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?

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.

Members will continue to have access to the XPS MyPension portal until 30 November 2026. We encourage members to download any historic documents you may need during December before this date, such as Annual Benefit Statements, payslips and P60s.

You do not need to download documents in order to preserve your records. All historic documents and records held by XPS will transfer to Spence.

If you have any queries relating to your pension before 1 December, 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. The XPS MyPension portal will remain available until 30 November 2026.

We encourage members to download any historic documents they may need during December before the portal closes, including Annual Benefit Statements, payslips and P60s.

Your historic records will not be lost when the XPS portal closes. All historic documents and records held by XPS will transfer to Spence.

From 1 December 2026, if you need a historic document before the new My Pocket Pension portal becomes available, you can contact the Spence administration team to request it. Spence will operate a five-working-day SLA for these requests.

From January 2027, members will be able to access and download their historic documents through the new My Pocket Pension portal once access is available.

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 information about the new services and how members can access them will be communicated ahead of the transition to Spence.

11) Do I need to do anything now?

There is no mandatory action you need to take to preserve your pension records. However, if you think you may need access to a historic document during December, we recommend downloading it from the XPS MyPension portal before 30 November 2026.

This could include Annual Benefit Statements, payslips or P60s.

You do not need to download everything. Your historic records will transfer from XPS to Spence and will remain available. From 1 December, historic documents can be

requested directly from Spence while members wait for access to the new My Pocket Pension portal.