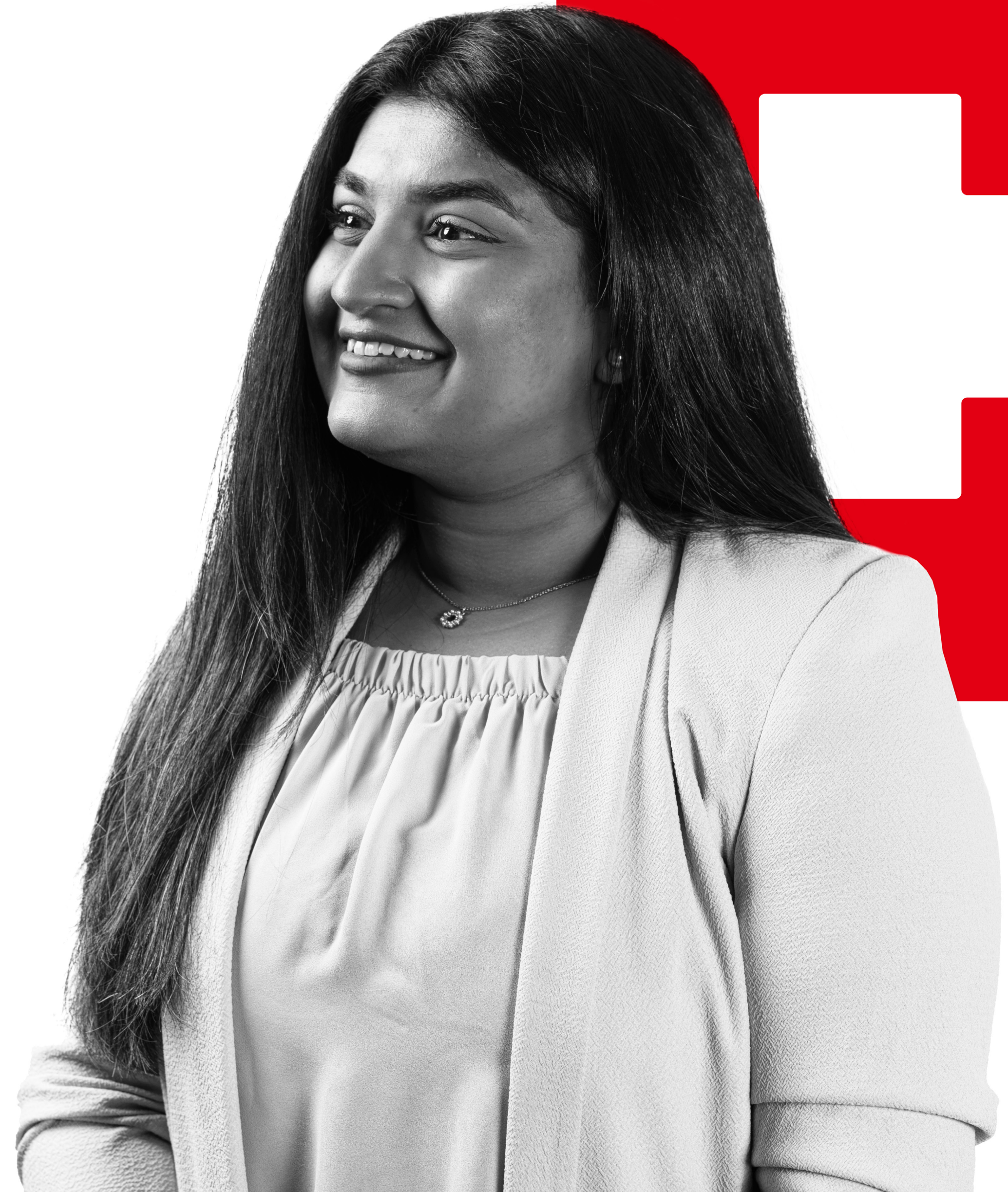


MSS Guide





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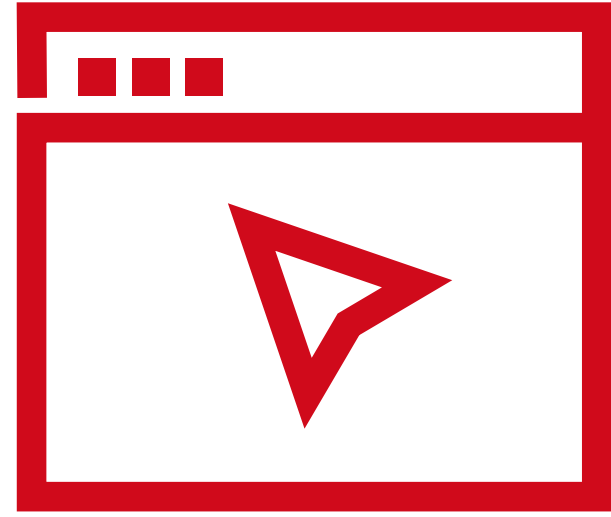


Welcome to Member Self Service (MSS) - **the Collective Plan's secure member portal**

This guide will help you to explore what you can do on MSS and guide you through how to register.

Once you've signed up, you can:

- See an overview of the benefits you've built up so far
- Have a look at what you might get at age 67
