

No. 039/26

9<sup>th</sup> February 2026

Dear Colleague

## ROYAL MAIL: THE COLLECTIVE PLAN - ANNUAL BENEFIT STATEMENT & ADJUSTMENT LETTERS

Branches and members are advised that the Collective Plan has issued its first Annual Benefit Statement and adjustment letters. These will be sent via second class post from today, Monday 9<sup>th</sup> February to all scheme members who were in the Collective Plan between October 2024 and March 2025.

The Annual Benefit Statement tells Collective Plan members how much they'd built up in the Collective Plan to 31 March 2025, how much they might get from the Collective Plan at age 67, and other information the Collective Plan is legally required to send to members.

The adjustment letters inform members of the outcome of the Collective Plan's valuations, which determine how much everyone's income for life and lump sum are adjusted. The results of the valuations are:

- **Income for life** built up in the period to 31 March 2025 will increase by 6.4% on 31 March 2026
- **Lump sum** built up in the period to 31 March 2025 will increase by 7.6% on 31 March 2026

Scheme members should remember, everyone's income for life is adjusted each year by the same percentage, even after you've retired, so that the cost of everyone's income for life stays in balance with the value of the Collective Plan's assets. This means your income for life can go down as well as up, both before and after you start getting your income for life.

Your lump sum is guaranteed and cannot go down, and each year the Trustee will work out if your lump sum can go up or not, and by how much if it can go up. **You will see from above that this year it is going up by 7.6%.**

Branches are urged to encourage members to sign up to:

- **The MSS website** where they can see how much has been built up so far and an indication of what they might receive at age 67 (link - <https://www.securemcollectiveplan.com>). Members must register for the Collective Plan's Member Self-Service to access the Annual Benefit Statement and adjustment letter in the future as they will only be provided via the MSS from next year. Details about how to do this are included in the letter from the Collective Plan.
- **Details of dependants** - it is also vitally important that members provide these details via the MSS website.

Members can also sign up to the following via the Royal Mail People App

- **Lump sum booster** (a 1% member contribution is matched at 1% by Royal Mail) - [Royal Mail - Pensions](#)
- **AVCs** - If members pay AVCs into the Collective Plan, those payments will build up in a separate pot. And they'll have different rules about how members can take them. Refer to the AVC Handbook. [Royal Mail - Pensions](#)

## Conclusion

The Collective Plan has been running since 7<sup>th</sup> October 2024 and this is the first annual valuation (which will be repeated every year going forward). Clearly, this year's outcome is very healthy and positive for our members.

Lastly, if Branches or members require further information, the attached Q&As will assist. Members can also use the various QR codes to access the relevant information on the Collective Plan website.

Any enquiries in relation to this LTB should be sent to [snicholas@cwu.org](mailto:snicholas@cwu.org) or [hmaughan@cwu.org](mailto:hmaughan@cwu.org)

Yours sincerely,



Andy Furey  
**Assistant Secretary**

## FAQs for Unions

### I don't understand my benefit statement?



The Trustee of the Collective Plan has created a benefit statement explainer video, which walks you through your benefit statement and can be found at [www.rmcollectiveplan.com/benefit-statements](http://www.rmcollectiveplan.com/benefit-statements) or by scanning the QR code

### I haven't received my benefit statement and benefit adjustment letter?

Letters were sent out second class between 9-11 February and might take a few working days to arrive.

If you've recently told the Trustee about a change to your address, and don't have a redirection of mail in place, they might have gone to your old address as, due to the time it takes to prepare the mailing for over 100,000 people, the data used for the mailing may not have been updated before the letters were sent out.

You can access a digital copy of your benefit statement and benefit adjustment letter on your Member Self-Service (MSS) portal which can be accessed at [www.securemcollectiveplan.com](http://www.securemcollectiveplan.com). It might take a little while after mailing before everyone's documents have been uploaded and you can view it in the portal.

You will not have received a benefit statement and benefit adjustment letter if you were not a member of the Collective Plan before 1 April 2025, but you will receive one in future years (subject to legal requirements). If you joined after this date and want an idea of the estimated benefits you have built up so far please log on to MSS and select 'benefits quotation'. Then select 'What you've got so far' from the dropdown list and click 'generate quote'. Although the MSS quotation does not contain all the information included in the benefit statement and adjustment letter it will provide you with an indication until you get your first formal statement and letter next year.

### My benefit statement and benefit adjustment letter only show how much I've got in the Collective Plan up to 31 March 2025?

Legislation sets out the requirements for the information which is required to be included in benefit statements and the benefit adjustment letter. In line with those requirements, the information about your income for life and lump sum is as at the end of the last scheme year, being 31 March 2025.

