



Expert guidance on running Nest more efficiently

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Wednesday, 25 June 2025

nestpensions.org.uk

Agenda

What we'll cover today

- | | |
|---|--|
| 1 | Managing contribution schedules |
| 2 | Understanding the Nest opt-out process |
| 3 | Our new member portal |

Housekeeping

- › Time for questions at the end of the presentations, please type any questions in the Q&A box.
- › Please fill out the feedback form.
- › Slides and recording will be sent out after the event



Managing contribution schedules

Gary Ball

Dealing with errors

Payroll

- Generate file / not aware of what data items are being used
- Files rejecting – need to check against data items
- You must provide a valid header or trailer record :

*Please ensure the **payment source** and **frequency** are correct, and that the **payment due date is in the correct format** - it should match an existing contribution schedule on the system. Please check your data and try again.*

Steps to take if you see this error message

- Compare data on payroll and Nest
- Exact match



Manage contributions

My source | Monthly

Earnings period: 1 - 31 May 2025 | Schedule reference: GBP00177055000183457

Schedule due by: 22 June 2025 | Schedule status: Due

1. Enter your contribution information in the schedule below

There are 4 members in this schedule.

Action is required for: 4 member(s)

4 Action needed - Not yet validated

Find out what each member status means in our [help centre](#)

[Show less](#)

You'll need to save any changes you make before you submit your schedule

Save changes

Submit schedule

2. Submit the schedule to make payment

Total to pay: £0.00 ?

If the total to pay is £0.00 you'll still need to submit the schedule

Due	22 Jun 2025	My source	Monthly	1 May - 31 May 2025	➔
Due	22 Jul 2025	My source	Monthly	1 Jun - 30 Jun 2025	➔



CSV file

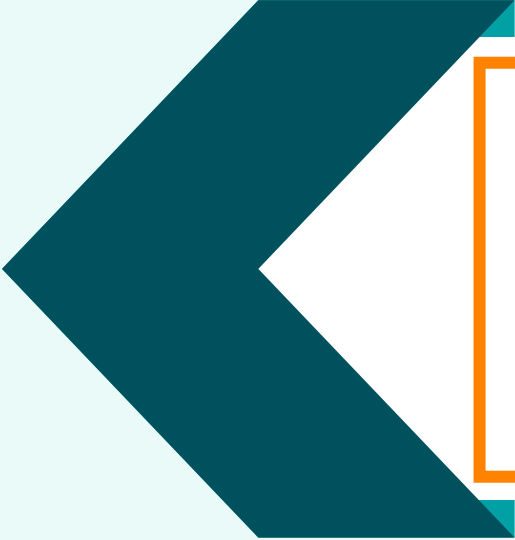
- › H,EMP011118027,CS,2024-05-31,My source,2024-06-22,Monthly,,2024-05-24,2024-05-01,
- › D,,AB123474C,,2000,,60,80,,,,,,,,,
- › D,,AB658597B,,3000,,90,120,,,,,,,,,
- › D,,AB126798C,,1500,,45,60,,,,,,,,,
- › D,,AB129865D,,1400,,42,56,,,,,,,,,
- › T,4,5

Contribution schedule processing

- › If using a csv file to upload or the API (Nest web services) then:
 - The key data in the incoming file must match with the contribution schedule on screen on the Nest portal:
 - **Nest employer reference mandatory** – EMPXXXXXXXXXX
 - **Process type mandatory** – always CS
 - **Earnings period start date** – YYYY-MM-DD
 - **Payment source** – mandatory
 - **Payment due date** – YYYY-MM-DD
 - **Frequency** – mandatory (Weekly, Tax Weekly, Fortnightly, Four Weekly, Monthly, Tax Monthly)
 - **Earnings period end date** – mandatory – YYYY-MM-DD