- Check that your personal details and contact information is correct
- Nominate your beneficiaries
- Look at other information you've received from the Collective Plan, like your annual benefit statements



How to create your account

Here's your step-by-step guide to getting set up on the Collective Plan's member portal.

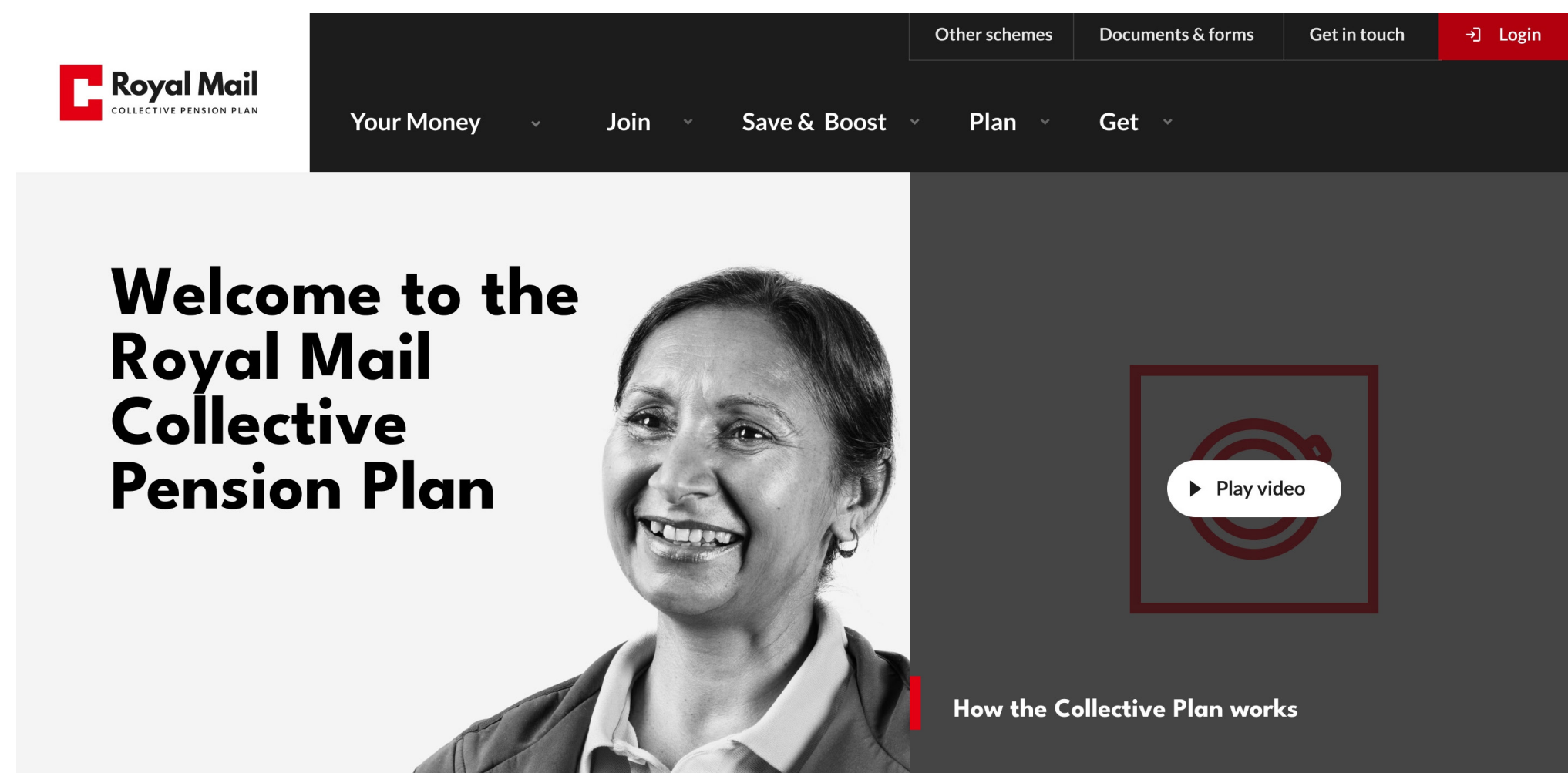
Before you start, make sure you have the following information

