2002		
Staff Number:	E00262539		
Your contact details			
Your communication preferences			
Your service details			
Your part time hours details			

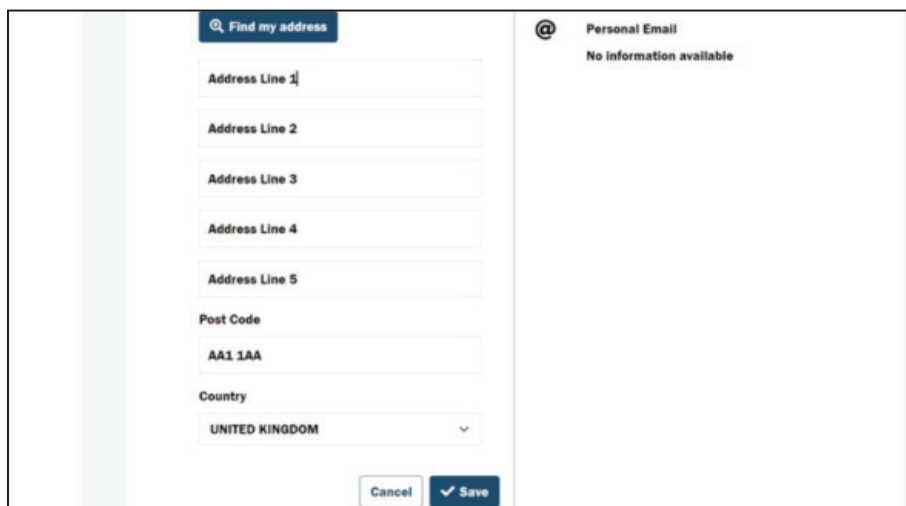
4) How to update your contact/personal details

After selecting 'Your Details' select the sub category of 'Your contact details'. This will then allow you to update your address, email, contact number and your email address by selecting 'Edit'.



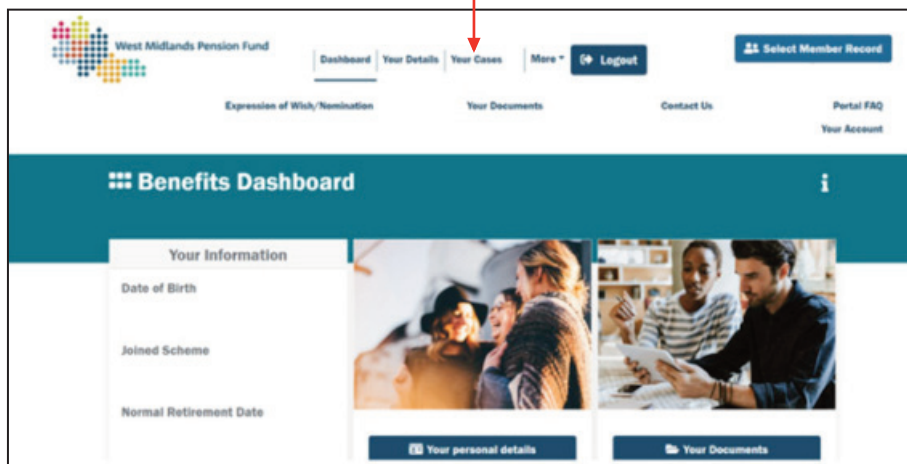
The screenshot shows the 'Your contact details' page. It has a teal header with the title 'Your contact details'. Below the header, there are two columns. The left column contains an 'Edit' button (pencil icon) above a house icon and the label 'Address'. Below this, the address is listed: 'Address Line 1', 'Address Line 2', 'Address Line 3', 'Address Line 4', 'Address Line 5', 'AA1 1AA', and 'UNITED KINGDOM'. Below the address is another 'Edit' button. The right column contains an 'Edit' button (pencil icon) above an '@' icon and the label 'Personal Email'. Below this, it says 'No information available'. Below the address section, there is a phone icon and the label 'Mobile Phone Number' with 'No information available' below it. Below that are 'Other Telephone Number 1' and 'Other Telephone Number 2', both with 'No information available' below them.

To change your address, after selecting 'Edit' where your previous address is, it will then change the screen and allow you to enter your address manually or enter your postcode and click 'Find my address' where the system will provide a drop-down box of your street automatically and you will select the correct name or number. When the correct address has been auto populated select 'Save'.



