



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



West Midlands Pension Fund

# PENSION PORTAL

## ACTIVE MEMBERS



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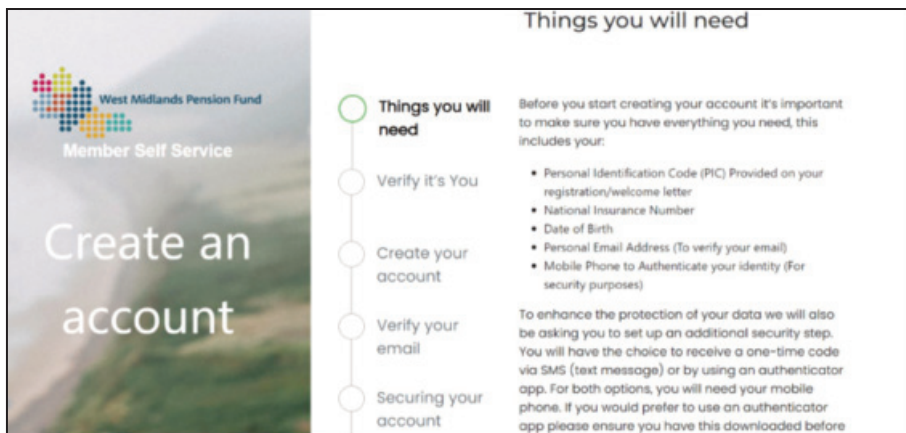
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## 1) How to register your account

Go to [portal2.wmpfonline.com](https://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.



The screenshot shows the 'Things you will need' page of the West Midlands Pension Fund Member Self Service. On the left, there is a sidebar with the logo and the text 'Member Self Service' and 'Create an account'. The main content area is titled 'Things you will need' and contains a progress indicator with five steps: 'Verify it's You', 'Create your account', 'Verify your email', and 'Securing your account'. The first step, 'Verify it's You', is highlighted with a green circle. To the right of the progress indicator, there is a list of requirements: Personal Identification Code (PIC), National Insurance Number, Date of Birth, Personal Email Address, and Mobile Phone. Below this list, there is a note about additional security steps like SMS or an authenticator app.

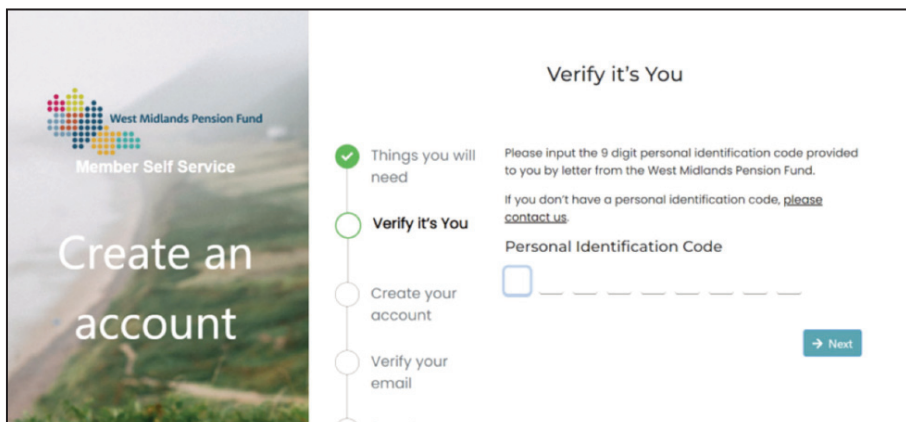
**Things you will need**

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

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'.



The screenshot shows the 'Verify it's You' page of the West Midlands Pension Fund Member Self Service. On the left, there is a sidebar with the logo and the text 'Member Self Service' and 'Create an account'. The main content area is titled 'Verify it's You' and contains a progress indicator with five steps: 'Things you will need', 'Verify it's You', 'Create your account', 'Verify your email', and 'Securing your account'. The second step, 'Verify it's You', is highlighted with a green circle. To the right of the progress indicator, there is a text prompt asking for the 9-digit personal identification code. Below this, there is a text input field with a placeholder 'Personal Identification Code' and a 'Next' button.

**Verify it's You**

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

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 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'.

