



HSC Pension Service

Provided by



Business Services Organisation

DIRECTIONAL BODY & OOH Providers Newsletter

Please note this newsletter is provided to payroll admins and finance managers responsible for administering the HSC Pension Scheme rules to the Officers within Directional bodies and OOH providers.

It is intended to advise and remind employers of procedures for this process and should not be given to the staff themselves.

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HSC (P) 02-26/27

September 2026

1. Annual Benefit Statements for Officers (ABS26)

Annual Benefit Statements (ABS) have been available on the Engage platform since 31 August 2026. Where the required information was received from employers by the designated deadline, an ABS should have been generated and made available to the member.

HSC Pensions can only generate an ABS2026 where a correctly completed GP55a has been received and processed within the required timescales. Where member data has not been received, or where a query was raised and an adequate response was not provided, an ABS2026 will not be available.

Any members who contact HSC Pensions regarding the absence of an ABS2026 and outstanding information is identified, will be directed to their employer in the first instance, as the statement cannot be produced until the information has been submitted and successfully processed.

Accessing Engage

All staff are encouraged to register for the Engage platform. However, when registering, generic email addresses such as practicemanager@, practicenurse@, reception@, or other shared mailbox accounts should not be used. This is to ensure that each account is linked to a unique email address and to prevent duplication or overlap of user registrations.

Please note that members who contact the HSC Pension Service requesting a printed ABS2026 because they are unable to access Engage will be referred back to their employer for assistance in gaining access to the platform.

If members experience difficulties registering for or accessing Engage, they should email MSSqueries@hscni.net with details of the issue encountered. Where possible, this should include a screenshot of any error message received to assist with troubleshooting and resolution.



2. Keeping HSC Pension Service Updated

Employers are required to update HSC Pensions of any changes to members personal information as and when they happen. This includes personal addresses.

The GP55a submission allows for a yearly update of all members addresses, however this should be conveyed to HSC pensions as soon as the member moves address to avoid any breaches of GDPR.

Please email HSC Pensions details of members new address as soon as they move—ensure that only one members address is updated per email sent.

Primary Contacts for employers

HSC Pensions relies on employers to update the primary contact information as and when it becomes applicable. Simply submitting information from a new address does not instruct our department to change our mailing list.

Should the contact info need changed, please email HSCPensions@hscni.net with the new details as soon as they are known.



3. Pensionable Pay & Contributions

Can you please ensure persons responsible for the Employers payroll are fully aware of rules governing pensionable pay and contributions. Extensive information can be found at: [Section 5: Pensionable Pay and Contributions – HSC Pension Service \(hscni.net\)](https://hscni.net/section-5-pensionable-pay-and-contributions).

Any contributions not paid due to payroll errors may be subjected to interest.

4. Contacting Us

Whilst our phone lines are open daily our preferred method of communication is by email. Email queries can be logged to individual member records and any work progressed through the team workflow. This ensures that the work is completed by the appropriate team member and responded to within an acceptable time scale.

A simple general query may be answered quicker than a more complex query, so we respectfully request that you allow us time to reply to your queries before contacting us again.

Please include the NI number or employer identifier code in any communication so that we can access the correct record.

Any queries from your members should be directed to hscpensions@hscni.net and not directly to a specific member of staff



5. Focus On - T55a—Termination of pensionable employment

When a member leaves Pensionable employment for any reason, a T55a form is required. Should they leave the employment, opt out or retire, the form is a regulatory requirement from all HSC Employers. It is due regardless of any other concurrent membership or continuation with another employer.

The T55a should be submitted immediately after making the member a leaver on your payroll—delays can and do cause significant issues for members pensions if they are late.

In the Autumn of 2025, a new internal process was developed to identify and correct the pension records of members where no T55a was received. This process involves temporarily ending the pension record with an employer using the year end data, and requesting the missing document, to allow the HSC Pension service to correctly process yearly requirements and to ensure any queries from the member are answered correctly. The process is fully tracked internally.

Starting from November 2026, we will be directing Automated emails to employers for the outstanding T55a requests. These emails will occur at the start of each month, and inform the employer of the following information

- Members name
- Their employer
- The date we believe they have left.
- The date the original request was made and how many days overdue the request is.

Employers will receive 1 email per member, so if you have 5 members effected, you will receive 5 emails per month until the issue is resolved. You should reply to each email with the correct T55a to ensure it is recorded correctly.

We have recently undertaken an exercise to update our mailing list to be as accurate as possible from the emails of we receive on a regular basis. This mailing list is used for this exercise only, If you believe that you are receiving the T55a request emails instead of someone else in your employment, please let us know in writing so that we can update this list.

The normal mailing list will remain unchanged until instructed by the Employer separately.



6. HSC Pension GP Admin Workshops

Employer Workshops

The HSC Pension Service GP Admin Team continue to attend workshops organised by local employer groups, practice manager forums etc.

The content we are able to cover for these workshops relates to how the employers process the pension locally (Payroll, GP1, T55a etc.).

Member Workshops

If any members wish to attend a workshop regarding the scheme, please contact our department to arrange. There will be a cost associated with this workshop.



7. Contact Us

By writing to us at:-

HSC Pension Service
40 Foyle Street
Orchard House
Londonderry
BT48 6AT

Via e- mail at:- hscpensions@hscni.net

By Telephone: **028 7131 9111 Option 3**

10.00 am to 12.00pm / Monday to Thursday

HSC Pension Service phone lines are operational from Monday to Thursday 10-12 am. Phone lines will not be operational on Fridays. This is a necessary but temporary measure due to the increased volume of work falling to HSC Pension Service. Staff are working diligently to pay benefits in a timely manner to it's members. We appreciate your understanding and remind members that we can still be contacted in writing or by email at hscpensions@hscni.net.



Find us on Twitter - [@hscpensions](https://twitter.com/hscpensions)



Find us on Facebook - HSC Pension Service

If you have any suggestions for the newsletter or would like a particular topic covered in future publications please do not hesitate in contacting us by emailing: hscpensions@hscni.net

