i How to...

Register and login online

You will need…

- Your date of birth
- National Insurance (NI) Number (temporary NI numbers are not accepted)
- Personal email address
- The activation code sent to you by post (this doesn't expire)

-10- The process will take about **10 minutes** to complete.
If you're logging into your account this only takes around 2 minutes.

Registering: 4 steps

You will only need to register once for your online DB pension account. If multiple unsuccessful registration attempts occur, you may be locked out.

If you need to get in touch, please use the Contact Us page through the online service. There are some instructions at the end of this helpfile.

Step 1: Go to the website

Go to **enwlpensions.co.uk** and select the 'Log into your DB account' icon. You can also go to the 'DB members' section and select 'Member log in' from the dropdown list. There you can also find a login link.

Step 2: Register for your account

Fill in the requested fields including your NI number and the email address you want to use. We recommend that you don't use your work email address. The activation code you need will have been sent to you by post.

Ensure you have read the Terms and Conditions and the Cookie Policy and tick the box.

Step 3: Create a password and memorable word

Type in a password you would like to use for your account. In the next field, re-enter your chosen password. Your chosen password must be at least 8 characters long and contain a capital letter, lowercase letter and a digit.

Underneath your chosen password you'll also need to create a memorable passphrase and type it in again in the field underneath to confirm. Then tick the box that says 'I'm not a robot', and select 'Register'.

Step 4: Success!

If your registration is successful, you will see a 'Confirmation' message. Once your details have been verified successfully, an email will be sent to you with a registration URL. Select the URL to complete the registration process.

Key words explained

DB (defined benefit)
Also known as 'final salary'. DB pension schemes link the amount of pension payable to pensionable service and salary.

DC (defined contribution)
Also known as 'Money Purchase'. DC pension schemes set the amount of contributions paid by the member and employer, but the income amount received on retirement isn't set and depends on investment performance.

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Logging in: 3 steps

Step 1: Go to the website

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Step 2: Log into your online account

Fill in your email address and password and select 'Login'. You can be locked out of your account if multiple unsuccessful login attempts are detected.

Once locked, the account can be unlocked using the 'Forgot password' link, which you can find more details about below.

Step 3: Forgot your password?

On the login page, select the 'Forgot your password?' link. You'll be asked to enter the email address you use for your online account - the email you used when you registered.

Once your email address has been verified, a link will be sent to your email that you can use to reset your password.

Select the link and this will redirect you back to a page where you can reset your password. Once you've chosen a new password, you should be able to log in with your new password straight away.

What happens next…

Once you've registered for and logged into your online account, you can start to manage your pension effectively. You can:

- Edit your personal details and view your membership details
- Request an estimate
- Add/update your Expression of Wish details

If you're a retired member, you can edit your personal details, view your membership details and add/update your Expression of Wish details if you've been retired for 5 years or less. You can also find documents relating to your pension such as Pension Increase letters and benefit statements.

How to contact us

If you would like to get in touch, please use the Contact Us page through the online service when you log into your account. Here you can fill out a form to make an enquiry.

Select the enquiry type from the dropdown list (Active, Deferred, Pensioner, Dependant, Transfer Request) and then type in your message underneath. Then select 'Submit'.