- Your **RMG Employee ID** and **Personal Identification Code (PIC)** – you'll find these on the postcard sent to you in October 2024
- Your **National Insurance (NI) number**
- Your **Date of Birth**
- You'll also need to provide your **personal email address** and your **mobile phone number** – this is for an added level of security

If you don't have your codes, you can click 'I need more help' on the registration page.



1



2

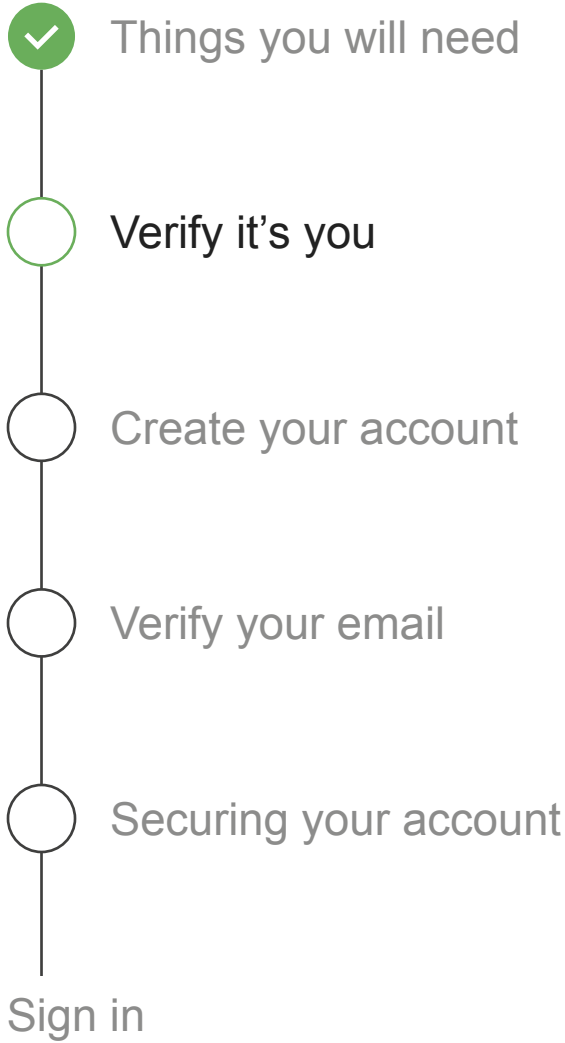


Step 1

Go to the Collective Plan's website at www.rmcollectiveplan.com and select Login.

