

Member Self Service Portal for Pensioners

The Teachers' Pension Plan Member Self Service (MSS) Portal is a secure, web-based application designed to provide pensioners with enhanced on-line services available at your convenience. The MSS Portal is integrated with the Teachers' Pension Plan Corporation (TPPC) pension administration system, and provides you with convenient access to your personal pension information so you can track your pension payments, keep your personal information up to date online, or submit and retrieve forms and documents. The integration of the MSS Portal with our pension administration system provides access to your most recent information.

What Key Features Are Available on the MSS Portal for Pensioners?

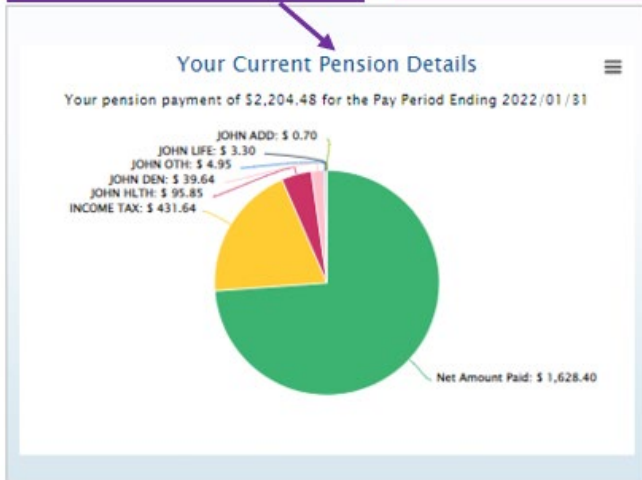


Feature #1:
Main Drop-Down Menu



Feature #2:
Latest Payment Details

Feature #4:
General Information



General Information

Frequently Asked Questions:
We have provided easy access to several Frequently Asked Questions.

General Documents and Links:
Here you have access to links to useful sites and can download useful forms.

Questions:
If you have any questions, please contact memberservices@tppcnl.ca



Feature #3:
Quick Links

Disclaimer

Teachers' Pension Plan Corporation offers this Self Service Portal for the convenience of our pensioners, but accepts no liability for impacts resulting from errors or omissions. Requested personal information changes may take up to one month to be reflected on the portal.

If you have any questions or require any additional information on your personal profile or the rules and provisions of the Teachers' Pension Plan, please do not hesitate to contact Teachers' Pension Plan Corporation at memberservices@tppcnl.ca or 1-709-793-8772 (toll free: 1-833-345-8772).

The MSS Portal has drop down menus to easily select features.

Feature #1: Main Drop Down Menu:

- **PERSONAL INFORMATION** – View and update your member and pension information.
 - Update your address, banking information or additional income tax amount deducted from your payment.
 - Complete your beneficiary election online.
- **DOCUMENTS AND INFO** – View cheque stubs. View and submit documents. Access useful links and information.
 - View, save and print a personal copy of your semi-monthly pension cheque stubs - up to the previous two years.
 - Upload completed forms and other documents for processing. View your documents.
 - Access Frequently Asked Questions (FAQ), and useful links.
- **My Profile** – Keep your login credentials, and electronic preferences up to date.
 - Update your email address/user id.
 - Change your MSS Portal login password and security questions.

Feature #2: Latest Payment Details:

View an easy-to-read breakdown of your latest pension cheque stub.

- Click anywhere in the graph to view your latest semi-monthly pension cheque stub.
- Hover over each piece of the pie graph to view 'Year to Date' amounts.
- Click on the ☰ icon at the top right of the pie graph to see a larger view of the chart.

Feature #3: Quick Links:

Quick access tiles to update your banking details, mailing address or additional income tax deduction.


Feature #4: General Information:

Quick access links to MSS Portal support documents.

Just one of the convenient features available under the *Documents and Info* menu of the MSS Portal is **Cheque Stubs**.

