

Remediable Service Statement (RSS) Delivery Update

We appreciate your continued patience as we work to deliver the Remediable Service Statements (RSS). We understand that waiting for your statement may be frustrating, and we sincerely apologise for any inconvenience or concern this may have caused. As of 17 November 2025, we have issued 78,971 RSSs.

While we have made significant progress and remain committed to delivering the remaining RSSs, we acknowledge that we will not meet the revised deadline of 31 March 2026 for some members with more complex circumstances.

The challenges associated with legacy systems, paper records, and the technical requirements of processing complex RSSs have necessitated additional time and collaboration with external partners. Some members fall into multiple categories requiring detailed manual calculations, such as those with multiple periods of service, pension sharing orders, and/or added pension. These factors add significant complexity to the process.

At this stage, we are unable to provide a specific completion date for all outstanding RSSs. However, we are committed to keeping you informed. Our next update will be provided in January 2026, and we will continue to share regular updates on gov.uk on our progress thereafter.

Please rest assured that we are working as quickly as possible to process all RSSs.

If you are already in receipt of pension benefits, your RSS will provide you with the option to either retain your current benefits or opt for alternative benefits for the Remedy period (1 April 2015 to 31 March 2022). In the meantime, you will continue to receive your current benefits. Should you choose the alternative benefits, any payments due will be backdated with interest to ensure you receive the full value owed.

Please be assured that if you due to leave service with pension benefits, an RSS should be provided as per usual.

For the latest updates and information, please continue to check our website.