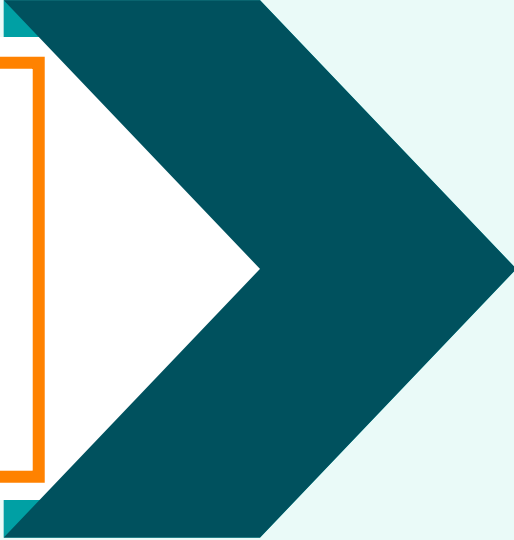
Nest CSV convertor – [Nest template CSV file download](#) | [Nest pensions](#)

Aligning your Nest account



Set up new correct group
[How to add a new group | Nest pensions](#)

Move members to new group
[Changing a member's group manually | Nest pensions](#)
[Changing a member's group with a CSV file | Nest pensions](#)



More common issues

- Payment due date
- Multiple contribution schedules
- Regular late payment notifications
- Last minute payroll adjustments
- Book a 121



Book an appointment to talk to us directly

To book a one-to-one 30-minute appointment with our in-house experts please send the following details:

- › Name
- › Job title
- › Organisation
- › Appointment date/time request
- › Summary of issue

to events@nestcorporation.org.uk and we'll book you in. Details will be sent in follow up email



Opting out

John Hale

Opting out actions

- No further contributions should be submitted
- On a contribution schedule on screen any contributions input will show but will not be collected
- You will receive a notification in your Nest inbox
- A refund will be paid to the employer's / your bank account
- If a paper opt-out notice:
 - You tell us on the next contribution schedule and quote the reference number



Opting out – the process

- You enrol a worker
- Letter issued to member
- Opt out window opens on third working day for one month
- How a member opts-out:
 - Nest website
 - Log into their Nest account
 - Phone
 - Post – form to issue to employer



Stopping contributions

- Members may stop at any time
- They can tell Nest or you
- If they tell you, use reason code 1
- You can pay a contribution (or a zero entry) for them on the last schedule they appear
- No refund
- 3 yearly cyclical re-enrolment date.



Links

Opting out – member instructions

[How do I opt
out of Nest? |
Nest pensions](#)

Opting out – employer information

[How do
workers opt out
of Nest? | Nest
pensions](#)

Receiving refunds from Nest

[Refunds for
members who
have opted out
| Nest pensions](#)