The screenshot shows the 'Find my address' form. It has a teal header with the title 'Find my address'. Below the header, there are five text input fields for 'Address Line 1', 'Address Line 2', 'Address Line 3', 'Address Line 4', and 'Address Line 5'. Below these is a 'Post Code' input field with 'AA1 1AA' entered. Below that is a 'Country' dropdown menu with 'UNITED KINGDOM' selected. At the bottom right, there are two buttons: 'Cancel' and 'Save' (with a checkmark icon). On the right side of the form, there is an '@' icon and the label 'Personal Email' with 'No information available' below it.

To update your marital status, on the home page select 'Your Cases' and then 'Create New Cases' the page will change to 'Change Marital Status'.



You will then be able to complete the online form to change your marital status, please ensure the boxes with asterisk (*) are completed as they are mandatory fields.

Your Cases

Create new case

Cases

Online Marital Status Change

Capture inputs 134926

ONLINEMARITALSTATUS

MARITAL STATUS CHANGE Reference: 134926

Guidance Notes

Allows you to update your marital status, title and surname. If you have not changed your title/surname, leave the boxes blank. If you are a pensioner, you must provide evidence of the change with a certificate or relevant document, as applicable.

Online Marital Status Change

* denotes a mandatory field.

Membership Status

Current Marital Status: Married

Current Date 23/12/2010

Current Title Mrs

Current Surname WMPFAnon

Select New Marital Status *

Date Marital Status Changed * dd/mm/yyyy

Select New Title (if applicable)

Enter New Surname (if applicable)

Additional Comments

Enter your comments below:-

After the sections have been completed you will then need to supply a picture of the relevant certificate as supporting evidence to the change of marital status and select ‘Next’.

Supporting Documentation

Upload Document:

Marriage or civil partnership certificate, decree absolute or other relevant document, as applicable.

Drag and drop your file here

or click here to upload

Previous

Next

Your change of marital status will then be automatically updated.

Your Cases

Create new case

Cases

ONLINEMARITALSTATUS

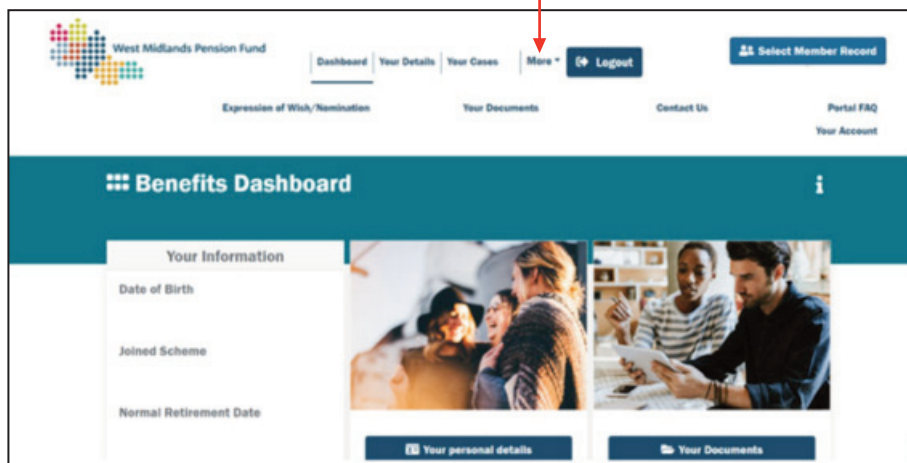
UPDATES

Reference: 30406

Thank you. Your request has been submitted.

5) How to update your Expression of Wish Form (Nomination Form)

On the homepage of your account select 'More' and then 'Expression of Wish/Nomination'.



Please read the Declaration and if you are satisfied, please click 'Accept'.

Declaration×

Expression of Wish/Nomination

On the event of your death a death grant may be payable to the person/s or company which you have detailed in your expression of wish nomination.

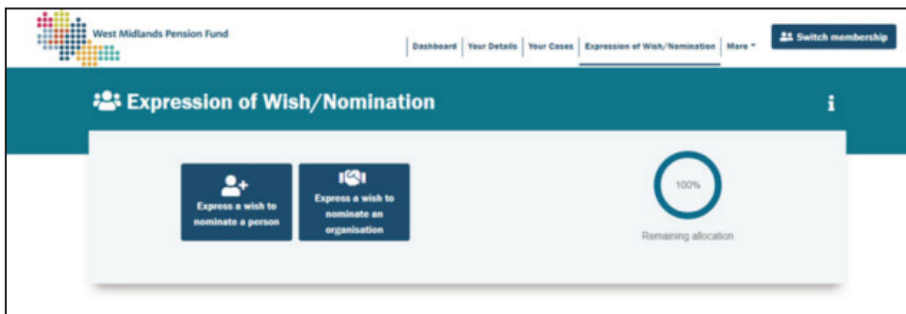
Please click "Accept" to view or update your expression of wish.

