

Name  
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Post code

Date

## Introducing LPPA

Your new pension administrator

Hello **Title Surname**

We're pleased to confirm that from **24 October 2025** LPPA has been appointed by Hackney Pension Fund as the new administrator of your Local Government Pension Scheme.

As well as having a new contact for your everyday pension queries, this means you will soon have access to PensionPoint – a new online portal, where you will be able to access your pension information in just a few clicks.

## Who is LPPA?

As one of the UK's leading pension administration companies, LPPA supports over 2,100 employers and 700,000 members of Local Government, Police and Firefighters' pension schemes. So, you'll be in very good company.

Following the move to LPPA in October, the team will be on hand to answer your questions, help you get started and guide you through every aspect of the pension process.

## How will this affect my pension?

Don't worry, this change will not affect your pension benefits in any way. It just means that you will have a new point of contact for your everyday pension queries. So, rather than contacting Equiniti, from 24 October you will need to get in touch with LPPA.

The same process applies if you have a retirement application in progress. You should continue to contact Equiniti up until 23 October and after this date, LPPA will be ready to answer your questions and support you with any ongoing queries.

If you are a retired member, your pension will continue to be paid into your usual bank account on the same day of the month. The amount will not change, but after the move to LPPA, please be aware that your future P60s and payslips will be available through your PensionPoint account. Registering is easy and we'll help you get started once your account is available next month.

## **Next steps – what do I need to do?**

At this moment in time, there's nothing you need to do. We'll write to you again in October with details on what happens next and how to access PensionPoint. Or, if you wish to opt out of digital communications, please let us know after the switch and we can arrange that too.

In the meantime, you should carry on as normal. Your pension is in safe hands.

For more information visit **[members.lppapensions.co.uk/hackney](https://members.lppapensions.co.uk/hackney)**



Scan the QR using the  
camera on your  
mobile phone.

Best wishes

LPPA Member Services