Step 2

Select **Login/Register** on the MSS homepage.



Verify it's you

Please input the 9 digit personal identification code provided to you by letter from the Royal Mail Collective Pension Fund.

If you don't have a personal identification code, [please contact us](#).

Personal Identification Code

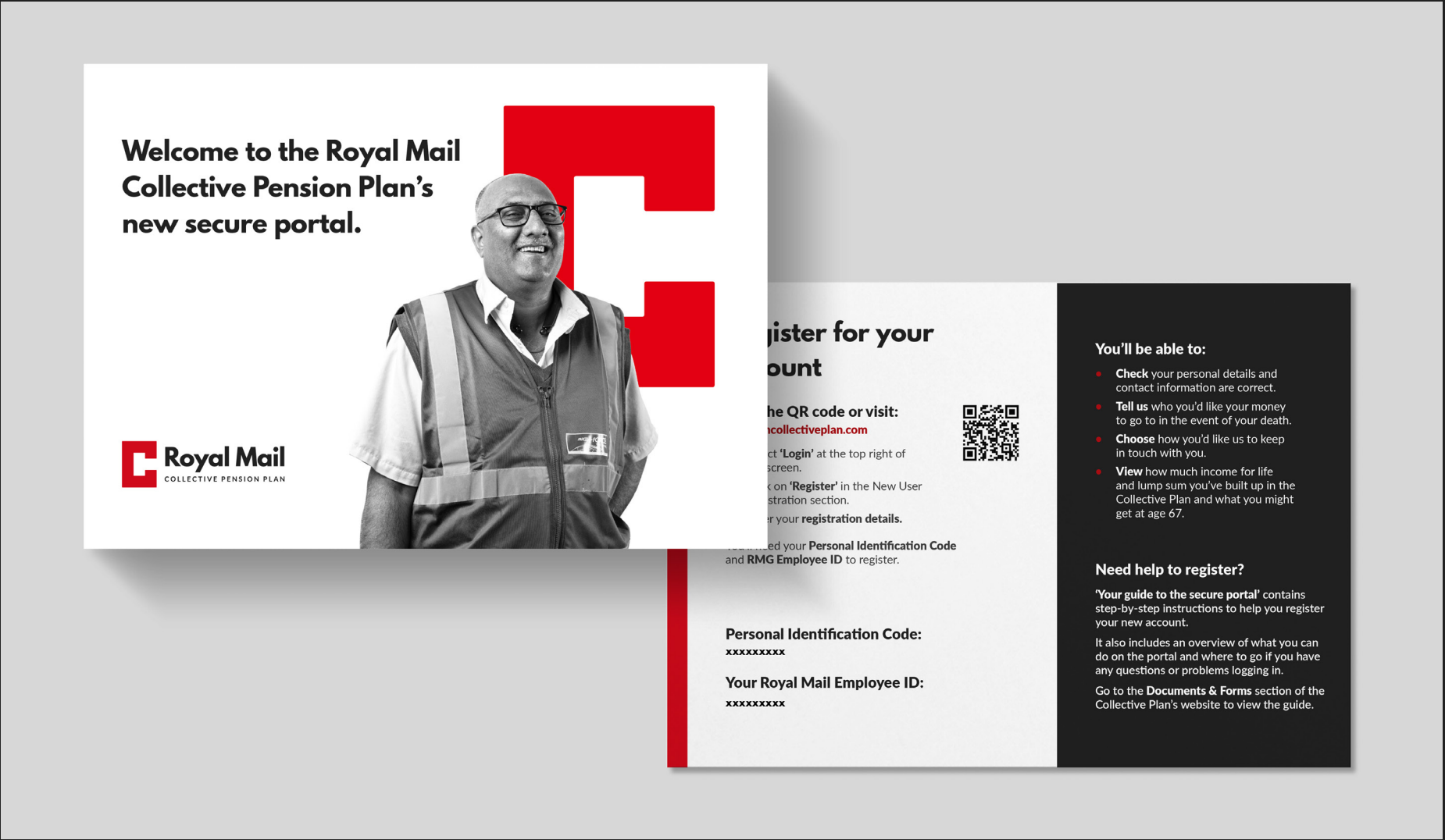
PICode

x x x x x x x x x

Step 3

Enter your 'Personal Identification Code'.

You'll find this on your registration postcard.
The 'Personal Identification code' is case-sensitive and you need to enter it exactly as it's shown.



If you can't find this, you can contact Pension Service Centre for help.



4

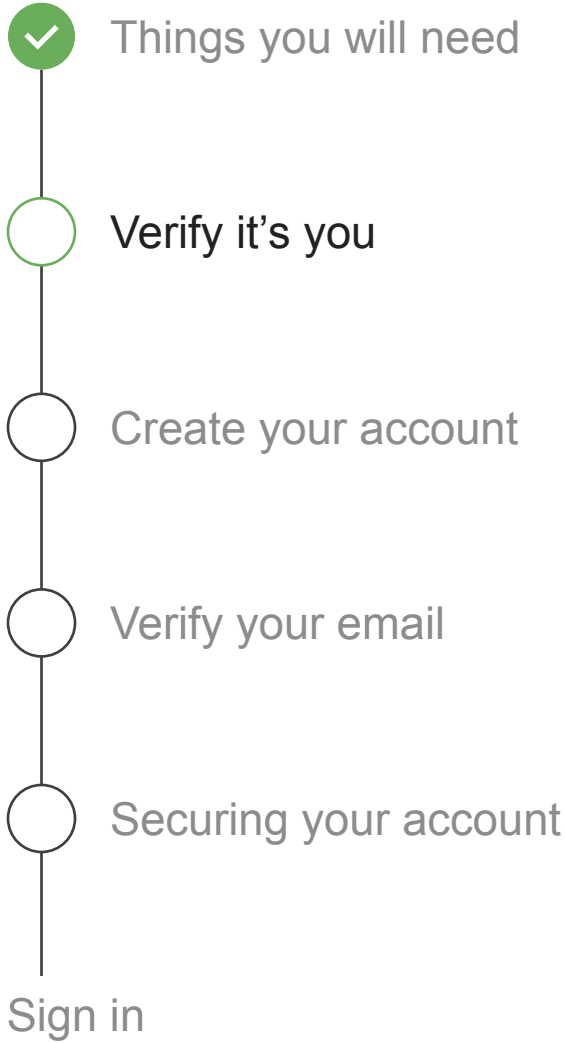
Verify it's you

Please provide the following personal details.

RMG Employee ID

National Insurance Number

Date of Birth



Step 4

You'll now be asked to verify your identity, by entering:

- Your RMG Employee ID
- Your National Insurance (NI) number
- Your Date of Birth

You'll find your RMG Employee ID on your postcard.

If you enter any of the information incorrectly three times, the account will be locked – this is to protect your personal data and keep your account secure.

If this happens, please contact the Pension Service Centre who will be able to help.



✓ Things you will need

✓ Verify it's you

○ Create your account

○ Verify your email

○ Securing your account

Sign in

Create your account

Create a username

Create a password

Minimum password requirements:

! At least 9 Characters

! At least 1 Uppercase Character (A-Z)

! At least 1 Lowercase Character (a-z)

! At least 1 Number (0-9)

! At least 1 Special Character (. * [@ # \$ % ^ & + =] ())

Once you've set up your username and password, you'll receive an email. You'll need to validate your email address, by following the steps.