West Midlands Pension Fund  
Member Self Service

# 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

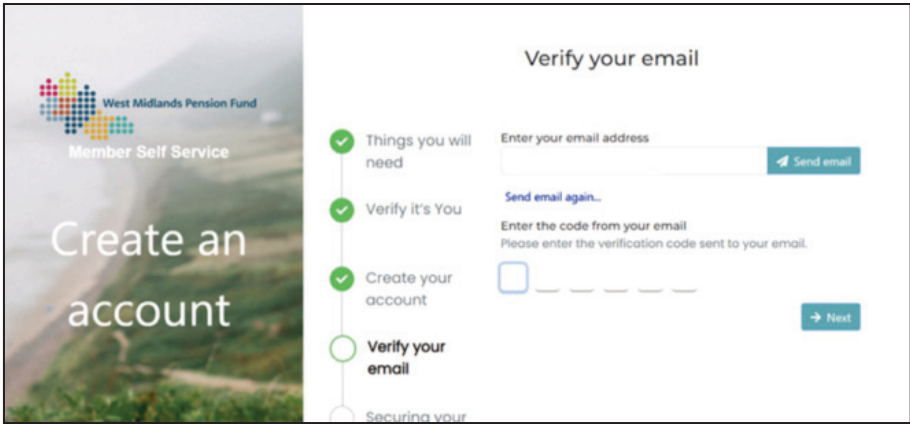
Create a password

Minimum password requirements:

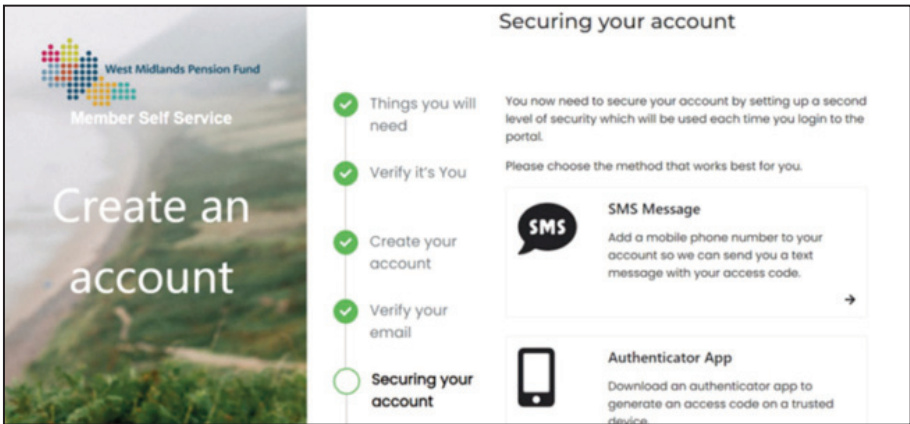
- ! At least 8 Characters
- ! At least 1 Uppercase Character (A-Z)
- ! At least 1 Lowercase Character (a-z)
- ! At least 1 Number (0-9)
- ! At least 1 Special Character (. \* [ @ # \$ % ^ & + = } | )

[Next](#)

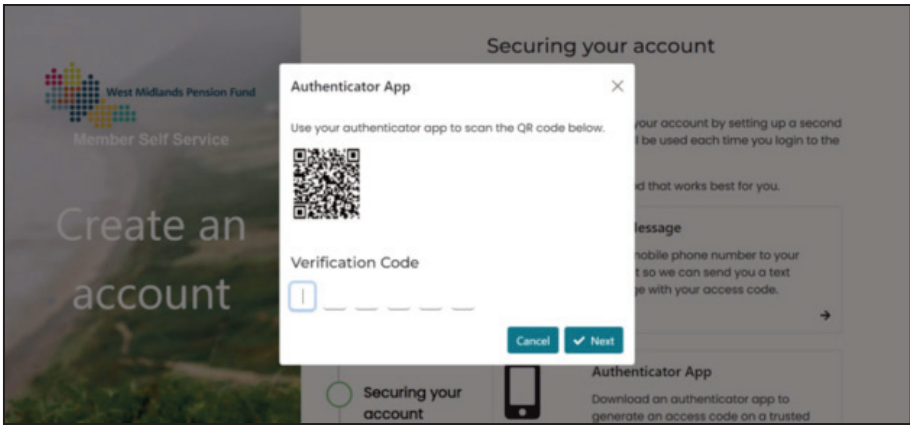
Create a memorable username and password that fits the minimum password requirements as stated above and click 'Next'.



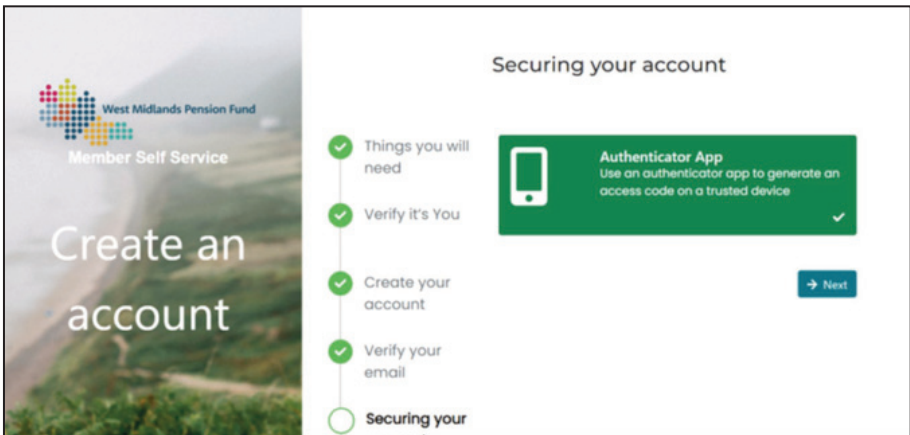
Enter your email address, select 'Send email' and keep the page open. Once you have the email enter the code on the registration page and select 'Next'.