For more information on death benefits and what may be payable, please visit www.wmpfonline.com/bereavement

Decline

✓ Accept

Once the screen has changed you will then be able to either nominate a person, people or an organisation.



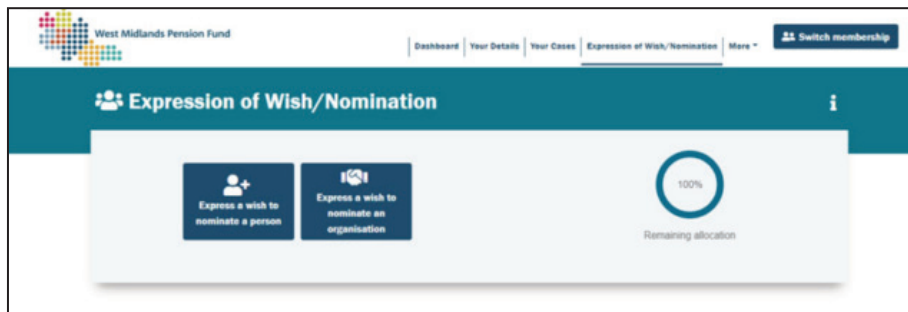
If you wish to nominate a person or people, please click '[Express a wish to nominate a person](#)'.

Please complete the following fields

- Full name
- Choose their relationship to you on the drop-down box
- The percentage of how much you would like the nominee to be awarded. A comment is optional. However, you do not need to state anything in this section
- Nominated persons address alternatively you can list the address as your own by selecting the '[Use my address; toggle or click 'enter manually](#)' and then select save.

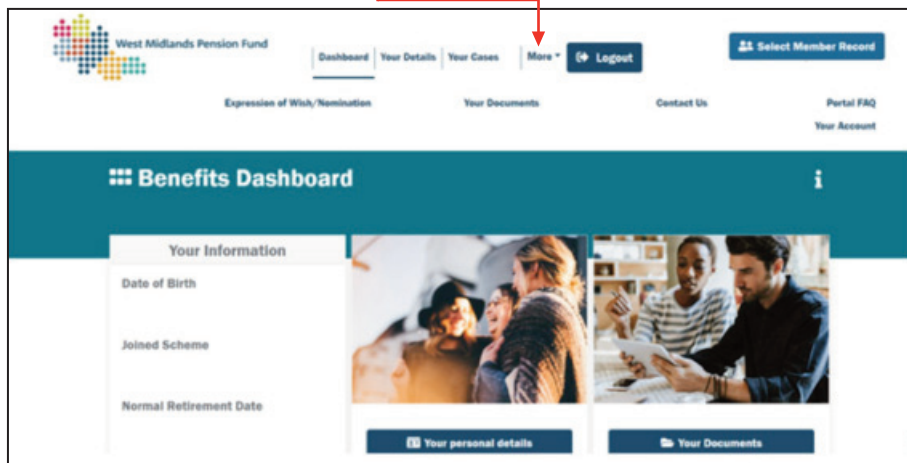
The screenshot shows the 'Express a wish to nominate a person' form. The form is titled 'Express a wish to nominate a person' and includes a sub-header 'Use the input form below to add the details of your new nomination. An * indicates that a field is mandatory.' The form fields are: 'Nominee Name (maximum 28 characters) *' (text input), 'Relationship *' (dropdown menu), 'Benefit % *' (text input with a percentage sign), 'Nominee comment' (text area with an 'Add Comment' button), 'Nominee address *' (text input with a placeholder 'Start typing to find an address'), and a toggle for 'Use my address' (set to 'No') with a link to 'or enter manually'. At the bottom are 'Cancel' and 'Done' buttons.

If you have not awarded 100% of the benefits, the remaining allocation at the top will show that there is still a proportion to allocate. A disclaimer message will pop up to advise that the benefits need to be allocated in full before you can leave the screen – you can then select ‘[Save changes](#)’. You can also express a wish to nominate an organisation following the same guidance.

