This list of frequently asked questions has been produced for your reference and to provide a quick guide. The document will be introduced to the ELFS web site and will be circulated via email bulletins and communication magazines of our Client Organisations.
For those staff without regular access to PC’s, please can you ensure that copies of this document are printed and placed on departmental notice boards for easy reference.

Q. How can I query my pay, travel expenses or Pension entitlements?
A. You can contact the ELFS Helpdesk as follows:-
   • Via our website at www.elfsnhs.co.uk. To do this, you should follow the General Enquiries / Contact us link, and enter the appropriate details. (Preferred Method).
   • by email on elfs_helpdesk@elht.nhs.uk
   • by telephone on 01254 732014
   • by fax on 01254 732379
   • By writing in to ELFS Helpdesk, Viscount House, 2nd Floor, Arkwright Court, Commercial Road, Darwen BB3 0FG
   If you know your Payroll and Paypoint number (see Q below) then please quote this on all correspondence with the helpdesk

Q. What happens once I have logged a call with the helpdesk?
A. Once we have received your query, it will be logged and you will be given a call number. We will notify you of the call number by email or telephone.

Q. How quickly can I expect my query to be resolved?
A. Once your call has been logged, the target response times are as follows:-

<table>
<thead>
<tr>
<th>Type of Query</th>
<th>Who to Contact</th>
<th>Response Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Pay or Significant Underpayment of pay</td>
<td>Helpdesk</td>
<td>Within One working day</td>
</tr>
<tr>
<td>Underpayment of Enhancements, or Overtime</td>
<td>Helpdesk</td>
<td>Within five working days</td>
</tr>
<tr>
<td>Leavers Payslips and P45’s</td>
<td>Helpdesk</td>
<td>Within five working days</td>
</tr>
<tr>
<td>Query on Income Tax or Pension Deductions</td>
<td>Helpdesk</td>
<td>Within five working days</td>
</tr>
<tr>
<td>General Pay queries - Mat Pay, Tax Codes</td>
<td>Helpdesk</td>
<td>Within five working days</td>
</tr>
<tr>
<td>Underpayment of Travel Expenses</td>
<td>Helpdesk</td>
<td>Within five working days</td>
</tr>
<tr>
<td>Mileage Rates</td>
<td>Helpdesk</td>
<td>Within five working days</td>
</tr>
<tr>
<td>Pension Estimates</td>
<td>Helpdesk</td>
<td>Estimate within a month</td>
</tr>
<tr>
<td>Request for P46 Tax forms , Pension opt out / refund forms</td>
<td>Helpdesk</td>
<td>Issued same day</td>
</tr>
</tbody>
</table>
Please note that the response times are targets and the maximum allowed - generally, most queries will be dealt with before the 5 day limit.

Q. What should I do if my query is not resolved within the expected time?
A. You need to contact the helpdesk again by any of the methods above, quoting the log number, and ask the operator to escalate the query. In this case, you should receive an immediate call / response to clarify the status of the query.

Q. When will my salary be paid this month?

<table>
<thead>
<tr>
<th>ELHT</th>
<th>2014 – 2015 Paydays</th>
<th>SAR/Expenses Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr-14</td>
<td>28 April 2014</td>
<td>07 April 2014</td>
</tr>
<tr>
<td>May-14</td>
<td>28 May 2014</td>
<td>07 May 2014</td>
</tr>
<tr>
<td>Jun-14</td>
<td>27 June 2014</td>
<td>06 June 2014</td>
</tr>
<tr>
<td>Jul-14</td>
<td>28 July 2014</td>
<td>07 July 2014</td>
</tr>
<tr>
<td>Aug-14</td>
<td>28 August 2014</td>
<td>07 August 2014</td>
</tr>
<tr>
<td>Sep-14</td>
<td>26 September 2014</td>
<td>05 September 2014</td>
</tr>
<tr>
<td>Oct-14</td>
<td>28 October 2014</td>
<td>07 October 2014</td>
</tr>
<tr>
<td>Nov-14</td>
<td>28 November 2014</td>
<td>07 November 2014</td>
</tr>
<tr>
<td>Dec-14</td>
<td>22 December 2014</td>
<td>01 December 2014</td>
</tr>
<tr>
<td>Jan-15</td>
<td>23 January 2015</td>
<td>07 January 2015</td>
</tr>
<tr>
<td>Feb-15</td>
<td>27 February 2015</td>
<td>06 February 2015</td>
</tr>
<tr>
<td>Mar-15</td>
<td>27 March 2015</td>
<td>06 Mar 2015</td>
</tr>
</tbody>
</table>

If Expense claims are received after the above deadline, we cannot guarantee payment in the appropriate salary.

