

Important Update About Your January 2026 Pension Payslip

We want to let you know about a temporary change to the way your pension payslip looks this month.

Why Your Payslip Looks Different

Our usual payslip printing machine has unfortunately developed a fault. While we work with the manufacturer to repair it, we've had to use an alternative printing process to ensure that your payslip could still be issued.

Because of this, the style looks different from the payslips you normally receive.

What This Means for You

- **Your pension payment is not affected** – the amount you receive and your payment date remain exactly the same.
- **All of the information on your payslip is accurate**, even though it may appear in a different format.
- **This change is temporary** – we expect to return to our normal printing process as soon as the machine repair is complete.

We're Sorry for the Inconvenience

We understand how important these documents are, and we apologise for any confusion the temporary layout change may cause. Thank you for your patience while we resolve the issue.

Need Help?

If you have any questions about your payslip, please contact the Pensions Payroll Team at pensionspayroll@cityoflondon.gov.uk and we will be happy to help.