i How to...

Update your details online

Update your…

- email address
- phone number
- address and postcode
- bank details (if you're a pensioner)

5 The process will take about **5 minutes** to complete.

This process has 4 steps

If you would like 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 and login

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: Go to your details

Once you've logged in, go to the 'My personal details' tile, which is next to 'My benefit summary'.

You can also select 'My details' in the bar at the top.

If you're a pensioner, you can update your bank details under the 'My bank details' section.

Step 3: Update your details

Select the fields you would like to edit and add your new details in. Once you've changed the details you want, select 'Submit Change'.

If you decide you don't want to change any details or want to change your details at a later date, just select 'Cancel'.

Step 4: All done!

Success! Now your details are up to date. You can log into your account at any time to make a change. Make sure you keep your details up to date on a regular basis so you can be contacted about your pension.

Key words explained

Active member
An employee who is currently paying into the pension scheme and building up their benefits.

Deferred member
A person who is no longer paying into the pension scheme, but has benefits within it that they've not yet claimed.

Pensioner
A person who is no longer paying into the pension scheme and is receiving their benefits.

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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'.