



## How to...

# Update your details online

### Update your...

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



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 [myeonpension.com/](http://myeonpension.com/) and click on 'Login to myESPS account'. On the 'Welcome' page, fill in your email address and password, click 'Login', and then fill in the requested letters for your memorable phrase. Tick 'I'm not a robot' and click 'Continue'.

### 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 click on '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

Click on the fields you would like to edit and add your new details in. Once you've changed the details you want, click 'Submit'.

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

### What the icons mean

- Step complete
- Step not started
- Edit entry
- Required field

### 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.

## 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 click 'Submit'.