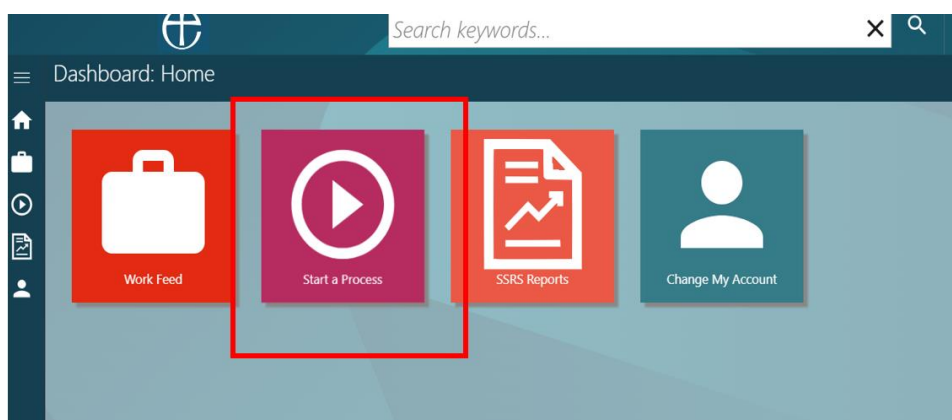


Tell us someone has left

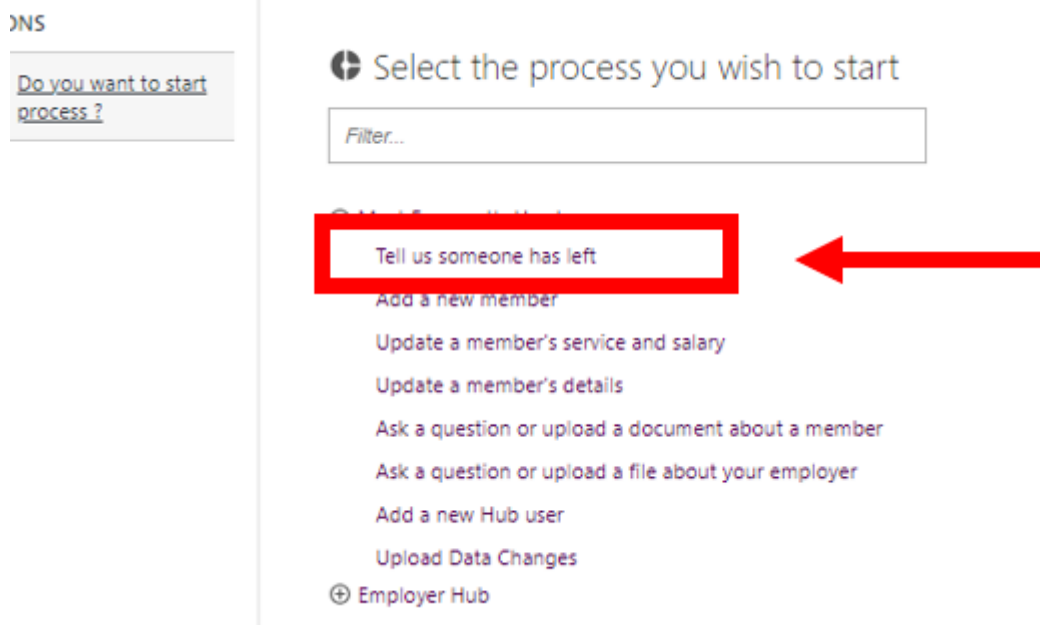
When someone leaves your employment, you can tell us they have left so we stop collecting contributions. We will then let them know their pension options, and what happens next. We will also adjust their contributions and let you know if there is anything else due, or money will be refunded.

You can also use this process to let us know someone has died in service.

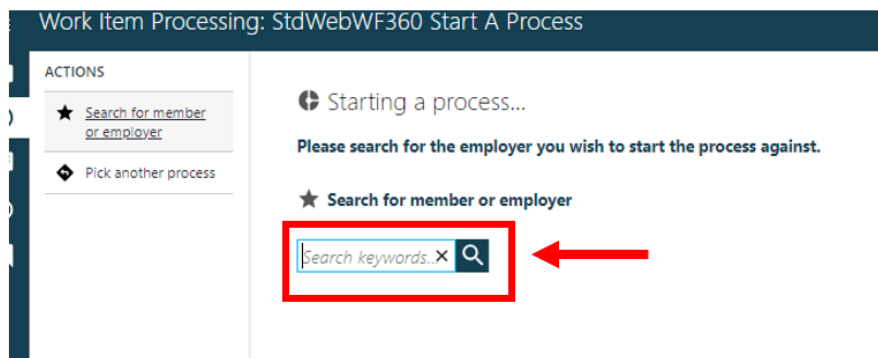
To tell us someone has left your employment, click on the **'Start a Process'** tile on the home page.



