

# Total Reward Statements Questions and Answers

## 1. What is a Total Reward Statement?

- A Total Reward Statement is a personalised summary that shows each employee their full employment package.

## 2. What information will it contain?

Your TRS will include the following:

- Basic pay
- Allowances
- NHS Pension Scheme benefits (for members of the Scheme)

and other benefits such as:

- Health and wellbeing benefits
- Lease car scheme
- Childcare vouchers
- Loyal Service Awards
- Cycle to work scheme.

## 3. Where can I go for more information?

Go to the employee section of the Total Reward Website;

<http://www.nhsbsa.nhs.uk/TRS/3795.aspx>

## 4. How will I receive my Statement?

They will be accessible online via the TRS portal and the government gateway. An interactive guide on how to access your statement can be found here;

<http://www.esrsupport.co.uk/TotalRewards/index.html>

Select "Viewing your Total Reward Statement via Government Gateway"

## 5. If I already have a government gateway account will I be able to use this to access TRS?

Yes.

## 6. What do I do if I forget my government gateway User ID or password?

Go to the login page of the government gateway and click on either the "forgotten your User ID?" or "forgotten your password?" link, as appropriate.

If you have forgotten both your User ID and password contact the TRS Helpdesk on 0300 3301351.

## 7. Is this information confidential?

Yes, the government gateway is secure and only you will have access to your data. You should make sure that your login details are not shared with anyone else to protect access to your own information.

### **8. When will the statements be available?**

Total Reward Statements will be provided annually to most NHS employees. In this launch year, they will be available from late summer. We will let you know when they are available.

### **9. I don't have access to the internet at home, how can I view this information?**

You can access the government gateway from any computer or terminal. This might be at an NHSBT site or at the local library. Remember that if you are using a shared computer you should log out and close the browser when you have finished.

### **10. Why don't I have any pensions information even though I am a member of the NHS Pension Scheme?**

There are a number of reasons this might happen. Contact the TRS Employee Helpline on 0300 3301 351 or e-mail [nhsbsa.trs@nhs.net](mailto:nhsbsa.trs@nhs.net) for more information about your individual case.

If you are advised to contact your employer pensions team contact the SBS Helpdesk on 0303 123 1144

Webform: [SBS Employment Service Desk](#)

Or write to them at:

918 – NHSBT Payroll Team  
NHS SBS Payroll Department  
Waterside House  
Town Quay  
Southampton  
Hampshire SO14 2AQ

### **11. I'm a member of the alternative pension scheme (NEST), why isn't this showing up in my TRS?**

Details of your NEST benefits are not included in TRS as they are available via NEST;

<http://www.nestpensions.org.uk/schemeweb/NestWeb/public/home/contents/homepage.html>

### **12. How often will my statement be changed or updated?**

Your statement will be refreshed every year. We'll let you know when this has been done via news items.

Please note that only your current year's statement will be available to view at any time so you may want to print or save a copy for your records.

### **13. If I change NHS employer will I still be able to see my current statement?**

Yes.

### **14. What if I no longer work in the NHS?**

If you left the NHS after 31 March then you will receive a TRS statement. If you left before 31 March **and** you were a member of the NHS Pension Scheme then you will receive an Annual Benefit Statement only. If you were not a member of the NHS Pension Scheme and left before 31 March then you will not get a statement.

### 15. What are the benefits of the NHS Pension Scheme and where can I find more information?

More information about the NHS Pension Scheme, the benefits it provides and who has entitlement to join can be found in the NHS Pension Scheme Guide;

[http://www.nhsbsa.nhs.uk/TRS/documents/Pensions/SD\\_Guide\\_\(V12.2\)\\_online\\_05.2014.pdf](http://www.nhsbsa.nhs.uk/TRS/documents/Pensions/SD_Guide_(V12.2)_online_05.2014.pdf)

### 16. I'm not in the NHS Pension Scheme how can I join it?

Go to our pensions intranet page for information on how to join;

[http://nhsbtweb/group\\_services/finance/ESR\\_business\\_support/pensions/index.asp](http://nhsbtweb/group_services/finance/ESR_business_support/pensions/index.asp)

### 17. What if I don't understand my statement?

Go to the "understanding your statement" part of the TRS website:-

<http://www.nhsbsa.nhs.uk/TRS/understandingyourstatement.aspx>

### 18. If I have a question about the information who do I contact?

- If your question is about your **personal** or **employment information** (address, pay, allowances etc.) contact;

☎ NHSBT - HR Direct on 0117 32 (2) 7700

🔗 [HR Direct](#)

- If your question is about your **pension information**, contact

☎ Pensions member helpline on 0300 3301 346

If you are advised to contact your employer pensions team contact the SBS Helpdesk on 0303 123 1144

Webform: [SBS Employment Service Desk](#)

Or write to them at:

918 – NHSBT Payroll Team  
NHS SBS Payroll Department  
Waterside House  
Town Quay  
Southampton  
Hampshire SO14 2AQ

- If your question is about **other employment benefits**, contact

☎ NHSBT - HR Direct on 0303 123 (2) 1144

🔗 [HRDirect](#)