

1) Why is the administrator changing?

The current contract with XPS has been in place since 2015. Under the Public Contracts Regulations, we are required to retender these services periodically. Following a procurement exercise, Spence & Partners ("Spence") was appointed as the new provider of pension administration services for the Judicial Pension Scheme.

2) Who is taking over the Pension Administration?

Spence & Partners ("Spence") will deliver the Pension Administration Services once the transition process has been successfully completed. Information about Spence can be found on their website: [Spence - Pension Consultants, Actuaries and Administrators](#).

3) When will the administration move from XPS to Spence?

The transition to Spence was previously due to take place on 1st October 2026. Following further review, the transition period has been extended to the 1st December to ensure a smooth and successful transfer of services.

4) Why has the transition been delayed?

The Ministry of Justice (MoJ), following consultation with Spence, has decided to extend the transition period to allow more time for the transition to be completed effectively and to maintain continuity of service for members and employers.

Taking this additional time will help ensure that administration services transfer smoothly and that members continue to receive a high-quality service throughout the transition and beyond. The decision has been made with the aim of minimising disruption and supporting a successful transfer to the new administrator.

5) What does this mean for me right now?

There is no action required from you at this time. XPS will continue to administer the Scheme during the extended transition period. All pension-related activities, including pension payments, benefit calculations and member enquiries, will continue to be managed by XPS as normal.

If you have any queries relating to your pension, please continue to contact XPS at mojadmin@xpsgroup.com.

6) Will there be any disruption to my pension or pension payments?

No. Members should not experience any disruption to service as a result of this change. Pension payments and administration services will continue as normal throughout the extended transition period.

7) Will my pension entitlement change because of the change in administrator?

No. The change in administrator will not affect your pension benefits or entitlement in any way.

8) I am planning to retire soon. Will this affect my retirement plans?

No. The extension to the transition period does not affect your retirement planning. Please continue to follow the current retirement processes and contact XPS if you require information or assistance.

9) Will I still be able to access the MoJ Pensions Portal online?

Yes. During the extended transition period, the current MoJ Pensions Portal will remain available. Once the service transitions to Spence, a new member portal will be introduced. Further information will be provided nearer to the revised go-live date.

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

Spence will introduce new administration systems and member services as part of the transition. Further details of any changes and any actions required from members will be communicated before the revised go-live date.

11) Do I need to do anything now?

No. There is no action required from members at this stage. Please continue to use the existing arrangements and contact XPS through the usual channels. We will provide further updates and instructions as the transition progresses.