Running your workplace pension hints and tips

We've pulled together some hints and tips so you know what to look out for when running your scheme, and to help you comply with your employer duties.

Add new workers as soon as they are eligible

You'll need to add new workers as soon as they are assessed as eligible. You can do this using the **Add Workers** area on the online service dashboard.

We'll only produce and issue the welcome pack once you've added the new workers, so their opt out window will not be communicated to them until the worker is added to the dashboard.

Complete each of your tasks as they appear in your dashboard

The **Tasks** area of your online service dashboard is there to keep you on track. It'll make you aware of opt outs, missing details and certain governance tasks.

You should mark your tasks as 'done' as soon as you've completed them.

Submit your monthly contribution amounts and make your payments

You should submit your contribution amounts each month, once you've completed your payrolls. Once you submit your contribution amounts, we'll collect the contributions using your direct debit.

We need to have received your contributions by the **22nd** of the month, following the month in which the contributions have been processed via payroll.

Tell us about leavers and workers who stop contributions

If any of your workers leave or stop contributing to their plan, don't forget to tell us. You should let us know after their final contribution has been received and allocated.

You can highlight any leavers by updating each worker's information in the **Workforce** area of your online service dashboard.

Tell us about changes to worker information

You might want to make changes to your worker's details, such as:

- Name
- Title
- Address
- Email address
- Salary
- National insurance number

You can update these details by uploading an 'updating workers' csv file in the **Workforce** area of your online service dashboard.

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May 2021

L 14 PD 0019