

DR1 Phase 2 FAQs

Frequently asked questions about DR1 Phase 2 requests

What do I do if I can't identify the member with the information provided?

Please contact us for further support at dr1queries@civilservicepensionscheme.org.uk

Why is this an excel sheet as opposed to word used by MyCSP?

This change has been introduced to support quicker and more efficient production and processing of DR1s.

How quickly do we need to action this?

Please action this as soon as possible, ideally within five working days.

Why are you only asking for certain details on the form?

We want to minimise the amount of data we ask employers to provide and will continue reviewing opportunities to reduce both the volume and content of DR1s over time.

How many DR1s will I get?

This will vary by employer and cannot be confirmed until all cases have been reviewed. Across the full population, we expect around 1,800 to 2,000 DR1s to be issued.

I have received a large number of DR1s in one go – why is that and what about prioritisation of work?

The DR1's have been created as a bulk exercise resulting in some employers receiving higher quantities. This is not what we expect to do in the future but is necessary for this exercise. We have not prioritised the DR1's as all are required to enable outstanding quotes to be processed

Some of our employees have a service credit for casual service, which gives them a notional start date. In the DR1, should we be entering the actual start date, or the notional start date in the Date Joined column?

Please enter the notional date, but we will also need the specific detail of casual service including Actual Date of Joining.

What about partial retirees who are still with our business?

Please put 'n/a partial retiree' in the Date of Leaving field.

Where do I go if I have any further questions?

Contact details will be included on the DR1 request form -
dr1queries@civilservicepensionscheme.org.uk