

## Processing times for Pension Related Queries

Effective: Feb 2018. Replies to queries are issued by email whenever possible.

Category of Query	Processing time for a reply to issue.
Applications for Retirement	3 months.
Applications for spouses' pension	1 month.
Family Law Requests	10 to 20 working days
Short Service Gratuities	These requests are addressed quarterly.
Quotation for the purchase of Notional Service including Fund Transfers	As quotations are based on the next birth date of the pension member, quotations are only issued 6 weeks before your next birth date.
Queries on existing contract for the purchase of Notional Service	Within 30 working days
Requests to review existing contracts for the purchase of notional service	Within 40 working days.

**Requests for statements of Retirement Benefits for Primary / Secondary or NTS including that for cost neutral retirement or retirement based on medical grounds.**

The pension modeller available on the website of the Department:

<https://www.education.ie/en/Education-Staff/Services/Retirement-Pensions/Pensions-Modeller/Pensions-Modeller.html>

allow you to get an estimate of your potential retirement benefits based on the salary and service details you enter. The Modeller can estimate:

- pension benefits at retirement age
- preserved benefits (payable at retirement age) if you resign your post before reaching retirement age.
- Cost Neutral Early Retirement benefits payable before retirement age

The Modeller can also determine if you have insufficient service to retire on a proposed date

While the modeller is unable to calculate ill health retirement, notional service or part time credit, requests for statements of retirement benefits are processed on the following priority criteria :

- (A) Persons retiring within the current academic year.
- (B) Persons retiring due to ill health.
- (C) Persons requiring pension statements as a result of Family Law.
- (D) Persons retiring in future academic years.

During the peak summer months, May to September, the processing of actual retirement applications receive a higher priority than the processing of statements of benefits. This is necessary due to the limited staffing resources available and to ensure that benefits for those retiring are processed in a timely manner.

For these reasons, statements of retirement benefit may take up to 3 months from the time of application excluding the processing period for retirement applications.