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

Things you will need

Verify it's You

Create your account

Verify your email

Securing your account

Sign in

### 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 |
| s4bssizpeaig   | pemkgyyzjtl  |
| 36wvx4qlcza    | armclffcawo4 |
| to2whfzhrjgs   | fv2eddmflkj  |

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

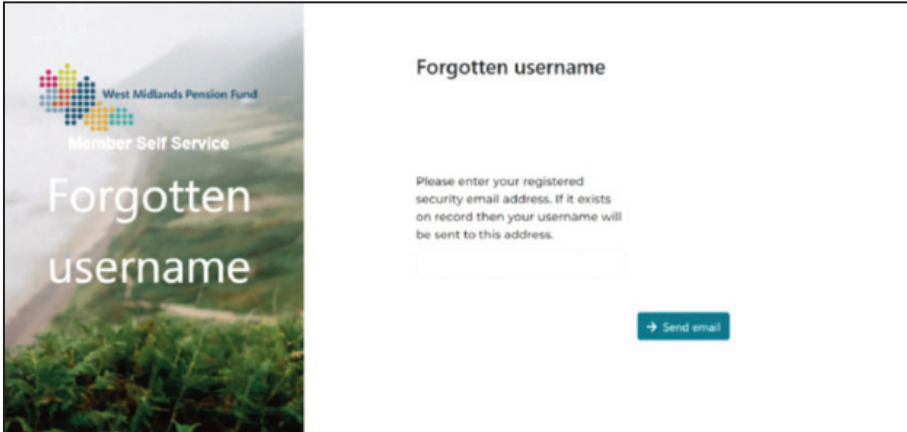
Copy codes    Print codes    Download codes

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.

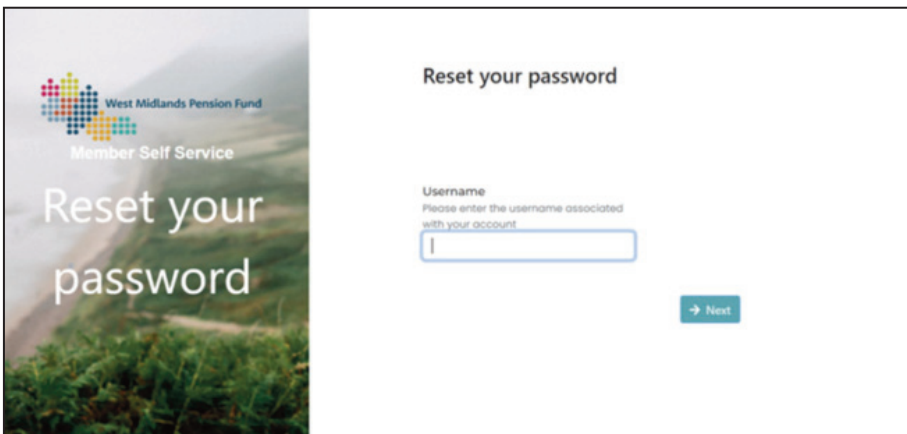
To reset your username, select **'Forgotten username'**. The screen will change so you can then enter your registered email address.



The screenshot shows the 'Forgotten username' page. On the left, there is a logo for 'West Midlands Pension Fund Member Self Service' and the text 'Forgotten username'. On the right, the heading is 'Forgotten username'. Below the heading, there is a message: 'Please enter your registered security email address. If it exists on record then your username will be sent to this address.' There is a text input field for the email address 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.

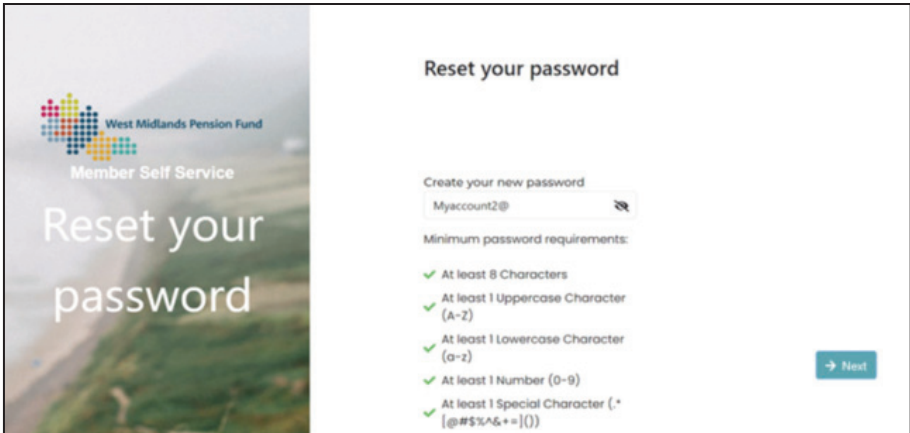
If you have forgotten your password, click **'Forgotten Password'** and the screen will then change to start the reset password process.