DOCUMENTS AND INFO | CHEQUE STUBS LOGOUT

Cheque Stubs



TEACHERS' PENSION PLAN
PENSIONER'S PAYROLL ACCOUNT
STATEMENT OF PENSION EARNINGS AND DEDUCTIONS

[Save a Copy](#)

Doe
130 Kelsey Drive
St. John's, NL A1B 0T2

John

Pension ID: 11735944-2
600000002-1

EARNINGS		DEDUCTIONS		YEAR TO DATE	
REG PEN	\$1,378.23	INCOME TAX	\$184.99	GROSS PAY	\$9,647.61
		NPSPA	\$1.00	INCOME TAX	\$1,294.93
		RTA	\$1.00		
		JOHN HLTH	\$67.57		
		JOHN LIFE	\$9.79		
		JOHN OTH	\$25.43		
TOTAL EARNINGS	\$1,378.23			NET PAY	\$1,088.45

Pay End Date: 2022/05/15

ID #	Pay End Date	Gross Amount	Net Amount	Action
2022-09	2022/05/15	\$1,378.23	\$1,088.45	View
2022-08	2022/04/30	\$1,378.23	\$1,088.45	View

You can view your semi-monthly pension cheque stubs for up to the previous two years (the earliest is January 2022), and save a copy to your device for personal reference. By default the detailed cheque stub for your latest payment is displayed. To view an earlier cheque stub select the 'View' link for the payment you wish to view from the cheque stub listing at bottom of the screen. Select the 'Save a Copy' button if you would like to save a personal copy of the displayed cheque stub to your device.

Another important feature accessed under the Personal Information menu is the online update of your address, banking information, or additional income tax deduction. In [Member Information](#) or [Pension Information](#) select the 'Edit' button for the information you wish to update.

Member Address

Address 1:	130 Kelsey Drive
Address 2:	
Address 3:	
City:	St.John's
Province:	Newfoundland and Labrador
Country:	Canada
Postal Code:	A1B 0T2
Phone Number:	7097938772

Banking Information

Financial Institution Number:	555
Branch Transit Number:	10101
Bank Account Number:	3030303

Additional Income Tax

Current Additional Income Tax Amount:	\$0.00
---------------------------------------	--------

The MSS Portal will guide you through the steps to complete the process.

Once your personal information change request is submitted your pending change is displayed on the MSS Portal screen until approved. Once approved you will receive an email notification at the email address on file. Data changes made within ten(10) business days of your next payment date may not take effect until the following payment date.

How Do I Access the MSS Portal and Register?

To access the secure MSS Portal go to the TPPC website at www.tppcnl.ca and click the 'Pensioners' menu and then 'Member Self Service Portal'. When you reach the MSS Portal login page select **"Click here to First Time Log In/ Forgot Log In ID"** to register on your first visit.



LOGIN

Login

Login

Email Address/User ID:

Password:

Please remember that your password is case-sensitive.

[Click here to First Time Log In/ Forgot Log In ID](#)
[Click here](#) if you forgot your password.
[Click here](#) to bookmark this page.

[Click Here to Register](#)

[Terms of Use](#) | [Privacy Statement](#) | © 2022 Buck Global, LLC. All rights reserved

You will then be taken to the MSS Portal Registration webpage. You should have your SIN, date of birth and employee ID or TPP Pension ID ready. Your employee ID can be found on your cheque stub with the label *Employee No.*, *No.*, or *Employee #*. To obtain your TPP Pension ID or if you require other assistance, please contact TPPC Pension Administration support using the details provided below.

After registering you can create your personal account using your email address and a password of your choosing to securely log in to the MSS Portal.

The MSS Portal for pensioners is delivered as part of TPPC's ongoing commitment to service excellence to our membership, and we will continue to provide new features.

How Do I Contact Support?

If you require support for the MSS Portal, please contact TPPC Pension Administration Support at:

EMAIL: memberservices@tppcnl.ca

PHONE: 709-793-8772 (Local)

TOLL FREE: 1-833-345-8772



TRUST. CONFIDENCE. SECURITY.