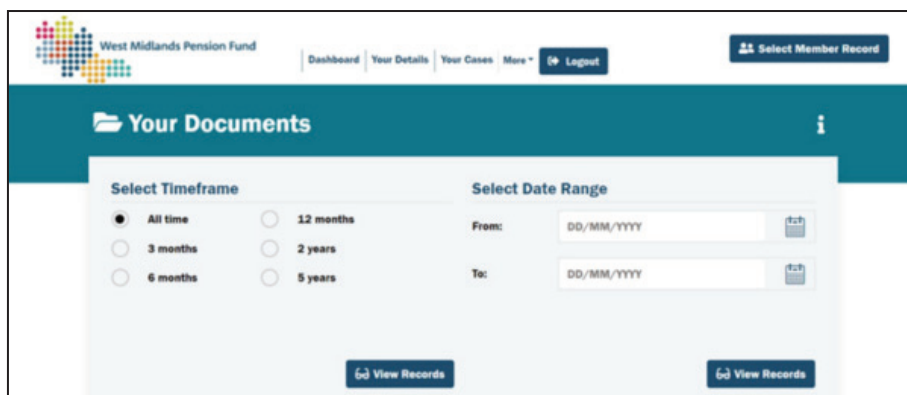


6) How to view your documents including your Annual Benefit Statement

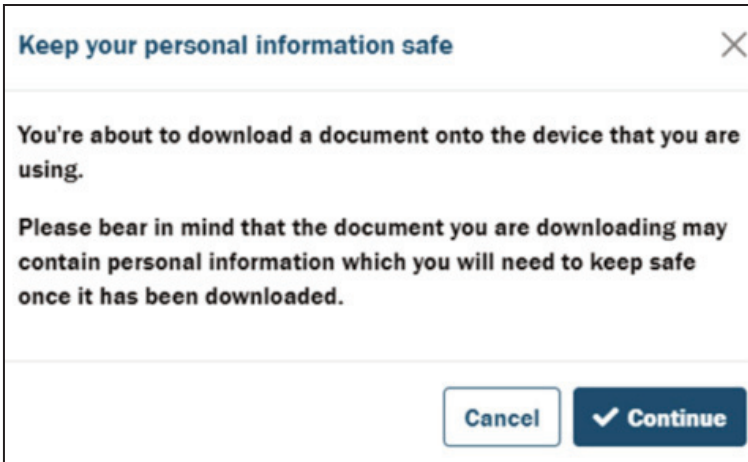
On the home page click on 'More' and then 'Your Documents' section.



The screen will change and you will be able to view all documents in date order. Alternatively, you can select a specific timeframe to filter documents.



Underneath 'Browse Documents' you can select the relevant folder which will say 'Benefit Statement'. Once you click on the relevant statement you wish to view, the declaration will appear for you to accept.

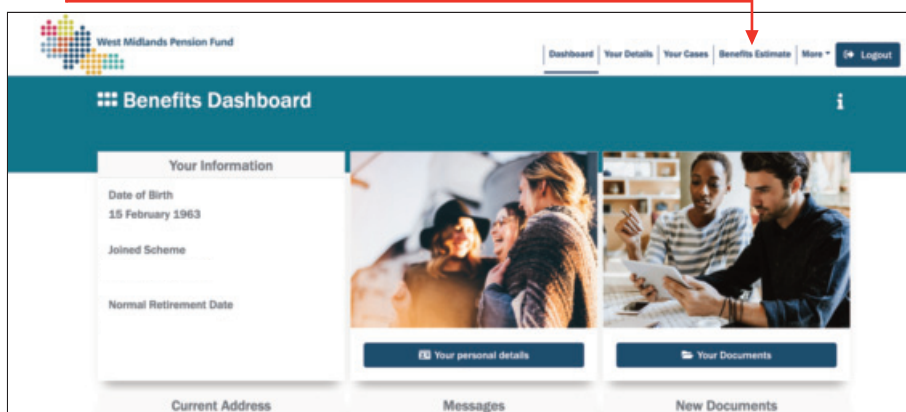


At the top of your screen a pop-up box will give you the option to open the document or save. If you open the document, it will appear in a separate tab to the portal website, and you will be able to browse through the Annual Benefit Statement.