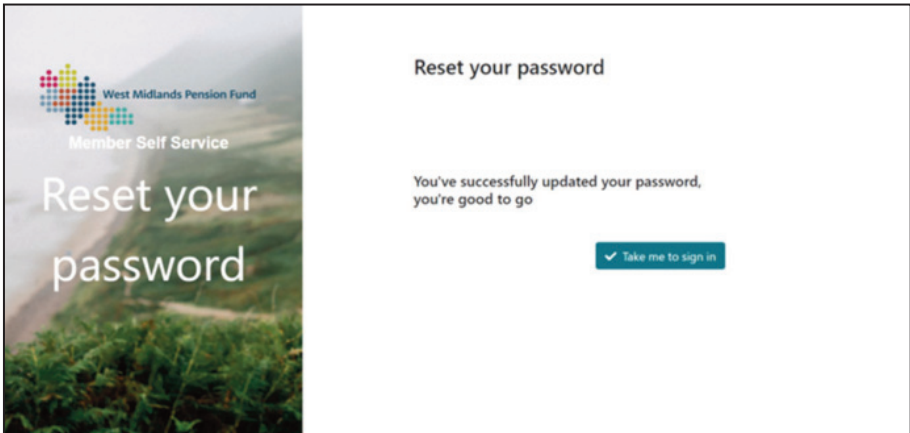
The screenshot shows the 'Reset your password' page. On the left, there is a logo for 'West Midlands Pension Fund Member Self Service' and the text 'Reset your password'. On the right, the heading is 'Reset your password'. Below the heading, there is a label 'Username' and a message: 'Please enter the username associated with your account'. There is a text input field for the username and a blue button labeled '→ Next'.

Enter the Username and select **'Next'**.





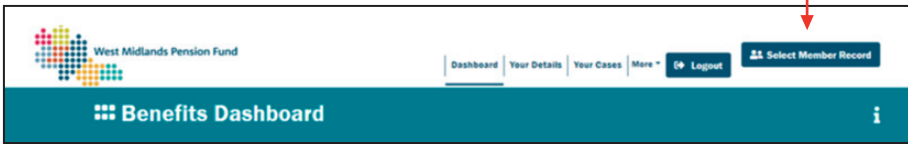
Create a new password which meets the minimum password requirements and select 'Next'.



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



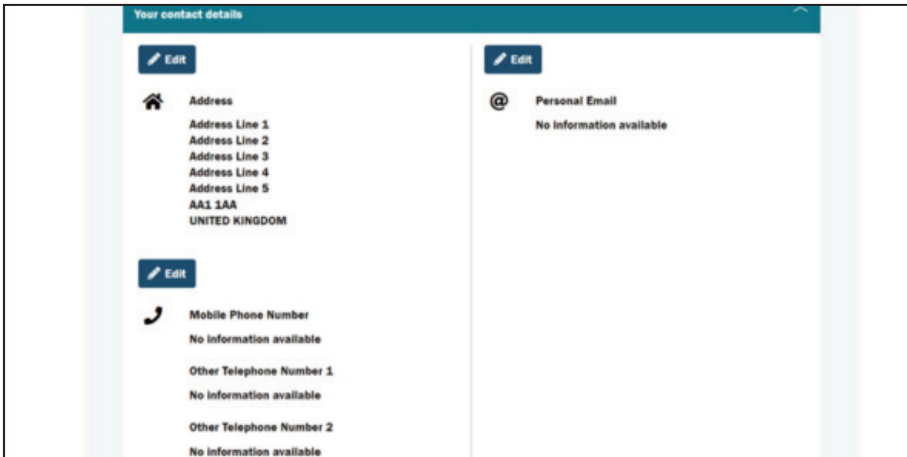
If you have multiple memberships with the Fund, please click [‘Select Member Record’](#). This will provide a list of your reference numbers where you will need to click to view each account separately.

