



## News from the Environment Agency Pension Fund

### 1. Welcome

Welcome to your digital annual newsletter, which provides useful updates and information about your EAPF pension.

If you'd like to download our newsletter, [you'll find a PDF version in the Newsletters section of our website.](#)

This is your newsletter so please let us know if there's anything you'd like to see included by emailing us at [Engage@eapf.org.uk](mailto:Engage@eapf.org.uk)

### 2. Investments

#### **Spreading the word about nature**

For nearly 20 years now we've seen that the pension fund generates strong financial returns by investing in companies that contribute to the long-term sustainable success of the economy and society. Our leading approach to investing responsibly is recognised by the industry, which is why our Head of Investments, Marion Maloney was asked to speak at a UN event, Sustainable Investment Forum Europe in May 2024.

The EAPF presentation was very well received and quoted in the media. Talking about the asset managers through which pension funds invest, Marion said, "...ask questions

and make them work, because they have the information. And don't use them if they are ignoring nature.”



[Find out more](#)

### 3. Pension news

#### Capita Cyber incident update

We continue to treat the Capita cyber incident very seriously and have been working with Capita regularly since the incident occurred to understand what happened and to ensure that Capita has the correct technical and organisational measures in place to protect all data held.

Our website is the best place to look for updates linked to the situation. We updated our website and Q&A in February this year and we'll continue to use the website to communicate any future updates. This always shows you the date the update is made.

You can see our most recent update and Q&A by clicking the link below.

We'll also cover our latest cyber update in our upcoming Deferred member webinar in July. See our Communications section 'Deferred member webinar' story below for details on how to book and attend this webinar.

[See our latest Cyber incident Feb 2024 update](#)

#### Your deferred annual pension statement

Your latest annual pension statement is coming soon! It will be available in EAPF Online within the first week of July.

Your statement tells you what your deferred pension is currently worth including the latest Pension Increase (Review) order. Your statement also reminds you about whether you've nominated beneficiaries and how your benefits compare against pension tax limits.

We'll send you an email to let you know when your statement is ready to view on EAPF Online.



### Replacing the ‘Lifetime Allowance’ with the ‘Lump Sum Allowance’

Since 6 April 2024, the old ‘Lifetime Allowance’ (which was a limit on the amount of pension benefits that can be paid from a person’s pension schemes without triggering a tax charge), has been replaced with a ‘Lump Sum Allowance’ (LSA) of £268,275. The LSA limits the amount of tax free lump sums (and the tax free elements of lump sums) that you can take in your lifetime.

You’ll also need to have available Lump Sum and Death Benefit Allowance (LSDBA), which, at £1,073,100, is higher than the LSA. If you have available LSA, you will usually have sufficient LSDBA, unless you have taken a Serious Ill Health Lump Sum from another pension arrangement.

[Find out more](#)



### Don’t let a scammer get their hands on your pension!

In recent years the pensions industry has seen a dramatic rise in pension scams. Don’t fall victim to a scammer, who doesn’t deserve your hard-earned pension!

Scammers are now more sophisticated than ever before. They can be articulate and financially knowledgeable, as well as having impressive websites, making it really quite difficult to suspect anything untoward.

[Find out more](#)



### Annual pension revaluation 2024

Your pension is adjusted annually in line with Pension Increase Orders, which is based on the increase in the Consumer Prices Index over the 12 month period to September 2023.

This means that there’s an increase of 6.7% applied to your deferred pension, from Monday 8 April 2024.

[Find out more](#)

### McCloud remedy

In case you missed it in our winter newsletter, on 1 October 2023, the McCloud remedy was written in to LGPS regulations. ‘McCloud’ is commonly used to refer to a 2018 court judgment, which ruled that the protection given to older members of the public service pension schemes, when they reformed to become Career Average Revalued Earnings (CARE) pension schemes, was discriminatory against younger members of these schemes.

For the LGPS, the discrimination related to the underpinning of the pension a member would receive for pensionable service during the period 1 April 2014 to 31 March 2022; as it only applied to members who, on 31 March 2012, were within 10 years of reaching their 65th birthday. Members who benefited from this protection would, on their retirement, receive the higher of their CARE pension or the pension they would have received if the LGPS had continued to be a final salary scheme; this protection is referred to as ‘the underpin’.

After a long wait, the government finally amended the LGPS regulations last year, to ensure that the underpin protection is also applied to younger members, and that this protection is backdated to April 2014 (so may apply to people who have already left the scheme, such as deferred members like you). This change to the scheme rules is known as the ‘McCloud remedy’.

[Read more on the McCloud underpin](#)

## 4. Communications

### If you’re over Normal Pension Age (NPA) your pension is payable now!

If you’ve passed your Normal Pension Age (NPA), then your deferred pension benefits with the Environment Agency Pension Fund (EAPF) are payable immediately.