Q. I have moved areas, but my name is still appearing on the old attendance/rostering sheet. How do I get this changed?
A. The administration of the designated Payroll and Paypoint number which decides which Staff Attendance Record (SAR) your name appears on is controlled by the ESR Team of your Human Resources department. They require your line manager to submit an Assignment Change form detailing the move you have made so that they can make the relevant changes. Please note that the SARs are printed in the month prior to the dates shown on the sheets and therefore any change to your record will only appear the month after it was actioned. For the first month after your move to a new area therefore your new line manager will have to add your name to the bottom of their SAR in the new starters section.

Q. What is my PAYE Tax reference?
A. Your tax reference is used in contacting HMRC, and is Employer specific. The reference is detailed on your ESR payslip – 4th line down, next to your employer’s name. However the references are as follows:-

- **Tax Reference** - East Lancashire Hospitals NHS Trust 106 / B417W

Q. If I have been underpaid, how soon will I be paid my outstanding monies?
A. Underpayments are usually rectified in the following month's salary. However, where the delay is unacceptable to the employee, or where this causes financial hardship, then we will make a salary advance to your bank account as soon as practically possible.

In this case – both the adjusting payment & the advanced salary payment are detailed on the following month’s payslip.

Q. How much would I earn if I reduced / increased my hours to xxx per week?
A. The ELFS Payroll Team does not provide this service.

In this case (and as a rough guide) you should divide your current net pay, by your working hours, and multiply by your projected hours. Please note that this is only a rough calculation, and does not take account of an employee moving across tax thresholds.

Q. What to do if you lose your year end P60?
A. Unfortunately, there are no copies of this form. So you should be careful to file away upon receipt. In the absence of the P60 form, the same details are recorded on your final payslip of the year – usually Week 52 / Month 12.

In the event that this is unacceptable and exceptionally, then ELFS can provide an official letter detailing your earnings for the relevant tax year.

Remember – File your P60 carefully!

Q. I have left the Trust but I have not received my P45. Can I get a copy?
A. Once again we cannot issue a duplicate tax document. However, part one of a P45 is always sent electronically direct to HMRC. In the event of your copies going astray, you should obtain and complete a P46 form from your new employers who can use it to apply for your previous earnings details from Her Majesty’s Revenue and Customs.

Q. Where can I find my Payroll and Pay point number?
A. Your Payroll and Pay point number can be found on the unopened front of your payslip – towards the bottom right hand side and is represented by 3 digits, a small ‘z’ and then 4 digits.

Q. How can I change my bank details?
A. By obtaining a Bank details form from your Trust’s HR department – and sending the completed and signed form to Payroll before the 12th of the month that you require the change to be made.

Alternatively you can complete the tear off section of your latest payslip (on the reverse of the front page)

Q. How can I find out where I am on the Agenda for Change / Medical & Dental pay spine?
A. You can see your current salary rate from your payslip. The full pay spine can be accessed at the NHS Employers web site at www.nhsemployers.org by following the link to pay rates.

Q. How do I cancel my Gym Fee’s, Union deductions etc?
A. Gym fees and Car Parking deductions are cancelled by returning your card / disc to the appropriate office, who in turn authorise Payroll to cease deduction from your salary.

Other deductions are cancelled by writing in to ELFS Payroll and quoting your employing Trust, Payroll and Pay point number. Depending on the deduction, you should also contact receiver (E.g. Union) to advise them of your action. This will not be done by Payroll.

Q. If my Time sheet or expenses claim is sent in late – when can I expect payment?
A. Ordinarily late claims are paid in the next available pay period / month. If you wish to query this, then contact the Payroll helpdesk via the web site detailed above.