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: <a href="#">(Hold to show)</a> | 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   |               | ⌵                                      |                |

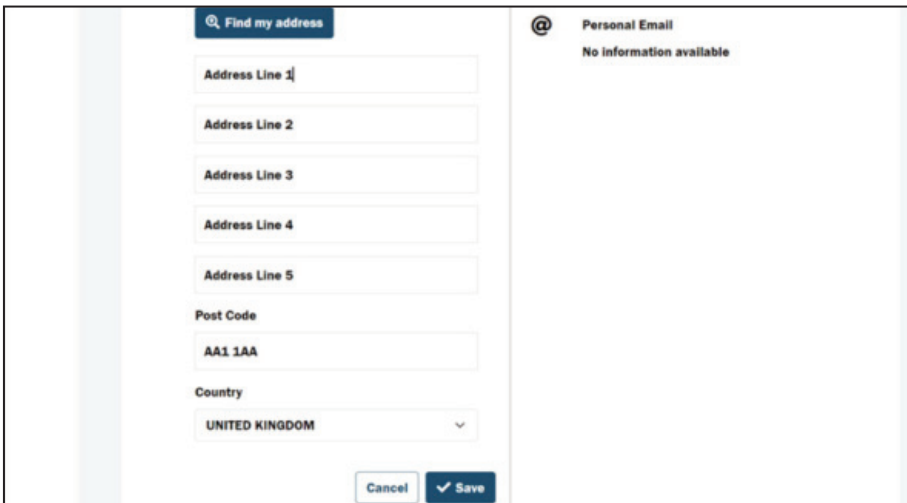
## 4) How to update your contact/personal details

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'.



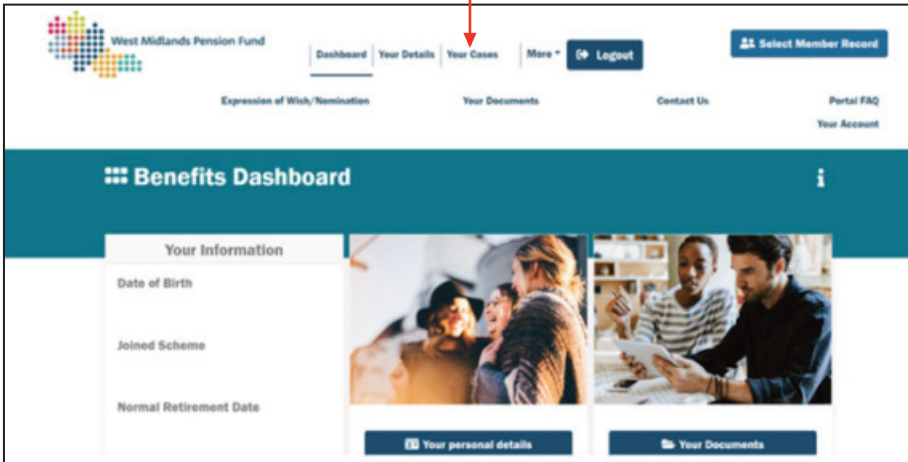
The screenshot shows the 'Your contact details' page. On the left, there is a section for 'Address' with a home icon and an 'Edit' button. The address is listed as: Address Line 1, Address Line 2, Address Line 3, Address Line 4, Address Line 5, AA1 1AA, UNITED KINGDOM. Below this is a section for 'Mobile Phone Number' with a phone icon and an 'Edit' button. The mobile number is 'No information available'. There are also sections for 'Other Telephone Number 1' and 'Other Telephone Number 2', both with 'No information available'. On the right, there is a section for 'Personal Email' with an '@' icon and the text 'No information available'. There is also an 'Edit' button for the email section.

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. At the top, there is a search icon and the text 'Find my address'. Below this are five input fields for 'Address Line 1' through 'Address Line 5'. There is also a 'Post Code' field with 'AA1 1AA' entered. The 'Country' field is a dropdown menu with 'UNITED KINGDOM' selected. At the bottom, there are 'Cancel' and 'Save' buttons.

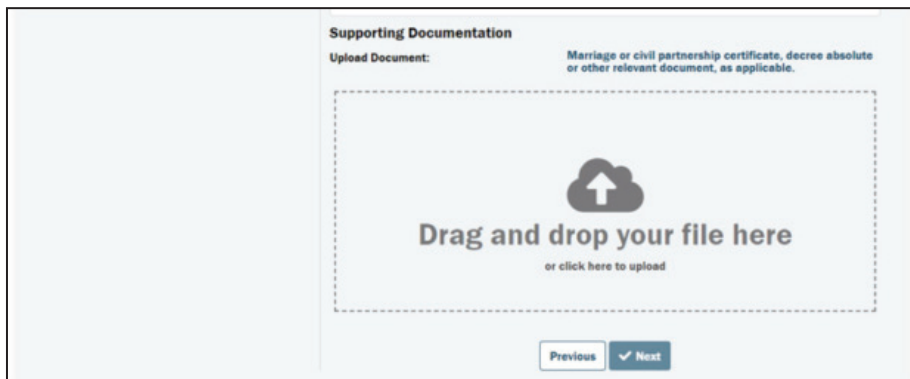
To update your marital status, on the home page select 'Your Cases' and then 'Create New Cases' the page will change to 'Change Marital Status'.



