



PensionsOnline

How to update my bank details

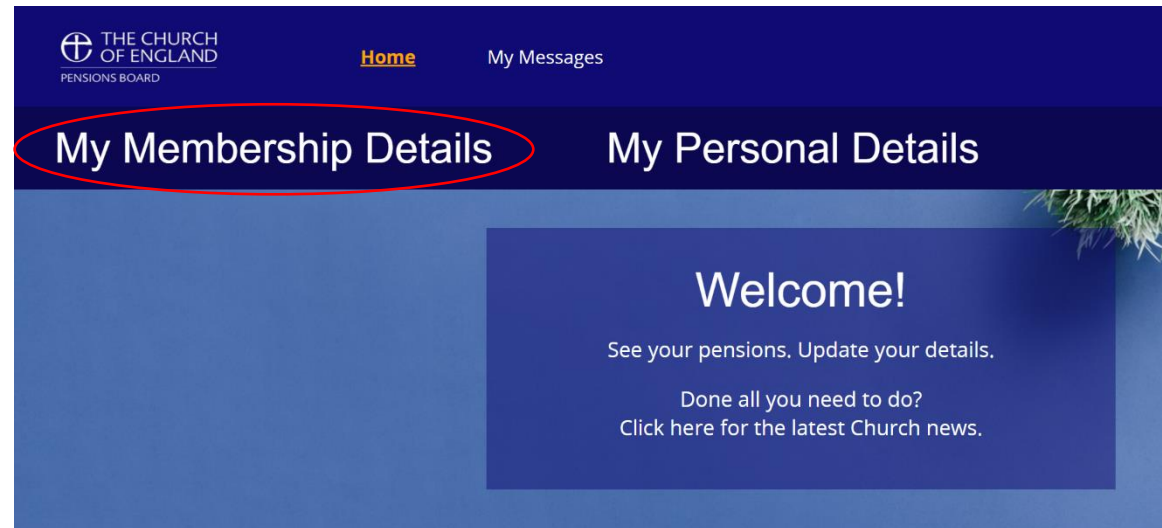
 020 7898 1802

 pensions@churchofengland.org

STEP 1

CLICK ON MY MEMBERSHIP DETAILS

To update your address, click on 'My Membership Details' on the home page.



STEP 2

CLICK UPDATE MY BANK DETAILS

The second section on the My Membership Details page has your bank details. Remember, this will only show up if we are currently paying you a pension.

You can see the current bank details we have for you. If you need to update this, click 'Update My Bank Details'.

My Membership Details

▼ 1 (Pensioner), 28/06/1987

Reference Number
Employer Name
Date Joined Employer
Date Joined Scheme
Retirement Date

[View My Payslips and P60s](#)

Bank Details

Effective Date
Account Number
Sort Code

[Update My Bank Details](#)

STEP 3

IS YOUR NEW BANK IN THE UK?

If your new bank is in the UK, click 'Yes'.

If your new bank is outside the UK, click 'No'.

WHEN DO YOU WANT TO CHANGE YOUR BANK DETAILS?

Next, add the date you will change your bank details. Put this date in the 'effective date for change' box. The date needs to be a date in the future.

Once you're happy, click submit.

Update My Bank Details

Is the new bank account based in the UK? *

Yes

No


Effective Date

The effective date to change your bank account details must be in the future.

If you change your details in the first two weeks of the month, we will pay your next payment into your new account.

If you change your details in the last two weeks of the month, we might not be able to pay your pensions into your new account until the following month. For this reason, we recommend you keep your old bank account open until the first payment to your new account has cleared.

Enter effective date for change *



STEP 4

ENTER YOUR SECURITY ANSWER

So that we know it is you updating your details, add in the answer to your security question. You'll see a reminder of your security question, so in this example, the answer is your favourite shop.


If you can't remember your security answer you can update your security question and answer at the bottom of the My Personal Details page.

Once you have added your answer, click 'Submit'.

Update My Bank Details

Please provide the answer to your security question

Favourite Shop

Security answer *

STEP 5

IF YOUR NEW BANK IS IN THE UK

1. ADD YOUR ACCOUNT NAME

First, add your account name. For security, your account name must include your surname. If you would like to pay into an account which does not have your surname, please contact us and we can update this for you.

2. ADD YOUR SORT CODE AND ACCOUNT NUMBER

Next, add your sort code and account number. Please don't add any spaces or dashes to separate the numbers.

3. PAYING INTO A BUILDING SOCIETY?

If you are not paying into a Building Society, click 'No'.

If you are paying into a Building Society, click 'Yes'. You can then add your Roll Number.

4. ONCE YOU ARE HAPPY, CLICK SUBMIT

Once you click submit, we use a bank validation system to double check your bank details are correct. This is for extra security.

If your bank details pass security, that's it. All done! We will start to pay your pension into your new account.

If your bank details do not match validation, don't worry. Contact us and we can still update this.

Update My Bank Details

Account Name *[?](#)

Sort Code *[?](#)

Account Number *[?](#)

Do you want to pay your pension into a Building Society? *

Yes

No

Building Society Roll Number *[?](#)

Submit

STEP 6

IF YOUR NEW ADDRESS IS OUTSIDE THE UK

If you live overseas, or will be moving overseas, we can pay your pension to an account outside the UK.

We do this using Western Union. Simply click on the Western Union form, complete this and send it back, and we'll set this up for you.

That's it. All done! We will start to pay your pension into your new account.

Update My Bank Details

As you live overseas, you need to fill out this **Western Union form** and email it to us at pensions@churchofengland.org

We'll do the rest.

[Click here to complete](#)