This is largely because, under the Collective Plan's Trust Deed & Rules, the income for life and lump sum which a member builds up during each year are credited on each 1 April – as this benefit statement and benefit adjustment statement are have been prepared and sent in February 2026, they relate to income for life and lump

sum which have been credit as at the last 1 April (1 April 2025 which means looking at income for life and lump sum built up to 31 March 2025).

To get the most up to date figures of how much income for life and lump sum you've built up in the Collective Plan so far, login to the Member Self-Service (MSS) portal and select 'benefits quotation'. Then select 'What you've got so far' from the dropdown list and click 'generate quote'.

### **Why have the income for life and lump sum changed?**

Each year, the Trustee, with support from some of the Collective Plan's advisers, looks at the Collective Plan's investments, the estimated future gains on those investments and the estimated cost of providing the benefits built up so far to work out how much to adjust everyone's income for life and lump sum. This is known as the "valuation" process. There are separate valuation processes for the income for life and lump sum sections of the Collective Plan and this is why the income for life and lump sum will usually be adjusted by different percentages.

The income for life must be adjusted so that the cost of everyone's income for life stays in balance with the value of the Collective Plan's assets. This means the income for life can go down as well as up. The lump sum valuation process will work out if the lump sum can be increased, and by how much if it can be increased. However, unlike the income for life, the lump sum cannot go down.



Scan the QR code by pointing your phone/tablet camera to the QR code and clicking on the link that will appear on your phone/tablet screen or go to [www.rmcollectiveplan.com/yearly-adjustments](http://www.rmcollectiveplan.com/yearly-adjustments) to watch a short video explaining "How your adjustments work".

### **Where can I get more information explaining the changes to my income for life and lump sum in the most recent valuation process?**

The Collective Plan's Valuation Summary provides a summary of the valuation for the income for life section. For the lump sum section, please see the Lump Sum Summary Funding Statement. The Collective Plan Chair has also written a blog explaining in detail what the valuation is and how it impacts you. For broader information you can also look at the Collective Plan Handbook.



All these documents can be viewed and downloaded by going to our website at [www.rmcollectiveplan.com/documents-forms](http://www.rmcollectiveplan.com/documents-forms). Or scan the QR code.

### **Will my income for life and lump sum change again in the future?**

Yes. A valuation process will happen every year to determine if the income for life and lump sum must change. Every year, any adjustments will take effect on 31 March. The Trustee aims to increase them to help keep up with the cost of living over time, though this is not guaranteed and your income for life could go down as well as up, even after you retire.

### **When will I find out about future changes to my income for life and lump sum?**

The Trustee will email you every year to let you know that your adjustment letter is available to view and download on the MSS portal. This will usually take place in January/February each year.

The Trustee will not send a hard copy letter again to tell you about changes to your income for life and lump sum, unless you've opted out of digital communications. This is because many of the costs of running the Collective Plan are paid for collectively, by the members.

To help reduce costs, the Trustee of the Collective Plan will communicate with you by email. Going digital also helps to provide more timely, targeted and regular updates to keep you better informed.

### **How do I login or register for the Member Self-Service (MSS) portal?**



Visit [www.securermcollectiveplan.com](http://www.securermcollectiveplan.com) or scan the QR code

**If you haven't already registered**, you need your Personal Identification Code to register which is on the covering letter and benefit adjustment letter sent to you by the Trustee.

You'll also need your personal details and National Insurance number. You can find your National Insurance number on your payslip.

### **Need help registering for the MSS portal?**



There is a video tutorial and PDF guide to help you register and use the MSS portal, which can be accessed at <https://rmcollectiveplan.com/member-self-service>. Or scan the QR code.

### **What happens to my income for life and lump sum if I die?**

If you were to die before or after getting your income for life, eligible Dependents and eligible children could be entitled to benefits from the Collective Plan. It is important all members tell the Trustee about any dependants, this can be done through the MSS portal.



For more information, please scan the QR code or go to:  
<https://rmcollectiveplan.com/when-i-die>

## Questions?

The Collective Plan Helpline can give you information about the Collective Plan. Please have your member number or National Insurance (NI) number to hand if you call the Helpline, or include one of them along with your full name and date of birth in your correspondence if you email or write. This is so the Helpline can verify your identity.

**Email:** collectiveplanhelpline@royalmail.com

**Telephone:** 0345 604 3741 – lines open 9am to 5pm, Monday to Friday (excluding Bank Holidays)

## Write to the Collective Plan:

Royal Mail Collective Pension Plan  
Pensions Service Centre  
Pond Street  
PO BOX 6148  
Sheffield  
S98 6AD