If you left before 1 April 1998 and you’re over your NPA, you can no longer defer your benefits. **This means you must receive the payment of your deferred benefits**, and therefore, you’ll need to contact us to take them.

If you left on or after 1 April 1998 and you don’t want to take your benefits at this time, **you must get in contact with us in writing and request to defer taking your benefits**.



[Find out more and how to apply](#)



## Deferred member pension webinar

Get to know your pension better by taking part in our deferred member webinar.

We'll cover a number of interesting topics and other issues related to your pension benefits. We'll also provide our latest update on last year's cyber incident. There's also a chance for you to ask questions and raise any areas of concern.

### When is the webinar?

The webinar will be on Wednesday 3 July at 6pm and is hosted online using Microsoft Teams.

If you're unable to make this date, you can still watch a video of our presentation on our website towards the end of July.

If you'd like to join us and register your attendance, please visit our website where you'll find all the details you need on how to book a ticket online and helpful info to make sure you don't have any issues on the day.

**Find out how to book a place**

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## Keeping us up to date

It's really important to keep us up to date with your current personal email address, so we can let you know when your digital newsletters and pension statements are available each year.

This also lets us keep you up to date when important Government changes happen that may affect your deferred EAPF pension.

You can update your details by:

- [Logging into your EAPF Online account](#)
- Submitting a contact form at [www.eapf.org.uk/ask-us-a-question](http://www.eapf.org.uk/ask-us-a-question)
- Emailing us at [info@eapf.org.uk](mailto:info@eapf.org.uk)
- Calling 0800 121 6593

Our communications give you important information about your pension and the options available to you to help you plan for retirement.

## Our Privacy policy

The Environment Agency Pension Fund (EAPF) is a 'Data Controller' under the General Data Protection Regulation. This means we store, hold and manage your personal data in line with statutory requirements to enable us to provide you with pension administration services.

We use Capita as our third party administrator to administer your EAPF pension, this means they are the 'Data Processor' under the General Data Protection Regulation.

In line with data protection legislation, the EAPF is required to give you specific information about the personal data held, how it's used by Capita, your rights in relation to it, and the safeguards in place to protect it.

This information is held in our Privacy Notice and it's important that you read it so that you're fully aware of why and how your data is used.

**[You can read our Privacy Notice on our website.](#)**

## 5. Online services

### Our improved EAPF Online portal has arrived!

On 9 May, we upgraded our portal to improve accessibility, functionality, and overall user experience of EAPF Online at [portal.eapf.org.uk](https://portal.eapf.org.uk)

We've added an additional layer of security to our portal log in process called 'Multi Factor Authentication' (MFA).

If you were already registered to EAPF Online before 9 May - don't worry you won't need to register again. When you next log in after this date, you'll see a message banner on your dashboard prompting you to sign up for MFA. If you choose to do this, you'll be taken to the 'Change Account Details' screen.

**A very small number of users who were registered before 9 May, will be asked to change their current EAPF Online username** (also known as your 'Login name'). This is because there can't be more than one person with the same online username across the whole Capita Hartlink Online system (which provides the EAPF Online portal and many other pension fund portals). See our guidance below:

- **If this applies to you, and you know your existing PIN and password**, you'll automatically be sent to the Change Account Details screen to update it when you log in for the first time after 9 May using your existing username.
- **If this applies to you, and you don't know your existing PIN and password**, you'll need to contact us so that we can update your username and provide you with a new PIN and password to access the portal. Please contact us with what you'd like your new username to be, it must be a minimum of six characters (letters or numbers) with a maximum of 40. Send this with your Name, DOB, NI number, full address including postcode, and the month and year that you either started or left employment with the Environment Agency. Our contact details are shown at the end of our newsletter.

As well as improving our login process, other changes to the portal are:

- Enhanced 2-way Mailbox with direct responses from our EAPF team
- Improved secure contact form allows upload of documents
- Accessibility improvements
- Refreshed look and feel

### What is MFA?

Multi Factor Authentication (MFA) is an additional layer of security that's added to the login process and relies on 2 forms of authentication: something you know, and something you have with you. The something you know is your password. The something you have with you can be a mobile device. This means that even if your password is hacked, your account will remain secure.

The benefits of MFA are:

- Enhanced security
- Better user experience
- No PIN to remember
- Ability to enter a full password rather than random characters

[Watch our new MFA registration video](#)

[Watch our Benefits of EAPF Online video](#)

[Learn more about your deferred member portal](#)



Log in or register to EAPF Online

If you need a version of this newsletter in a more accessible format, please email us at [engage@eapf.org.uk](mailto:engage@eapf.org.uk) or call us using the telephone number shown below.  
Please tell us what format you need, and we'll arrange this for you.

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Environment Agency  
Pension Fund

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