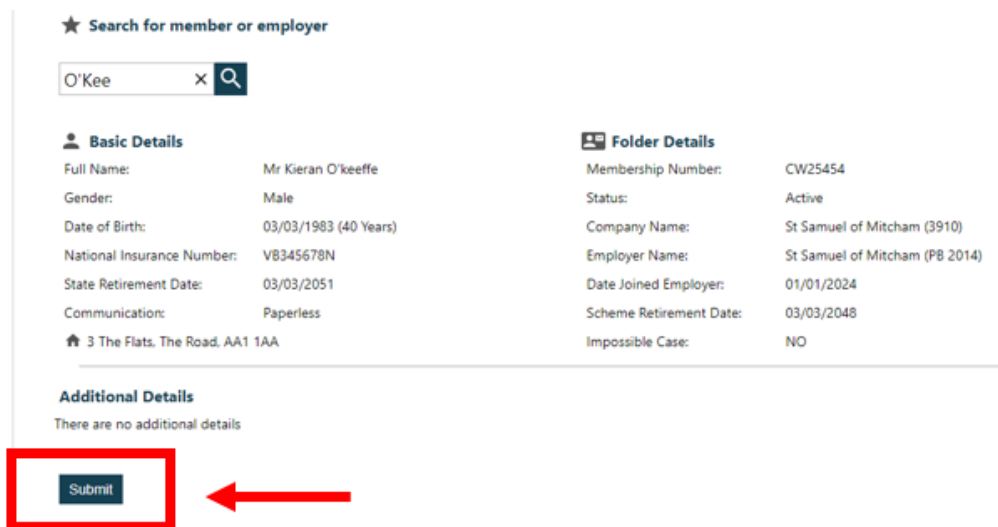
Next, select **'tell us someone has left'** from the drop-down list (you might need to click on the + button next to Employer Hub to see the full list of processes you can run).



Enter the name, pension reference or National Insurance number of the person who is leaving or has left in the search box, and then **press enter**, or **click on the magnifying glass button**.



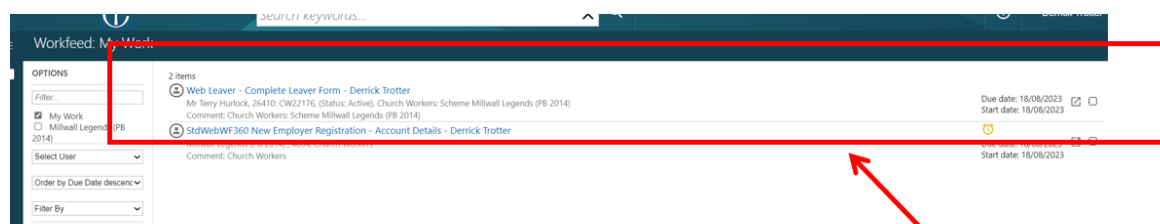
Once you have selected the person who is leaving or has left, you be shown the basic and folder details of the person you have selected. If this is the correct person, click **'Submit'**.



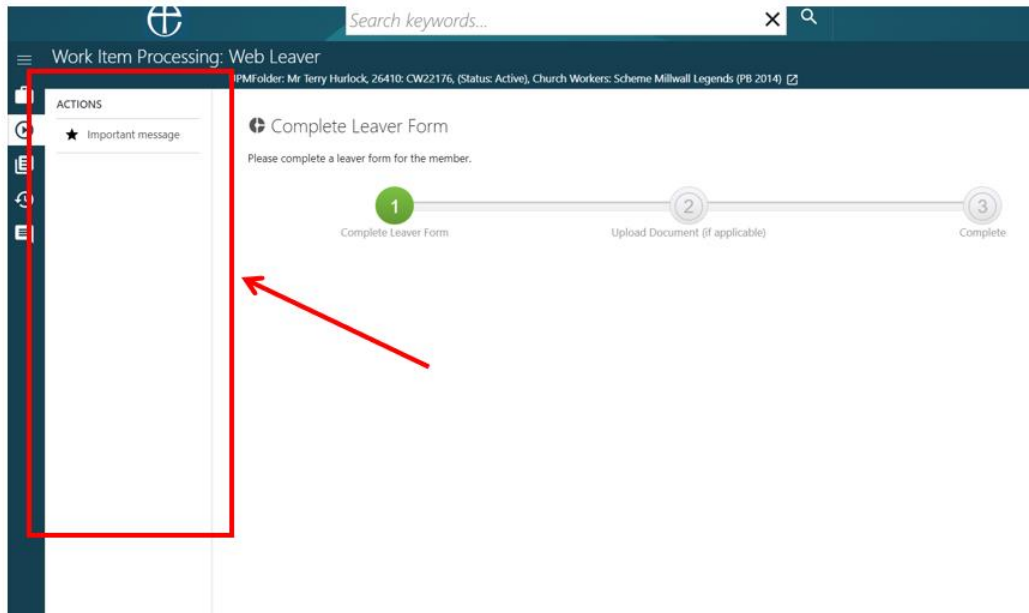
Once you've clicked on submit, you have created a 'work item' or 'process' on Hub. See the **Work Feed Guide** on how to navigate through the Work Feed and assigning work items/processes to users.