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.

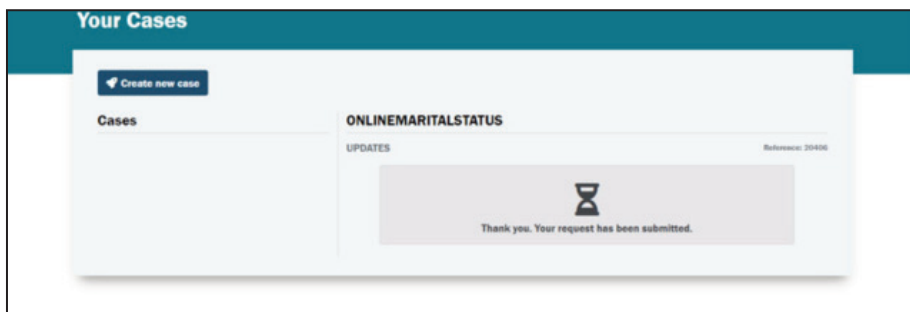
The screenshot shows the 'Your Cases' page. On the left, there is a sidebar with a 'Create new case' button and a list of cases, including 'Online Marital Status Change' with a 'Capture inputs' button and the reference number '134926'. The main content area is titled 'ONLINEMARITALSTATUS' and includes a 'MARITAL STATUS CHANGE' header with a reference number '134926'. Below this is a 'Guidance Notes' section with the text: '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.' The form for 'Online Marital Status Change' includes the following fields: 'Membership Status' (text input), 'Current Marital Status:' (text input with value 'Married'), 'Current Date' (text input with value '23/12/2010'), 'Current Title' (text input with value 'Mrs'), 'Current Surname' (text input with value 'WMPFAnon'), 'Select New Marital Status \*' (dropdown menu), 'Date Marital Status Changed \*' (text input with value 'dd/mm/yyyy'), 'Select New Title (if applicable)' (dropdown menu), and 'Enter New Surname (if applicable)' (text input). There is also an 'Additional Comments' section with the text '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'.



The screenshot shows a web interface for uploading supporting documentation. The title is "Supporting Documentation". Below the title, it says "Upload Document:" followed by the instruction: "Marriage or civil partnership certificate, decree absolute or other relevant document, as applicable." A large dashed rectangular box contains a cloud icon with an upward arrow and the text "Drag and drop your file here" and "or click here to upload". At the bottom of the interface, there are two buttons: "Previous" and "Next".

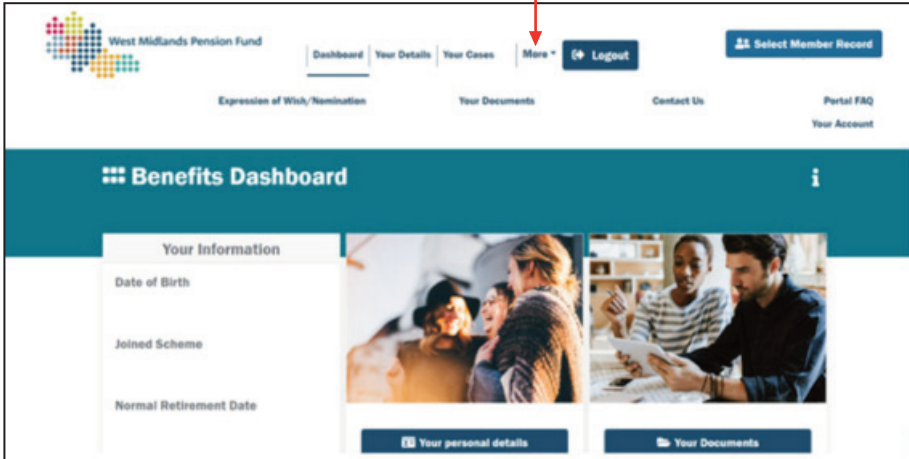
Your change of marital status will then be automatically updated.



The screenshot shows a dashboard titled "Your Cases". There is a "Create new case" button. Below this, there is a section for "Cases" and a section for "ONLINEMARITALSTATUS". Under "ONLINEMARITALSTATUS", there is an "UPDATES" section with a reference number "Reference: 30406". A message box with an hourglass icon says "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'.