Step 5

Once the member portal has accepted your information, you'll be able to create an account and set up your username and password.

Your username must have:

- Letters and/or numbers
- You can also use an underscore but no other special characters can be included

EXAMPLE: Joe_Bloggs

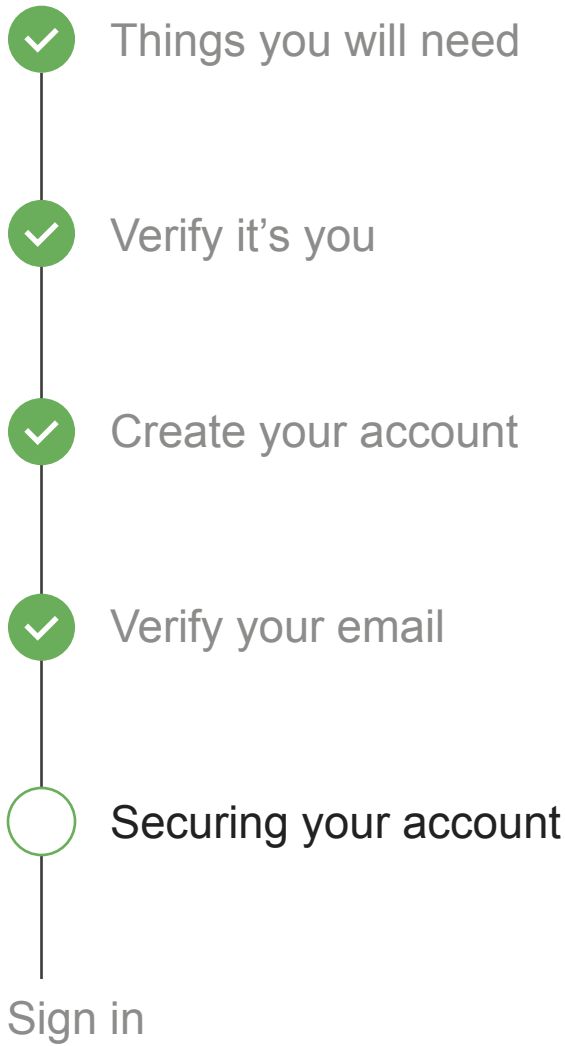
Your password must have:

- At least 9 Characters
- At least 1 Uppercase Character (A-Z)
- At least 1 Lowercase Character (a-z)
- At least 1 number (0-9)
- At least 1 special character from this list: (. * [@ # \$ % ^ & + =] ())

EXAMPLE: TESTp@ssword9



6



Securing your account

You now need to secure your account by setting up a second level of security which will be used each time you login to the portal.

Please choose the method that works best for you.



SMS Message

Add a mobile phone number to your account so we can send you a text message with your access code.



Authenticator App

Download an authenticator app to generate an access code on a trusted device.



Step 6

You'll be asked to secure your account by setting up a second level of security which you'll use each time you log in.

This can either be:

- A text message sent to your mobile with an access code
- An authenticator app which you can download to generate an access code



 You are now set up 

It's time to have a look around!



Benefits Dashboard

Welcome <Name>

Your Information

Member Number

825913

Scheme

Royal Mail Collective Pension Plan

Date Joined

15 August 2022

Current Address

Last Updated:

22 November 2023

10 ACORN ROAD

GLASGOW

BT61 8DU

Scheme Information

More Personal Details

Messages

No messages

New Documents

No new documents

Royal Mail

COLLECTIVE PENSION PLAN

Home

Dashboard

Benefits Quotation

Your Details

More

Logout

Your Details

Your Personal Details

Member Number:

825913

Surname:

Brooks

Forename:

Thomas

Payroll number:

88890583

National Insurance Number:

NA468564C

Date of Birth:

30 / 3 / 1963

Date Joined Scheme:

15 / 8 / 2022

Scheme Normal Retirement Date:

30 / 3 / 2030

Salary: [\(Hold to show\)](#)

Hidden

Completed Nomination Form?:

No

Current Status

Active

Your Contact Details

Your Communication Preferences

Your Service Details

We're
all together
online, let's get
started!