Stopping contributions

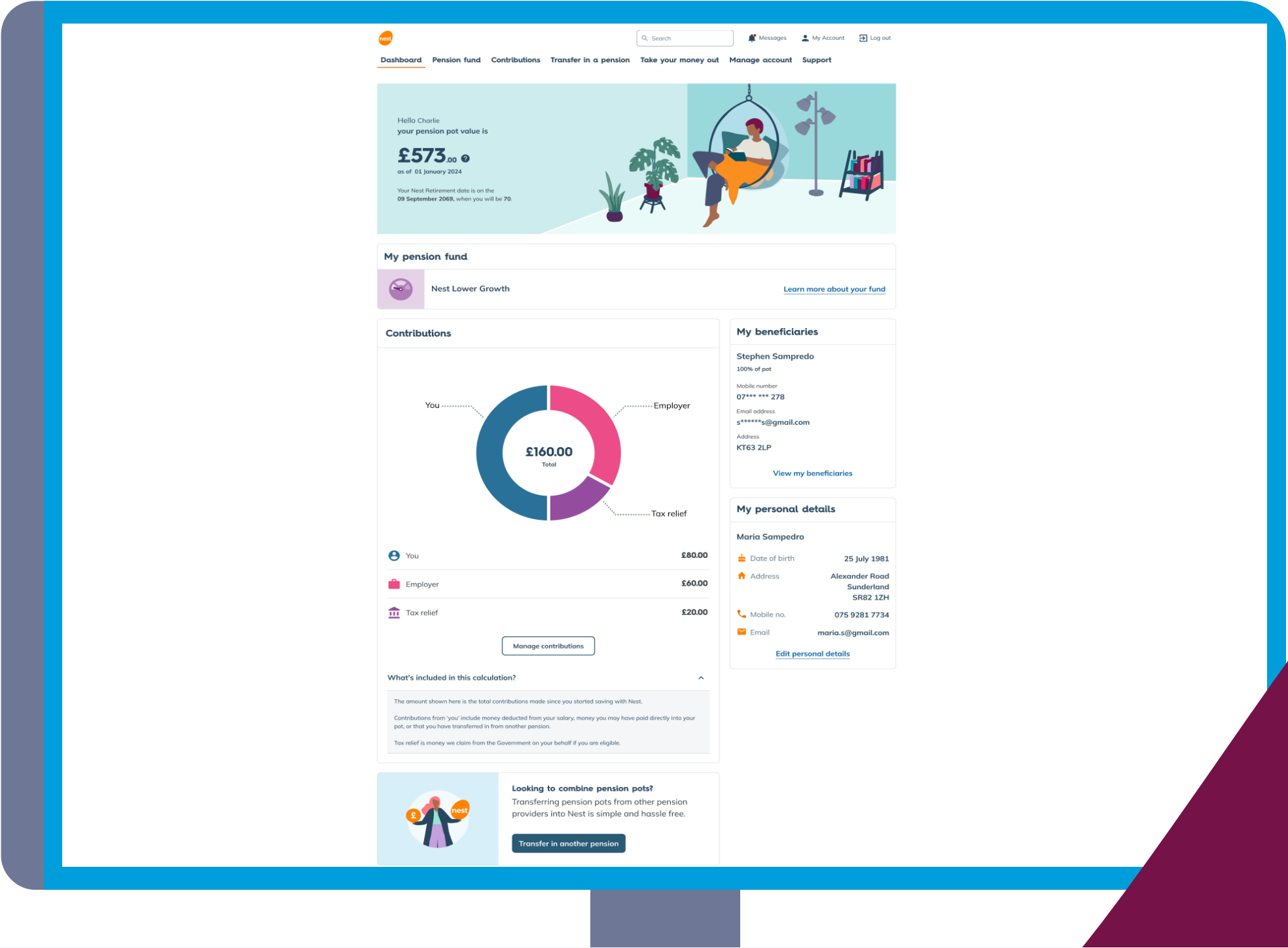
[Telling Nest a
member wants
to stop
contributions |
Nest pensions](#)

Cyclical re-enrolment

[Managing
three-year re-
enrolment |
Nest pensions](#)

Member dashboard walk through

Andrew Oldacre



Pot value

[Dashboard](#) [Pension fund](#) [Contributions](#) [Transfer in a pension](#) [Take your money out](#) [Manage account](#) [Support](#)

Hello Charlie
your pension pot value is

£573.00 ?

as of 01 January 2024

Your Nest Retirement date is on the
09 September 2069, when you will be 70.



My pension fund



Nest Lower Growth

[Learn more about your fund](#)



My account

Menu

nest

Messages

My Account

Dashboard

Charlie Smith

charlie.smith@gmail.com

Personal details

Name, date of birth, gender and relationship status

Contact details

Phone, Email and Address

Membership details

Retirement date, tax status, personal identifiers and scheme identifiers

My beneficiaries

Who you'd like to receive your pot when you die

My delegates

Who can access your account and act on your behalf

My documents

Communication preferences

Notifications, Marketing, Paperless

Security settings

Username and password

Help

Visit the help centre

Menu

nest

Messages

My Account

Manage account

Personal details

Full name

Mr Charlie Smith

Edit

Date of birth

25 July 1980

Edit

Gender

Male

Edit

Relationship status (Optional)

Edit

I consider myself to have a disability (Optional)

Edit

Menu

nest

Messages

My Account

Personal details

Full name

The name we have for you must be the same as the name shown on government issued identity documents.

