



How Do I.....?

There are lots of actions that you might want to take in relation to your pension so we've created a simple 'how to' guide to help you understand what steps to take. Many simple admin tasks can be done on line at our website, www.affinitywaterpensions.co.uk so if you haven't already done so, please take 5 mins to register on line and get instant access to loads of information and functions.

Get on line access to my personal pension details (register)?

If you haven't already registered, go to [pensionsWEB](#) and click the register button on the home page. This will take you through a quick process to be able to login and see full details of your account.

Notify a change of email?

Log on to [pensionsWEB](#), click 'continue' from the landing page, select 'Requests and forms' from the banner menu and click 'change email address'. For active members your default email is your work email.

Notify a change of address?

Actives members should advise changes to AWL Payroll team. Deferred/pensioners should log on to [pensionsWEB](#), click 'continue' from the landing page, select 'Requests and forms' from the banner menu and click 'change adress'.

View My Current 'Expression of Wish' form?

Log on to [pensionsWEB](#), then on the home screen you'll see a hyperlink to 'view my expression of wish form'. This will show the current form that we hold for you, if we have one.

Change my 'Expression of Wish' form (nominated beneficiaries)?

Log on to [pensionsWEB](#), click 'continue' from the landing page, select 'Requests and forms' from the banner menu and click 'Expression of wish form'. This will allow you to change your nominations.

Change my DC contribution rates?

Log on to the GO Portal and request a change in contribution rate here. See separate GO Portal factsheet.

Change my DC Investment Choices?

Log on to [pensionsWEB](#), click 'continue' from the landing page and then click 'Investments'. Finally click 'Change Your investments' and follow the online process.

Advise the Plan that my data seems to be incorrect?

Call or email the Hymans helpline on 0207 082 6182 or affinity@hymans.co.uk Please note that if your call is not answered then please leave a voicemail message and this will be answered within 24 hours.

Leave the DC pension scheme?

You can opt out of the DC Plan at any time by emailing your payroll team. They will send you a form to complete and send back. Under automatic enrolment legislation you will be re-enrolled to the DC Plan every 3 years.

Change my preferred method of communication?

Log on to for [pensionsWEB](#) as above, then on the home screen you'll see a hyperlink to 'Change My Preferred Method of Communication'.