

Frequently asked questions

What the change means for all members

What will change?

From 2 November 2026, XPS Group will become the Scheme's pensions administration provider.

After 2 November you will have access to a new secure online member portal, MyPension, where you can view and manage your pension information. We will contact you again in due course regarding this.

New contact details will also be available from 2 November 2026.

Telephone: **0333 0707920**

Email: westmids.police@xpsgroup.com

Member Connect Team

The Member Connect Team is the first point of contact for scheme members and is available to assist with pension-related enquiries. Members can contact the team using the details provided above, where experienced representatives will be able to provide guidance, support, and direct enquiries to the appropriate team where required.

Why is XPS encouraging members to use MyPension?

XPS is adopting a digital-first approach to make it easier, faster, and more convenient for members to access and manage their pension information online. By using MyPension, members can:

- Access their pension information 24/7 from any device
- View and update personal details quickly and securely
- Receive information and documents faster
- Reduce reliance on paper communications
- Help support a more environmentally friendly and sustainable service
- Benefit from ongoing enhancements and new online functionality as it becomes available

This digital-first approach allows XPS to provide a more efficient service while giving members greater control over their pension information.

While XPS is encouraging members to make the most of MyPension and digital services, members who prefer not to use online services can opt out and continue to receive communications through alternative channels where available.

What won't be changing?

There will be no change to the pension benefits, the amount you receive or entitled to receive, the structure of the Scheme, or the governance of the Scheme.

This change relates only to the administration and payroll services for the Scheme. The Chief Constable will remain the Scheme Manager.

What do I need to do?

You do not need to take any action because of this change. However, it is important that you keep your contact details up to date so that we can continue to provide you with important information about your pension.

Who do I contact with any questions?

Until 2 November 2026, please continue to contact the current West Midlands Police Pension Scheme administration team. From 2 November 2026 onwards, please contact XPS using the details provided above.

Members' pensions will not go down because of GMP equalisation. Most members will see no change to their pension, and any change is expected to be small.

What the change means if you are not yet receiving your pension

I am an Active member and I want to retire soon. Will the transition affect this?

No. The change in administration provider will not affect your pension benefits or your ability to retire. If you are considering retirement, please continue to contact the West Midlands Police administration team in the usual way.

I am a Deferred member, and I want to retire soon. Will the transition affect this?

No. The change in administration provider will not affect your pension benefits or your ability to retire. If you are considering retirement, please continue to contact the West Midlands Police administration team in the usual way until 2 November 2026. From 2 November 2026 onwards, please contact XPS using the details provided above.

Will my pension benefits be affected by this change?

No. This change relates only to the administration of the Scheme. Your pension rights, benefits and entitlements will remain unchanged, and the Chief Constable will continue to act as Scheme Manager.