Title

Mr

First name

Charlie

Middle name (Optional)

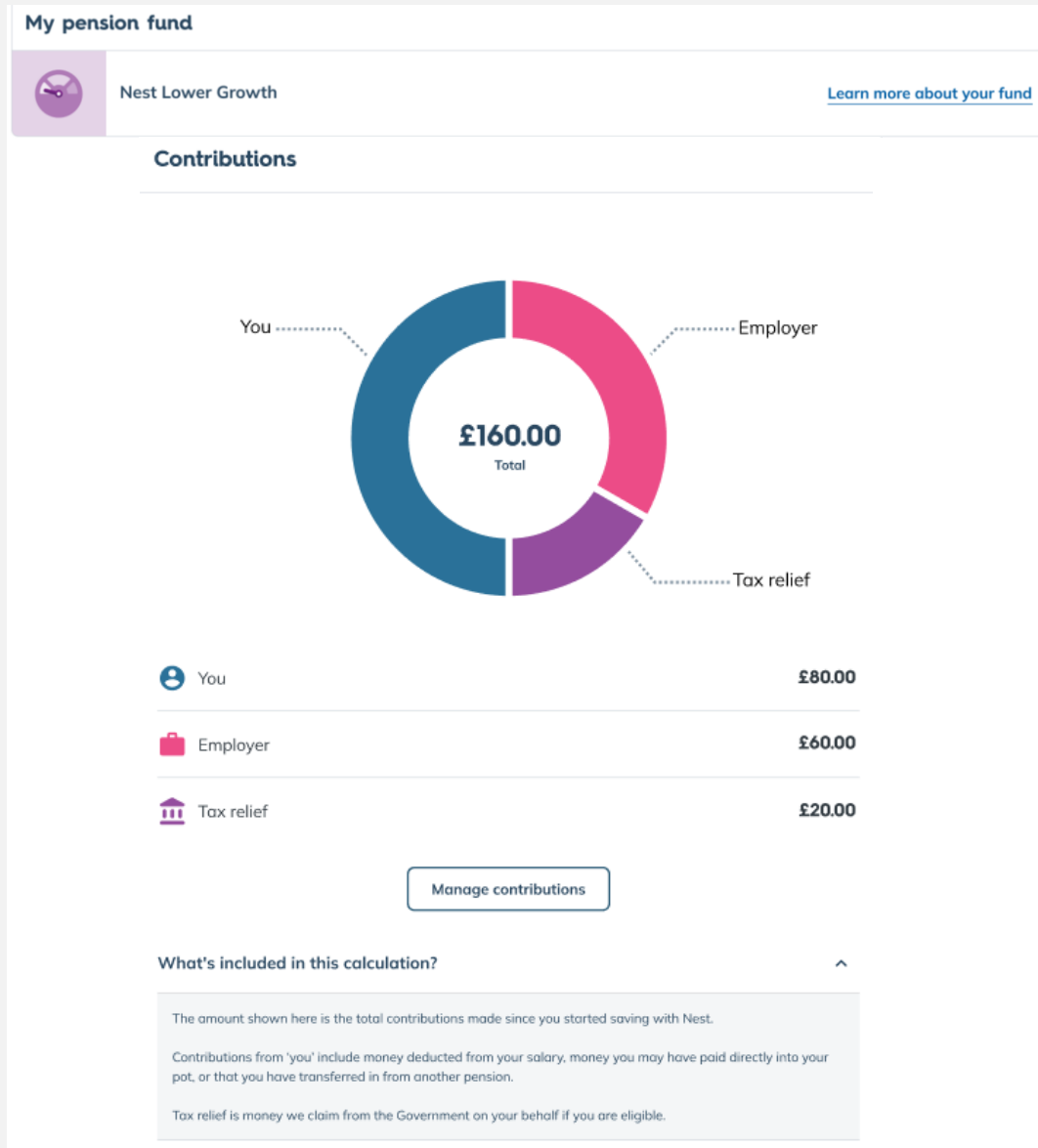
Last name

Smith

Save



Investment and fund contributions



Contribution history

nest

Search

Messages

My Account

Dashboard

Pension fund

Contributions

Transfer in a pension

Take your money out

Manage account

Support

Dashboard / Contributions

Filters

Clear all filters

Tax period

Employer

Contribution type

Apply filters

Contribution history

£7,116.53

Total contributions for current tax year

From your salary

10 Jan 2025 • NEST Corporation

+£413.33

→

From your employer

10 Jan 2025 • NEST Corporation

+£516.67

→

From your salary

11 Dec 2024 • NEST Corporation

+£413.33

→

From your employer

11 Dec 2024 • NEST Corporation

+£516.67

→

From your salary

12 Nov 2024 • NEST Corporation

+£413.33

→

Menu

nest

Messages

My Account

Contributions

One-off contribution

£625.50

21 Mar 2024

Invested

Contribution charges

-£11.26

Amount invested

£614.24

The amount of units shown are negative where a contribution has been reversed

Investment

Nest Retirement Fund 2049

No. of units invested

226.2560

Unit price (£)

2.7148

Price date

7 March 2024

Tax relief

£156.38

Contribution charge on Tax relief

-£2.81

Amount invested

£153.57

The amount of units shown are negative where a contribution has been reversed

Investment

Nest Retirement Fund 2049

No. of units invested

56.4264

Unit price (£)

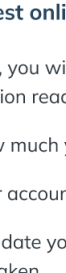
2.7216

Price date

20 May 2024



Regular top up contributions



Before you start

Set up your monthly contribution

To start making monthly contributions, you will need to set up a Direct Debit with Nest online.

To do so, you will need to have the following information ready