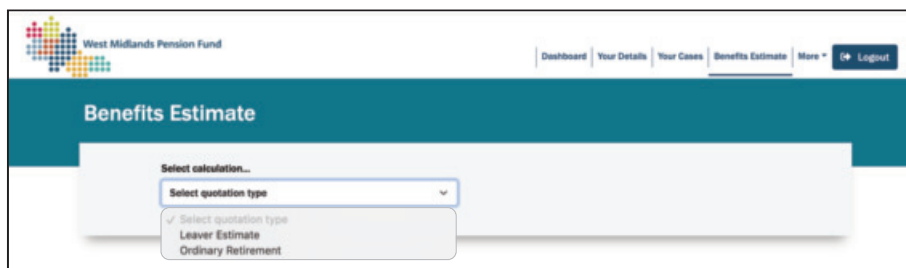
Alternatively, you can select to save the file in your own documents on your laptop, tablet, PC or phone for you to view at any time without having to log into the portal.

7) How to produce an estimate for retirement

Once you have logged onto the portal at the top of the page, select 'Benefits Estimate'.



If you require a quotation to access your pension benefits at the age of 55 or over, please select 'Ordinary Retirement'.



Select the retirement date from the calendar.



Select calculation...
Ordinary Retirement

Date of Leaving

January 2024

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

time: 11:00

me equivalent pay, \$ 2014 benefits (leave

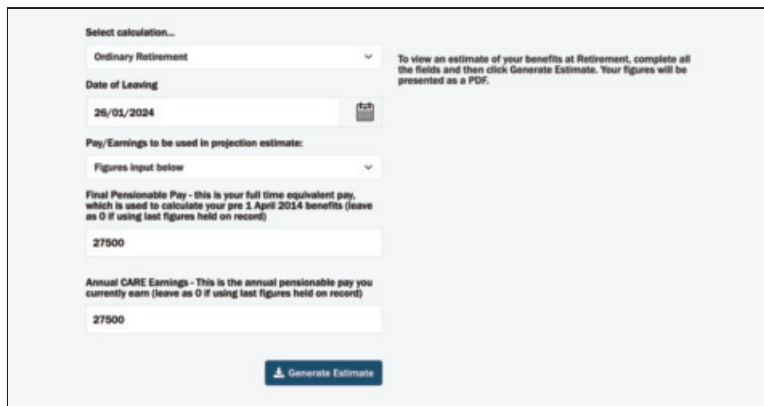
Annual CARE Earnings - This is the annual pensionable pay you currently earn (leave as 0 if using last figures held on record)

0

Generate Estimate

There will then be the option to use the last pay figures on your record or to manually enter revised pay figures. However, you may want to manually enter your pay if

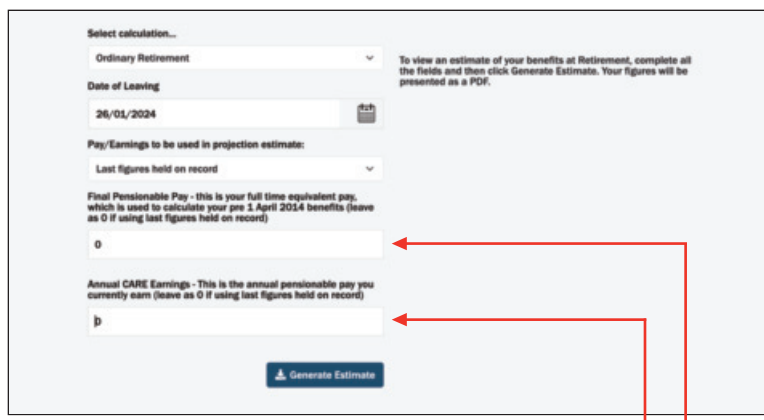
- Your full time equivalent pay has changed
- You have earned more or less in comparison to the previous year



The screenshot shows a web form titled 'Select calculation...' with a dropdown menu set to 'Ordinary Retirement'. Below this is the 'Date of Leaving' field, set to '26/01/2024'. Under 'Pay/Earnings to be used in projection estimate:', the dropdown is set to 'Figures input below'. The 'Final Pensionable Pay' field contains '27500' and the 'Annual CARE Earnings' field also contains '27500'. A blue button at the bottom says 'Generate Estimate'. To the right of the form, a note states: 'To view an estimate of your benefits at Retirement, complete all the fields and then click Generate Estimate. Your figures will be presented as a PDF.'

If you are manually entering figures input your final pensionable pay and annual care earnings in the relevant box.

- Your final pensionable pay is your last 365 days full time equivalent pay that you have earned. This is used to calculate any of your final salary benefits you have built up prior to the 31 March 2023.
- Your Annual CARE earnings is your annual salary that you earn.



This screenshot shows the same form as above, but the dropdown under 'Pay/Earnings to be used in projection estimate:' is now set to 'Last figures held on record'. Consequently, both the 'Final Pensionable Pay' and 'Annual CARE Earnings' fields contain the value '0'. Red arrows point from the right side of the form to these two fields. The 'Generate Estimate' button is still at the bottom.