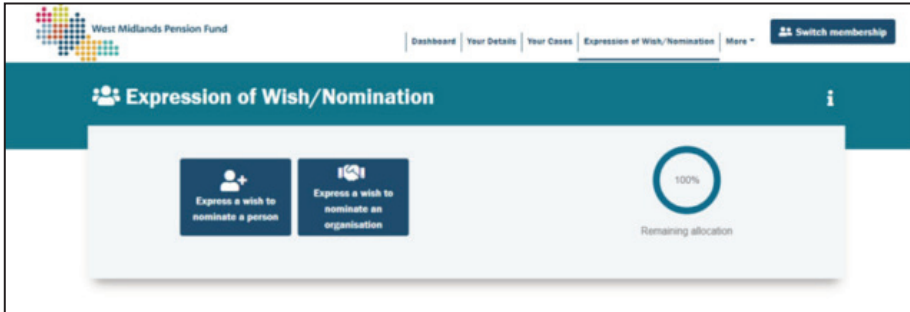
### Declaration

**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](http://www.wmpfonline.com/bereavement)

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.

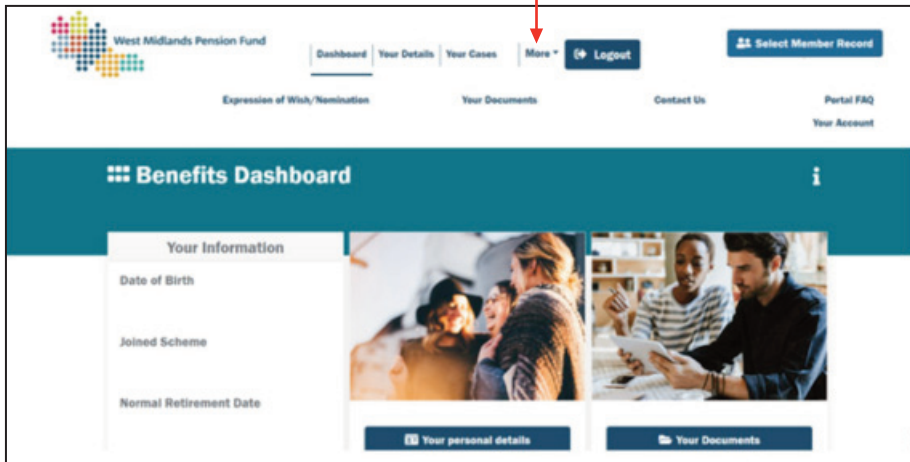
If you have not awarded 100% of the benefits, the remaining allocation at the top will show that there is still a proportion to allocate. A disclaimer message will pop up to advise that the benefits need to be allocated in full before you can leave the screen – you can then select ‘Save changes’. You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

The screenshot displays the 'Expression of Wish/Nomination' page for the West Midlands Pension Fund. The page features a teal header with the title and an information icon. Below the header, there are two primary action buttons: 'Express a wish to nominate a person' and 'Express a wish to nominate an organisation'. To the right, a circular progress indicator shows '100%' with the text 'Remaining allocation' underneath. The top navigation bar includes links for 'Dashboard', 'Your Details', 'Your Cases', 'Expression of Wish/Nomination', and 'More', along with a 'Switch membership' button.

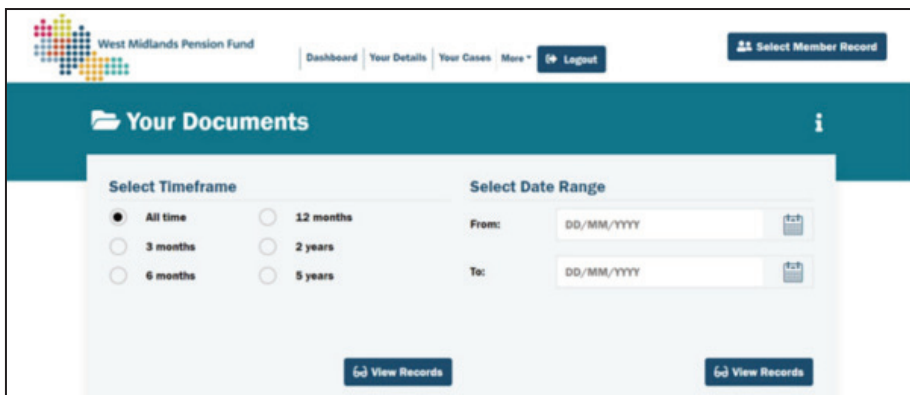


## 6) How to view your documents including your Annual Benefit Statement

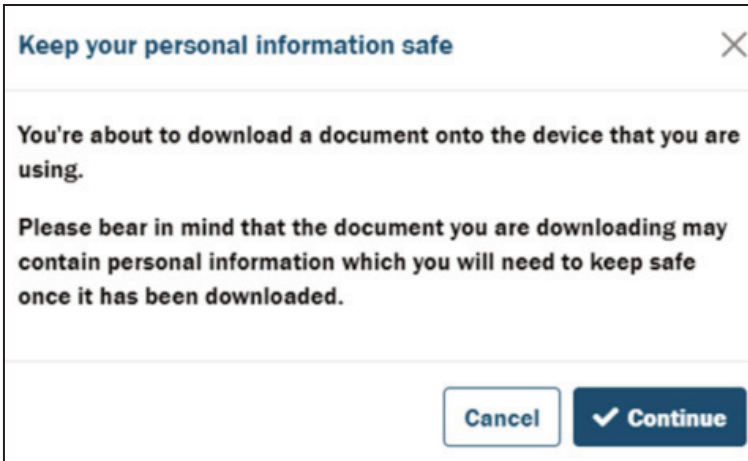
On the home page click on 'More' and then 'Your Documents' section.