Q. Medics only - How do I apply for regular user travel rate?
A. Your manager has to request this of the travel section on your behalf. Upon receipt of this the travel section will assess your claims over a 3 month period to see if you match the criteria required.

Q. Medics only - What are the criteria required to qualify for regular user rates?
A. To be eligible for regular user status you must fall into one of the following criteria.
   a) An average of more than 3500 miles a year or
   b) an average of at least 1250 miles a year and 138 days out or
   c) an average of at least 1250 miles a year and 50% of time away from base or
   d) an average of 1000 miles a year and 184 days out a year.
   If you do not meet any of these criteria then you will be paid at the standard user rate.

Q. My wage slip contains lots of abbreviations! What do they stand for?

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARRS</td>
<td>Arrears Payment</td>
</tr>
<tr>
<td>EN</td>
<td>Enhancement Payment (eg. Unsocial)</td>
</tr>
<tr>
<td>OT</td>
<td>Overtime Payment (e.g. Saturday)</td>
</tr>
<tr>
<td>NNI</td>
<td>Payment Not Subject to Ni Contributions</td>
</tr>
<tr>
<td>NP</td>
<td>Non-Pensionable</td>
</tr>
<tr>
<td>NT</td>
<td>Payment Not Subject to Income Tax</td>
</tr>
<tr>
<td>NW</td>
<td>Payment not subject to Working Time Directive</td>
</tr>
<tr>
<td>OAP</td>
<td>Occupational Adoption Pay</td>
</tr>
<tr>
<td>OMP</td>
<td>Occupational Maternity Pay</td>
</tr>
<tr>
<td>OSP</td>
<td>Occupational Sick Pay</td>
</tr>
<tr>
<td>R</td>
<td>Refund</td>
</tr>
<tr>
<td>SAP</td>
<td>Statutory Adoption Pay</td>
</tr>
<tr>
<td>SMP</td>
<td>Statutory Maternity Pay</td>
</tr>
<tr>
<td>SSP</td>
<td>Statutory Sick Pay</td>
</tr>
<tr>
<td>WTD</td>
<td>Working Time Directive</td>
</tr>
</tbody>
</table>

Q. PENSION FAQ’s

Q. I have requested an Estimate/Forecast of my NHS Pension benefits. How long will this take?
A. NHS Pension estimates are completed by the Payroll team and take approximately one month to complete. Sometimes there are difficulties with the online NHSPA website – which may delay the estimate.

Q. How can I get more information on the NHS Pension Scheme?
A. Visit their web site at www.nhsbsa.nhs.uk/pensions, where you will find all the latest links to the booklets and guides within the scheme.

Q. How do I join the NHS Pension scheme?
A. Generally all employees are automatically brought into the scheme. Re-employed NHS Pensioners and staff who already have a full time post in the scheme are unable to contribute. If you have previously opted out of the scheme, and now wish to rejoin, then you have to write in to ELFS Payroll.
Q. I want to opt-out of the NHS Pension scheme. What do I do?
A. The 2014/15 Opt Out Calculator is available on the NHS Pensions website at http://www.nhsbsa.nhs.uk/Pensions/4208.aspx to help members who have expressed a desire to leave the NHS Pension Scheme make a decision. If the member decides to opt-out they are required to complete form SD502 and sign a declaration confirming that they understand what they are giving up. Copies of form SD502 can be downloaded from the NHS Pensions website at: http://www.nhsbsa.nhs.uk/Pensions/4115.aspx Complete form SD502 and send it to ELFS Shared Services, Viscount House, Commercial Road, Lancashire BB3 0FG

Q. I have opted out of the NHS Pension Scheme before I have completed 2 years. Can I get a refund?
A. Yes – you need to request and complete a Pension scheme form RF12. This can only be requested from the pension Agency. ELFS Payroll team will complete this online for you, and a refund should come to you direct from the NHSPA within 6 weeks. A refund of pension contributions can only be actioned if you have less than two years pensionable service in either 1995 or 2008 sections. If this is the case you can download form RF12 from the NHS Pensions website and forward to ELFS Shared Services. The refund is adjusted by both Tax and National Insurance contributions.

