

Employees don't want to be part of your pension scheme?



Here's what you need to do...

- 1** Assess your employees for automatic enrolment statuses and contributions (even if they've already told you they don't want to join!).
- 2** Enrol all eligible jobholders into The People's Pension (this is important so you meet your duties as an employer) and upload the first contribution. We'll then send your employees their joiner information.
- 3** In the joiner information are instructions about what your employee needs to do if they don't want to stay in the scheme, known as 'opting out'. The one month opt-out deadline will be provided in their joiner information. In a nutshell – they can do it online, via our automated phone line or contact us for a paper form.

What to do if an employee opts out...

If an employee wants to leave the scheme, they must contact us directly.

Once an employee has told us they don't want to stay enrolled in the scheme, we'll let you know in your Online Services account.

In your account home screen, under 'manage employees', you'll see 'Manage scheme leavers/opt outs'. If any of your employees have told us they don't want to be part of your scheme, you'll see a  here. Click 'Select'. We've broken these employees down into the following categories:

- **Stopped contributions with no refund due**
These employees have stopped contributions but are not due a refund. This could be because they've stopped contributions after the one month 'opt-out' period, or because no contributions have been made yet.
- **Opt out where a refund may be due**
We're still working out whether these employees are due a refund.
- **Opt out where a refund has already been processed**
We've calculated these employees are due a refund and have credited your employer account. You can either: offset this amount against your next payment (and just pay the reduced amount); or click 'Request a refund' from your account home screen.

For employees to receive a refund they must have a status of eligible or non-eligible and opt out within the one month opt-out period.

Watch our video at www.youtube.com/watch?v=UDkpaHJF08k on what to do when an employee opts out.

Employers' 'quick actions'

- Enrol any eligible jobholder
- Log in to your Online Services account and check for any opt-out notification
- View opt-out notifications and acknowledge
- Update payroll so no future contributions are taken
- Return any employee contributions



Don't forget, once an employee opts out you will need to mark them as a leaver.

How to mark an employee as a leaver

How you mark employees as leavers depends on the way you send us your data.

If you carry out **full file upload**, you can either remove them from the next submission or add a leave date in the next submission, then mark them as leavers when prompted by the system.

For **maintenance and contribution file upload**, you should remove them from the files and mark them as leavers when prompted by the system.

If you use the **online keying** approach, you'll need to submit the employee data, set earnings to '0' and then select 'confirm'. This will unlock a tick box under the 'Leaver' column that you need to tick before submitting the data.

You should mark opt outs as leavers in the pay period following the opt out.

What we'll do

- ✓ Send joiner information to your employees
- ✓ Record the employees' decision
- ✓ Inform you through Online Services
- ✓ Calculate any refund due
- ✓ Credit any refunds to your Online Services account