If you wish to use the pay figures that The Fund holds on your record, please put '0' in both pay boxes

Select calculation...

Ordinary Retirement

To view an estimate of your benefits at Retirement, complete all the fields and then click Generate Estimate. Your figures will be presented as a PDF.

Date of Leaving

26/01/2024

Pay/Earnings to be used in projection estimate:

Figures input below

Final Pensionable Pay - this is your full time equivalent pay, which is used to calculate your pre 1 April 2014 benefits (leave as 0 if using last figures held on record)

27500

Annual CARE Earnings - This is the annual pensionable pay you currently earn (leave as 0 if using last figures held on record)

27500

Generate Estimate

Once you have manually entered the pay or selected for pay on the record to be used, click ‘[Generate Estimate](#)’.

Keep your personal information safe

You're about to download a document onto the device that you are using.

Please bear in mind that the document you are downloading may contain personal information which you will need to keep safe once it has been downloaded.

CancelContinue

This will then prompt you to download the estimate which you can then open the document as a PDF by selecting ‘[Continue](#)’.

WEST MIDLANDS PENSION FUND LOCAL GOVERNMENT PENSION SCHEME REGULATIONS			
BENEFITS STATEMENT FOR ORDINARY RETIREMENT			
Name	Mr A Wmpfanon	Date of Birth	26/01/1974
Member Number	30468162	Date of Leaving	26/01/2030
			Years/Days
Pensionable Membership to 31/03/2008			5/120
Pensionable Membership from 01/04/2008			6/000
Total Pensionable Membership to 31/03/2014			11/120
Final Pensionable Pay used for calculating pre 31/03/2014 benefits			£27,500.00
Pensionable Pay used for calculating projected Career Average Pension			£27,500.00
1) Annual Retirement Pension			
5/120 Years/Days x 27,500.00 / 80			£1,831.76
6/000 Years/Days x 27,500.00 / 60			£2,750.00
Career Average Pension accrued to 31/03/2022			£7,817.08
Projected Career Average Pension from 01/04/2022 to 26/01/2030:			

The statement will then appear as above and will include reductions if applicable for accessing your pension before your normal retirement age.

1) Annual Retirement Pension	
0/000 Years/Days x 0.00 / 80	£0.00
1/274 Years/Days x 0.00 / 60	£0.00
Career Average Pension accrued to	£0.00
Projected Career Average Pension from to 26/04/2038:	
Main Section - 12/232 Years/Days x 3,500.36 / 49	£15,114.19
50/50 Section - 00/000 Years/Days x 0.00 / 98	£0.00
Increase due to late Retirement	£0.00
Additional Pension	£0.00
Reduction for early Retirement	£6,601.84
Other Pension Deductions	£0.00
Annual Pension Payable at & from 27/04/2038	£11,305.42

Your total annual pension at the retirement date you have used for the calculation will appear in bold at the bottom of **section 1**.

2) Survivors Annual Pension	£7,149.76
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The total amount of survivors benefit is in bold in **section 2**.

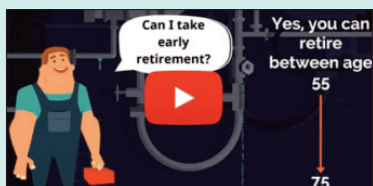
3) Lump Sum Retirement Grant	
0/000 Years/Days x 0.00 / 80 X 3	£0.00
Less	
Reduction for Early Retirement	£0.00
Other Deductions	£0.00
Plus	
Increase due to Late Retirement	£0.00
Lump Sum Payable	£0.00

If you have membership before 1 April 2008, the total amount of lump sum payable at your chosen retirement date will appear in bold at the bottom of **section 3**.

Notes

Notes

Further guidance



To find out more information about your pension benefits and the Local Government Pension Scheme, please view our short video at <http://www.wmpfonline.com/members>

Contact details



West Midlands Pension Fund
PO Box 3948
Wolverhampton
WV1 1XP



Customer Services: 0300 111 1665



Email: www.wmpfonline.com/emailus



Web: www.wmpfonline.com



Pensions Portal: www.wmpfonline.com/pensionsportal

Lines open during the following times:
8:30am to 5.00pm Monday - Thursday
8:30am to 4.30pm Friday.
Calls may be monitored for training purposes.

Use this section to record your username once registered:

My username