-  How much you want to contribute
-  Your account number and sort code
-  The date you would like the payment to be taken

You can only contribute to Nest using a Direct Debit from a personal account – business accounts are not accepted.

If you are not an authorised person to set up a Direct Debit and need help, get in touch using our live chat below

[Start live chat](#)

You can get expert help from our trained operators. This service is available from 8am to 8pm Monday to Sunday, except on public and bank holidays.

Enter the amount you'd like to contribute monthly

Minimum £10.00

£

Your contribution	£80.00
Tax relief	£20.00
Total contribution	£100.00

We will claim the 20% basic rate of tax relief from HMRC and add it to your pot.

Our records show you're eligible for tax relief. If you think this is wrong please update your [Membership details](#) before making an additional contribution.

What is the annual allowance?

Hide

The annual allowance is the maximum amount that can be contributed to any pension scheme with the benefit of tax relief. If you've accessed your pension pot flexibly, you would be subject to the Money Purchase Annual Allowance that reduces the amount you can pay into money purchase pension schemes with the benefit of tax relief. This applies to all contributions paid into money purchase pension savings. To see how this affects you, please [read more here](#)

Back

Next

Choose when your payment comes out

☐ First working day of the month

☐ Last working day of the month

☒ Last working day of the month

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	21	20	21
22	23	24	25	26	27	28
29	30	31				

Please note, if the date you select falls on a weekend or UK bank holiday, your money will be collected the next working day.

