



HOUSE OF COMMONS

LONDON SW1A 0AA

The Rt Hon Nick Thomas-Symonds MP
Paymaster General and Minister for the Cabinet Office
Cabinet Office
by Email

Our Ref: EC17338/TM

20 July 2026

Dear Nick

Re: Civil Service Pensions

I am writing on behalf of constituents who are waiting for quotation statements for their Civil Service Pensions. I have heard from constituents who have already retired and are still at this first stage of the process. I am concerned that my constituents and many others are experiencing lengthy delays in accessing their pensions. This situation is made worse by terrible communication from Capita which increases stress and uncertainty.

One constituent describes contacting Civil Service Pensions in January 2026 to obtain a benefit statement. He was advised to resign as this would be the surest way to get his quotation before his retirement date. He has now been retired for two months and has still not received his statement.

My constituents describe spending hours on the phone waiting to speak to a operative. They are frequently cut off after a long wait. When they do manage to get through no update is available. They state the online calculator has not worked for months and messages sent via the portal remain unanswered. The chat box invariably advises that all agents are busy and that they should try another time.

One constituent expresses frustration with the Civil Service Pension Scheme App. She states that every time she tries to log in she is issued a one time passcode by text, she is usually locked out when she enters the passcode. She then has to begin a chat to get her account unlocked but is often unable to access the chat service due to a high amount of users.

My Constituency Team has also taken part in surgery appointments that you have set up for MPs Offices. However my Caseworkers have also been unable to establish a timeframe for receipt of pension quotations.

In the absence of the quotation statement itself, a timeframe for its receipt is the only meaningful update for my constituents. Please could you advise:

- Why when it was articulated that all quotes would be prepared by June 30th, this has not been done?
- Is there a date by when Civil Service Pension quotation statements will be completed?

Dr Ellie Chowns MP

Member of Parliament for North Herefordshire
House of Commons, London, SW1A 0AA

- How do you intend to improve communications by phone, app and chat, between Capita and Civil Servants awaiting news of their pensions?

Yours sincerely

A handwritten signature in black ink, appearing to read 'E Chowns', written in a cursive style.

Dr Ellie Chowns MP
Member of Parliament for North Herefordshire