

Auto Reply

To info@rcadministration.com <info@rcadministration.com>

Thank you for your email to the Network Rail Pension Scheme administration team here at Willis Towers Watson.

Important information when contacting the administration team:

We have logged your enquiry and will respond as soon as we can, although please note that our standard response times are 5 to 10 working days.

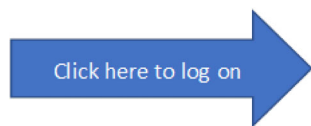
For us to be able to respond to your enquiry and to avoid any additional delay please ensure your **Month of Birth, Post Code** and the **Last 4 characters of your National Insurance Number** is included in your email. Like many organisations, we continue to adapt to a more flexible working environment and have a blend of office based colleagues and those who work from home, providing administration services and responding to your enquiries.

To help us provide the highest level of service we would be grateful if you only contact us for an update if your enquiry is becoming urgent.

Access to your online Network Rail account via the member portal (ePA):

If you are an existing member of the Network Rail Defined Contribution Scheme or Network Rail CARE Pension Scheme you can view and manage your account online at any time.

Logging on is easy, just click on the arrow below where you can directly login to your record. *(You should have previously received your login details and password for accessing the Pension Scheme website through the post, but if you cannot access the website then please call us on 01737 230 487 during operating hours of 9am to 5pm Monday to Friday (excluding English Public Holidays) and we will help you.)*



This site will enable you to view your benefits/employment history, review/amend your investment choices, run calculations, update your beneficiaries etc.

Additionally this site hosts a wealth of information about the Network Rail pension arrangements

*If you find what you want through the Pension Scheme website and you no longer need our help, then please let us know and we will **attempt to** cancel your request.*

Can't login?

Try our [User ID reminder](#) or [Reset your password](#) services.

If you are new to ePA or have been unsuccessful with the options above please try our [Account Recovery](#) service instead.

Another really valuable source of information is available through the Pension Scheme website (www.myNRpension.co.uk) allowing you to quickly obtain Scheme information yourself.

Network Rail Pensions

PO Box 545

Redhill | Surrey | RH1 1YX

Telephone : 01737 230487

Website : www.myNRpension.co.uk

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