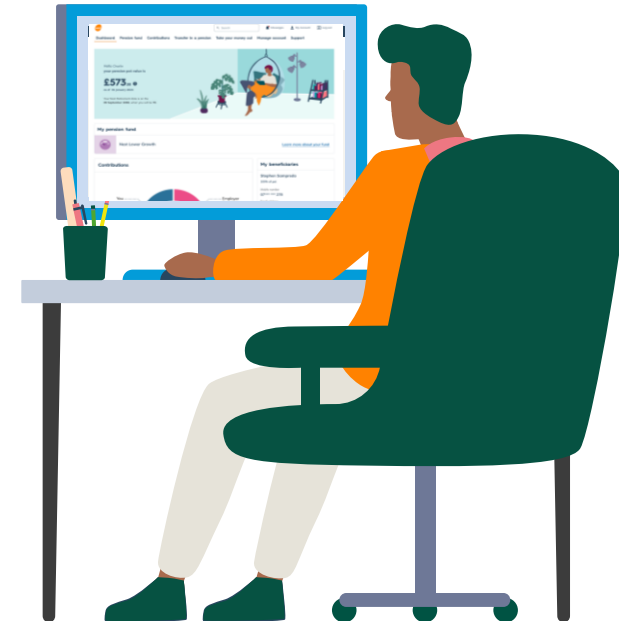


Your first contribution will be collected on the 1st June 2024 and the 1st of every month thereafter

Back

Next

The image is a screenshot of a mobile application interface. At the top, there is a dark blue header bar. On the left, there is a white hamburger menu icon and the word "Menu" in white. In the center, there is an orange circle with the word "nest" in white. On the right, there is a white bell icon with a red dot, the word "Messages" in white, and a white person icon with the words "My Account" in white. Below the header, the background is a light blue gradient. In the center, there is a large blue clock icon. Below it, the text "Your £80.00 monthly Direct Debit is being processed by Nest" is displayed in a large, bold, dark blue font. Below this, a paragraph of text in a smaller, dark blue font reads: "Setting up of your Direct Debit Instruction can take up to 9 working days and the confirmation of the instruction will be sent to you within 3 working days. Your first payment will be taken on [x] day. The payment will appear in your account as Nest Pensions." Below this paragraph, another paragraph of text in a smaller, dark blue font reads: "Thank you very much for your Direct Debit Instruction details. Here is the Direct Debit Guarantee for your information." At the bottom, there is a white rectangular box with a light blue border. Inside this box, on the left, is a blue circular icon with a white document and a green checkmark. To the right of this icon, the text "Direct Debit mandate" is displayed in a dark blue font. Below this text, there is a dark blue button with the word "Download" in white and a white download icon. At the very bottom of the screen, there is a dark blue bar with the word "Close" in white.



Managing beneficiaries

Contributions

Transfer in a pension

Take your money out

Manage account

Support

Manage account

My beneficiaries

Your beneficiaries are the people or causes your money goes to when you die. Deciding who these should be might feel like a big decision or one you can put off. But it's important to let us know who you want your pot to go to so we can quickly get it to those you care about if you die.

Choosing your beneficiaries

You can choose as many beneficiaries as you like. One person, several people, a good cause or an organisation, or a combination of these.

You can update your beneficiaries at any time.

Choosing the right option for you

There are two ways to tell us. You can either make a nomination or an expression of wish. Everyone's different and the right option depends on your circumstances. Here's how the options compare:

Make a nomination

Show

Make an expression of wish

Show

How do the two options compare?

Show

I don't feel ready to make a choice

Show

Ready to make a decision?

Start a nomination or express your wish

Choose my beneficiaries

Article

Learning about Inheritance Tax

Inheritance Tax is a tax on the estate of someone who has died, including all property, possessions and money.

Read article on MoneyHelper

FAQs

If I make an expression of wish, what decision will Nest make if I die?

Show

Can I change my beneficiaries?

Show

My beneficiaries

You need to tell us who should receive your pension pot if you die while saving with us.

+ Add a beneficiary

Nest

23

Fund choices

[Dashboard](#)

My pension fund

The value of your pension pot is based on the value of the funds where your contributions have been invested.



Nest Retirement Date Fund

This is the fund your money is automatically put into unless you choose another option. The aim of the fund is to grow your money faster than the cost of living in the long term and give you a steady return on your investment.

What is this fund invested in? Less ^

This pension fund is invested in at least 2400 companies, split across 12 different industries including, Finance, Tech, Retail and Healthcare

[How your funds are invested](#)

Explore our Nest Fund options

We have a selection of Nest Pension Funds to suit different needs, if you are thinking of switching take a look.