Benefits Dashboard

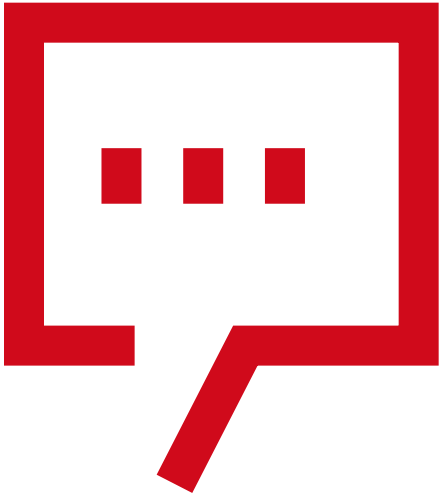
On your personal dashboard you will be able to see all the information about your benefits in the Collective Plan.

Your Details

Click on 'Your Details' and use the 'Edit' button to update your information.



Benefits Quotation



No matter how far away retirement is, when thinking about your future income, it helps to know how much you might get.

On the Benefits Quotation page you can run quotes which show what you have so far, what you might get at age 67 and your transfer value.

See the next page for further details.

Check your Benefits Quotation



Benefits Quotation



Select a calculation type...

Select quotation type ▾



All together – a step-by-step guide to running your Benefits Quotation

- Select 'Benefits Quotation'
- Select the type of Quotation you need from the drop down list
- Click 'Generate Quote'

Check your retirement quotes



Benefits Quotation



Select a calculation type...

✓ Select quotation type

What you've got so far

What you might get at retirement

Your transfer value

Your quote will be prepared as a PDF for you to download



What to do if you forget your password

If you've already registered for an account on the secure member portal but you've forgotten your password, you can:

- Go to the Collective Plan's website **www.rmcollectiveplan.com**
- Click '**Login**' at the top right of the page
- Click '**Forgotten Password**'
- Enter your '**username**' and click '**continue**'
- Once you've entered your username, the email address that you have registered to your account will receive an email with a '**Reset Password code**'

Royal Mail Collective Pension Plan

Login

Username

Password

[Forgotten Password?](#) [Forgotten Username?](#)

Continue

Reset your password

Username

Please enter the username associated with your account

If you don't receive an email, check your junk or spam folders. If it's still not there, contact The Pension Service Centre for help.

If you have also forgotten your username, head to 'What to do if you've forgotten your username' as you'll need to do this first.





What to do if you forget your username

If you've already set up your account on the secure member portal, but you've forgotten your username, you can:

- Go to the Collective Plan's website **www.rmcollectiveplan.com** and click **'Login'** at the top right of the page
- Click **'Forgotten Username'**
- Enter you're the email address that you used to set up your account
- Click **'Send Username'**
- You'll receive an email containing your username

 Royal Mail Collective Pension Plan

Login

Username

Username

Password

Password

[Forgotten Password?](#)

[Forgotten Username?](#) 

Continue

Forgotten username

Please enter your registered security email address.
If it exists on record then your username will be sent
to this address.

If you don't receive an email,
check your junk or spam folders.
If it's still not there contact the
Pension Service Centre for help.





Get in touch if **you need any help**

No matter what you need help with, whether you need help getting set up or you have already registered and need help using the member portal, the Pension Service Centre team are here to help.

Telephone number: 0345 604 3741

Email: collectiveplanhelpline@royalmail.com

When you call us, we'll need to ask you a few security questions, so you may need to provide:

- Your National Insurance (NI) number
- Your Date of Birth
- Your RMG Employee ID
- Personal Identification Code (PIC)

