

Remediable Service Statement (RSS) Delivery Update

We know how important your Remediable Service Statement (RSS) is in helping you understand your pension options. Thank you for your continued patience while we work through the remaining statements as quickly and accurately as possible.

As of 17 August 2026, we have issued a total of 99,077 RSSs, broken down as follows:

- Active Annual / Initial: 40,821
- Active Choice: 12,890
- Deferred Annual / Initial: 21,734
- Deferred Choice: 46
- Immediate Choice: 23,586

We understand that members need clear information to understand their pension options and decide what is right for them. We are not yet able to give individual timescales for every remaining statement, but we are working to complete the outstanding RSSs as soon as possible and will continue to provide updates when there is further information to share.

Some RSSs take longer to complete because they need additional checks and calculations to make sure the information is accurate. This can happen where a member has more complex pension circumstances, including but not limited to: multiple periods of service, pension sharing on divorce, guaranteed income payments, additional voluntary contributions or added pension.

Active RSS

You may notice that the number of Active Annual / Initial RSSs issued is lower than in the previous update. This is because, for reporting purposes, we only count one type of RSS for each member. For example, you may receive an initial or annual RSS first, followed later by an election RSS.

Deferred RSS

The deferred figure has been updated since the previous report. The earlier figure included RSSs produced for deferred members we have been unable to trace. These have now been removed from the reported volume because we have not been able to send the RSS where we do not hold a current address.

If we do not hold your current address or have been unable to trace an address for you, we cannot send your RSS to you until your details are updated. This currently impacts 1,566 member statements.

If you are a deferred member (someone who has left Service but is not yet receiving their pension) and have not received your initial RSS, please contact us with your updated address details. This will help us update your record and issue your statement.

Immediate Choice RSS

We know some members are still waiting for their Immediate Choice RSS. There are 11,770 Immediate Choice RSSs remaining. Of these, 4,429 are currently being processed and 7,350 are awaiting assessment.

If you are already receiving pension benefits, your RSS will explain the options available to you. You can choose to keep your current benefits or select alternative benefits for the Remedy period, which ran from 1 April 2015 to 31 March 2022. You will continue to receive your current benefits until you make your choice. If you choose alternative benefits and additional money is due to you, this will be backdated with interest.

We aim to issue Immediate Choice RSSs in Service exit date order, where possible. Some statements need extra checks because members' pension circumstances can be more complex. This means your RSS may take longer than another member's, even if they left service around the same time as you.

If you are due to leave Service with pension benefits, you will receive an RSS as part of the normal process to support your pension decision.

Please continue to check GOV.UK for the latest information. We will provide our next update in December 2026, or sooner if there is a significant change that members need to know about.

Thank you for your patience while we complete this work and continue to issue RSSs as accurately and quickly as possible.