[View all of our Nest fund options](#)



Fund activity

View the history of all transactions in your fund.

[View fund activity](#)

Learn more about investing?



Article 4 min read

Investing your pension

Learn more about how investing your pension works and get to know the basics

[Go to article](#)

Nest fund options

Over 99% of our members are in one of our Nest Retirement Date Funds. These award-winning funds are designed to work for most people, but you can choose to invest for different beliefs, faiths or risk appetite.

Our fund options

☒ Expand all sections

Nest Retirement Date Fund

Your fund Medium-high risk

This is our award-winning fund that most Nest members are invested in.

[Show](#)

Nest Ethical Fund

Medium-high risk

For people who are concerned about the impact that organisations have on the environment and on society in areas such as human rights and fair trade.

[Show](#)

Nest Higher Risk Fund

High risk

For people who are prepared to take more risk to try and make their retirement pot grow more quickly.

[Show](#)

Nest Lower Growth Fund

Low risk

For people who are very cautious about investing and are prepared to accept their pot will not grow very much.

[Show](#)

Nest Sharla Fund

Medium-high risk

For people who want to invest in a way that complies with Sharia principles.

[Show](#)

Our fund options

☒ Expand all sections

Nest Retirement Date Fund

Your fund Medium-high risk

This is our award-winning fund that most Nest members are invested in.

[Show](#)

Nest Ethical Fund

Medium-high risk

For people who are concerned about the impact that organisations have on the environment and on society in areas such as human rights and fair trade.

[Hide](#)

Key information:

- Target investment returns of inflation plus 3% over the long term
- 5 year annualised volatility of 5.9% ?

What's the aim of this fund?

This fund is for people who are concerned about the impact that organisations have on the environment and on society in areas such as human rights and fair trade. The aim of the fund is to grow your money faster than the cost of living in the long term and give you a steady return on your money, while investing in line with the fund's ethical policy.

Why do people choose this fund?

This fund seeks to avoid investing in companies that harm the world and aims to invest in companies that make a positive contribution to society. Our investment experts will manage your fund at every stage of your membership.

We'll adjust how and where we invest your money based on how far away you are from your Nest Retirement Date (usually your State Pension Age unless you have given us another date). This fund focuses on protecting your money as you near that retirement date.

What is this fund invested in?

This pension fund is invested in companies split across 8 different industries including, Industrial, Tech, Healthcare and Finance.

[See how this fund is invested](#)

What else do I need to know?

It's important to check you're happy with your Nest retirement date. If you'd like to change it, you just need to tell us, and we'll automatically change your investments. You can [edit your retirement date](#) at any time.

We aim to make your retirement pot grow throughout your time saving with us, but it's important to remember **the value of your retirement pot could go down as well as up**, this is all part of long term investments and our strategy takes that into account



Transfers in

Transfer money into your Nest retirement pot

By transferring money into your Nest retirement pot, you can consolidate all your savings into one account. We'll guide you through the steps you need to take. You can cancel the transfer after sending us your request, provided the other scheme hasn't sent us the money.

[See how you can request a transfer into your Nest account](#) →

Make a transfer

To transfer money from another pension scheme into your Nest pot, click Request transfer and follow the steps. Please make sure all the details you provide are correct. We'll contact your current pension provider and start the transfer process.

Before you start you'll need:

- the name of your current pension provider
- their address
- the policy number you're transferring
- if possible the name of the pension scheme that you're transferring from

Request transfer

Already requested a transfer?

You can check the status of any ongoing or any previous transfer requests you've made.

Check status

Done

Transfer money into your Nest retirement pot

By transferring money into your Nest retirement pot, you can consolidate all your savings into one account. We'll guide you through the steps you need to take. You can cancel the transfer after sending us your request, provided the other scheme hasn't sent us the money.

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Check status

Done



QA



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