Once the leaver process has been assigned into to your work tray, **you can action it**.

Click on the process in your work tray

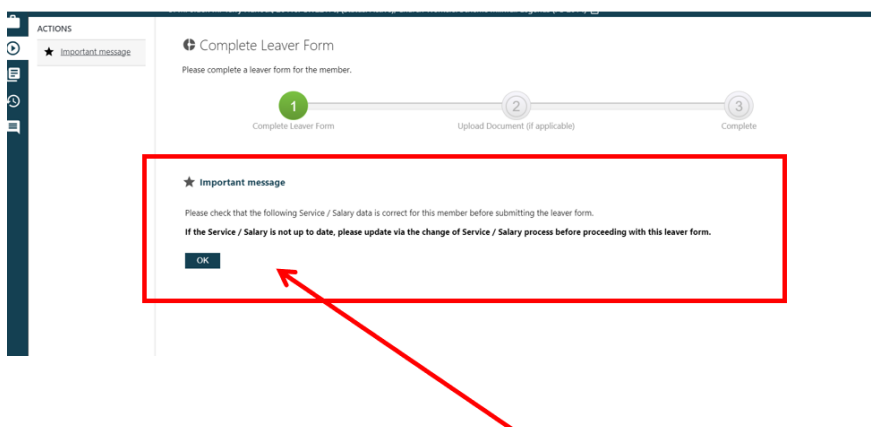


To help you through the process, you will be guided down the **Actions** pane on the left-hand side.

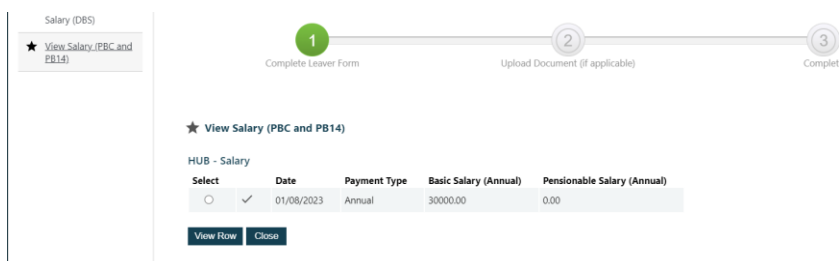


Your first action is to **read an important message**. This will be a reminder to check the person's salary is up to date. This is important because if their salary information is not up to date when they leave, their pension will be incorrect.

Click OK to move onto the next action.



Next, click on **'View Salary (PBC and PB14)'** action in the action bar. Review the leaver's salary. Once you have reviewed this, **click 'Close'**.



Important: If you need to update or amend the salary for this person, you will need to update it before going further. You can do this through the 'update a member's Service & Salary' process. See the **how to update a member's service and salary guide** on how to do this.

The next action will be to declare the accuracy of the information. This is just to confirm that you have reviewed the leaver's salary information and are happy this is correct. If you're happy to keep going, **click on 'I confirm the data is correct'**.

The screenshot shows a web interface for 'Complete Leaver Form'. On the left is a sidebar with a list of actions: 'Important message', 'View Service and Salary (DBS)', 'View Salary (PBC and PB14)', and 'Declaration of data accuracy'. The main content area has a progress bar with three steps: 1. Complete Leaver Form, 2. Upload Document (if applicable), and 3. Complete. Below the progress bar is a section titled 'Declaration of data accuracy' with three bullet points: '- If the Service / Salary is incorrect, the member will receive more or less pension than they are entitled to.', '- Please use the Update Service / Salary Details process if an update is required.', and '- You are not able to update more than one salary in a calendar month. Doing this will result in the contribution adjustments being incorrect. If you have multiple salary updates, you will need to contact the Pensions Team for assistance.' At the bottom of this section is a button labeled 'I confirm the data is correct', which is highlighted with a red box and a red arrow.

Next, **click on the 'Enter Details' action**.

This screenshot shows the same 'Complete Leaver Form' interface as the previous one. The progress bar is identical. In the sidebar, the 'Enter Details' action is now highlighted with a red box and a red arrow. The main content area remains the same, showing the 'Declaration of data accuracy' section.

You will then be asked to **fill in the date** the person left your employment and **choose from a drop-down menu the reason for them leaving**.

Once you are happy, and you wish to submit the leaver notification, **click 'Submit'**.

The last action will be to **click complete** in the action pane.

Once you **click complete**, we will check the member's record has been updated correctly. This usually takes up to 5 working days. We will also contact the member to update them about their pension.

You can submit a leaver at any point during the month they are due to leave, or after they have left. If we need to refund any overpaid contributions, we will either do this through your monthly statement, or as a one-off refund.

For leavers who have not completed enough pensionable service to be entitled to a preserved pension, we will write to them and explain their options.