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.

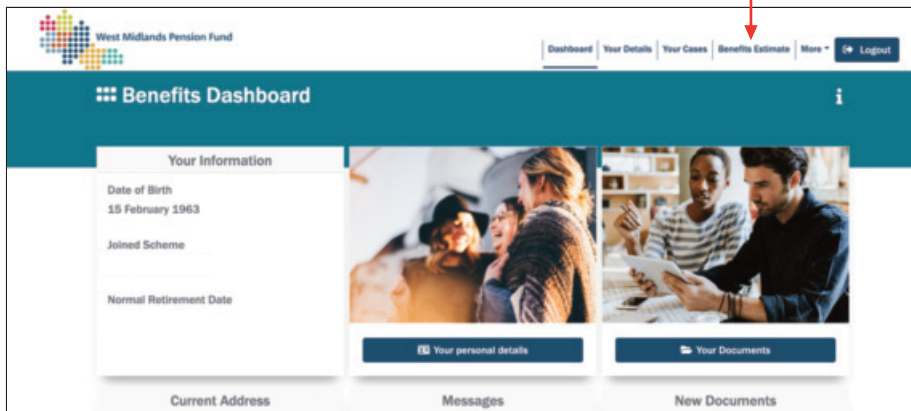


At the top of your screen a pop-up box will give you the option to open the document or save. If you open the document, it will appear in a separate tab to the portal website, and you will be able to browse through the Annual Benefit Statement.

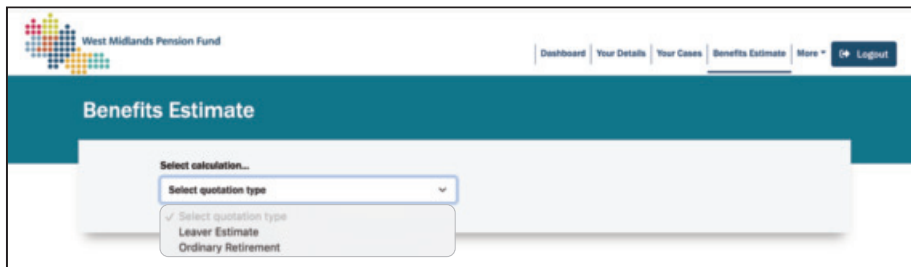
Alternatively, you can select to save the file in your own documents on your laptop, tablet, PC or phone for you to view at any time without having to log into the portal.

## 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 |    |    |    |

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

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.

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

Select calculation...  
Ordinary Retirement

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

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.

Select calculation...  
Ordinary Retirement

Date of Leaving  
26/01/2024

Pay/Earnings to be used in projection estimate:  
Last figures held on record

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)  
0

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

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

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

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.

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.

Cancel Continue

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 |
|   |               | <b>Years/Days</b> |            |
| 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        |            |
| <b>1) Annual Retirement Pension</b>                                   |               |                   |            |
| 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.

|  |                   |
|--|-------------------|
| <b>1) Annual Retirement Pension</b>                    |                   |
| 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             |
| <b>Annual Pension Payable at &amp; from 27/04/2038</b> | <b>£11,305.42</b> |

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

|                                    |           |
|------------------------------------|-----------|
| <b>2) Survivors Annual Pension</b> | £7,149.76 |
|------------------------------------|-----------|

The total amount of survivors benefit is in bold in **section 2**.

|                                     |              |
|-------------------------------------|--------------|
| <b>3) Lump Sum Retirement Grant</b> |              |
| 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        |
| <b>Lump Sum Payable</b>             | <b>£0.00</b> |

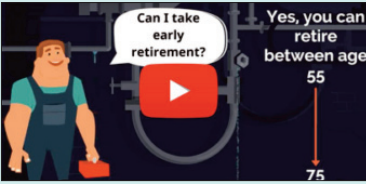
If you have membership before 1 April 2008, the total amount of lump sum payable at your chosen retirement date will appear in bold at the bottom of **section 3**.







## 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](http://www.wmpfonline.com/emailus)



Web: [www.wmpfonline.com](http://www.wmpfonline.com)



Pensions Portal: [www.wmpfonline.com/pensionsportal](http://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

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