Q. I want to retire on my NHS Pension - what do I do?
A. Contact ELFS Helpdesk, approximately 4 months before your intended retirement date

Q. How do I apply for ill-health retirement?
A. Contact your manager and Trust's HR Department to collectively request incapacity application forms from ELFS Helpdesk. More information regarding ill-health retirement can be found on the NHS Pensions fact sheet http://www.nhsbsa.nhs.uk/Pensions/Documents/Pensions/lll_Health_retirement_Factsheet_V2_07.2013(1).pdf

Q. I have another pension - can I transfer that to the NHS Pension scheme?
A. It is possible to transfer monies or service from another pension scheme into the NHS Pension within 12 months of joining the NHS. Contact ELFS Helpdesk to initiate a transfer pack. All forms are completed without obligation, pending receipt of a transfer value from NHS Pensions.

Q. I require a cash equivalent transfer value (CETV) for divorce - how do I obtain this information?
A. Please download forms PD1 and PD2 (below) and forward to ELFS Helpdesk so that pay details can be added by ELFS. All links relating to NHS Pensions and divorce issues are below:
PD1 - Pensions on Divorce or Dissolution of Civil Partnerships Application Form
Booklet TV47POD- Information for people who intend to divorce or dissolve a civil partnership http://www.nhsbsa.nhs.uk/Pensions/Documents/Pensions/TV74-POD_(V4)_online_-_01.2013_.pdf

Q. What happens if I am in the NHS Pension Scheme and die in service?
A. A lump sum of twice your annual pensionable salary becomes payable to your spouse civil partner or nominee. In addition a survivor pension and child benefits may be payable
depending on your circumstances. For more information the fact sheets from the NHS Pensions website are detailed as follows.

1995 Scheme Member:

2008 Scheme Member:
http://www.nhsbsa.nhs.uk/Documents/Pensions/Life_Assurance_and_Family_Benefits_Factsheet_2008_Section_(V2)_03.2011.pdf

Q. How do I make a pension nomination?
A. You can nominate someone to receive NHS Pension Scheme death benefits by completing the appropriate form below. Please note any existing nomination would have to be replaced by a new one if circumstances change. (E.g. A member, who was single and nominated a third party to receive the life assurance lump sum, subsequently meets and marries someone else.

DB1 - Death Benefit Nomination for membership that ended before 1 April 2008
DB2 - Death Benefit Nomination for membership that stated or continued from 1st April 2008
PN1 - Non Registered civil partner/married partner nomination
Civil Partnership Act NOM1 - Cancelling an existing Nomination

Q. Can I make an additional payment to my NHS Pension?
A. Additional payments can be made to the NHS Pension Scheme by following the options and links below.

Additional Pension Calculator
Additional Pension Frequently Asked Questions
Half cost added year's fact sheet

Q. How can I protect my pay for pension purposes?
A. SM R9 Members App - An Application form together with a manager's letter (stating reason) needs to be provided for members to apply for Protection of Pay or Voluntary Protection of Pay.

Q. If you have a query on Annual Allowance or Lifetime Allowance
A. Please refer to the NHS Pension Website http://www.nhsbsa.nhs.uk/3126.aspx or to your own independent financial adviser. ELFS cannot provide financial or taxation advice.

Q. How much will I contribute to my pension?
A. Follow this link to the NHS Pensions Cost and Contribution page
http://www.nhsbsa.nhs.uk/Pensions/2657.aspx

Q. Can I calculate my own pension?
A. Please follow this link to the NHS Pensions member's calculator page
http://www.nhsbsa.nhs.uk/Pensions/4202.aspx

Q. Can I draw down my NHS Pension without retiring?
A. No, not if you are a member of the 1995 section of the NHS Pensions scheme
Yes, if you are a member of the 2008 section of the NHS Pension scheme more information can be found by following the link

Further information  If your question has not been answered, please visit the NHS Pensions website for further information.

Alternatively you can contact ELFS Helpdesk by telephone on 01254 732014, by email to elfs_helpdesk@elht.nhs.uk or through our website at www.elfsnhs.co.uk
Useful Contact Numbers.
NHS Pensions Agency 03003301346  Healthsure/Simply Health 0800 980 7890
Medicash 0151 702 0220  RBH Car Parking Office 01254 732562
BGH Car Parking Office 01282 474521  HMRC – For ELHT staff 0845 300 062