

## How do I...?

**There are lots of actions that you might want to take in relation to your pension. This straightforward factsheet will help you understand what steps to take.**

You can complete many simple administrative tasks on our website [@ www.affinitywaterpensions.co.uk](https://www.affinitywaterpensions.co.uk) – it takes just five minutes to register. You'll then gain instant access to a wealth of information and functions.

### **How do I get online access to my personal pension details (register)?**

If you haven't already registered, go to [@ pensionsWEB](https://www.pensionsWEB) and click the register button on the home page. This will take you through a quick registration process. You will need your National Insurance number and your postcode.

### **How do I notify a change of email, address or telephone number?**

Log on to [@ pensionsWEB](https://www.pensionsWEB), click 'continue' from the landing page, select 'Requests and forms' from the banner menu. Then click the appropriate option and enter your new details. Please note that if you are an active member, your default email is your Affinity Water email.

### **How do I view my current Expression of Wish form?**

Log on to [@ pensionsWEB](https://www.pensionsWEB) and then click on the 'view my current wishes form' hyperlink. This will show the current form that we hold for you.

### **How do I change my Expression of Wish form (nominated beneficiaries)?**

Log on to [@ pensionsWEB](https://www.pensionsWEB), click 'continue' from the landing page, select 'Requests and forms' from the banner menu and click 'Expression of Wish form'. You can then change your nominations, which must add up to 100%.

### **How do I change my DC contribution rates?**

Email a completed contribution change form (available from [@ pensionsWEB](https://www.pensionsWEB)) to the Payroll team at [@ pensionsadmin@affinitywater.co.uk](mailto:@pensionsadmin@affinitywater.co.uk).

### **How do I change my investment choices and planned retirement age?**

Log on to [@ pensionsWEB](https://www.pensionsWEB), click 'continue' from the landing page and then click 'Investments'. Finally, click 'Change Your investments' and follow the online process. At the end of the investment selection process there is the option to amend your retirement age.

### **What should I do if my data seems to be incorrect?**

Call or email the Hymans helpline on ☎ **0207 082 6182** or [@ affinity@hymans.co.uk](mailto:@affinity@hymans.co.uk). If your call is not answered, please leave a voicemail message. You will receive a response within 24 hours.

### **How do I leave the DC pension scheme?**

You can opt out of the DC Plan at any time by emailing the Payroll team – they will send you a form to complete and send back. Under automatic enrolment legislation you will be re-enrolled to the DC Plan every three years.

### **How do I change my preferred method of communication?**

Log on to [@ pensionsWEB](https://www.pensionsWEB) and then click on the 'Change My Preferred Method of Communication' hyperlink.

### **Where can I find more information?**

All information about the Plan and your Personal Account can be found at [@ www.affinitywaterpensions.co.uk](https://www.affinitywaterpensions.co.uk)