

Frequently Asked Questions:

- 1) Why is the administrator changing?

The current contract with XPS has been in place since 2015. Under the Public Contracts Regulations, we are obliged to retender these services periodically.

- 2) Who is taking over the Pension Administration?

Spence & Partners (“Spence”) will deliver the Pension Administration Services once a full transition period has been completed. Information on Spence can be found on their website - [Spence - Pension Consultants, Actuaries and Administrators](#)

- 3) When will the administration move away from XPS?

It will take some time. A further update on the progress of the Pension Administration Services transition to Spence will be provided in 12 months’ time.

- 4) What does this mean for me right now?

You will not see any change immediately as XPS continue to administer the Scheme until the transition is complete. All pension related activities, including pension payments, will continue to be carried out by XPS until the transition of Pension Administration Services to Spence is completed. If you have any queries relating to your pension, please continue to contact XPS mojadmin@xpsgroup.com. Please note that XPS will not be able to respond to any questions about the retender or transition process.

- 5) Will my pension entitlement change due to the change in administration?

No, there will be no changes to your pension entitlement owing to the change in administration.

- 6) I was planning to retire in 12 months’ time, will this change affect my ability to retire?

No, this does not impact upon your planning for retirement. Please continue to follow current retirement processes.

- 7) Will I still be able to access the MoJ Pensions Portal online when the new service goes live?

During the transition the current website will continue to be live. Once the service has transitioned to Spence a new website will be available. Details of this will be shared nearer to the new service commencement date.

8) Will changes be made to the administration when it moves to Spence?

At this stage we cannot specify the exact changes that will be made.