

Introducing 'Clarity by BW' and 'Pension self-service' from the end of June 2024

FAQs

Information for Scheme members who are registered online

1) What's happening?

Barnett Waddingham (BW) has emailed you recently to let you know about some enhancements we're making to our online services. From the end of June, BWebstream will be rebranded as 'Clarity from BW' and 'Pension self-service' is the new name for Member self-service.

The changes will include a new look and feel homepage that provides a single overview of all your benefits. You'll also have the option to add your preferred name and greetings to your pension record so we can better personalise the way we communicate with you, whether that's on the phone, by email or in writing.

2) What is changing?

The link to access Clarity is changing to <https://account.claritybw.co.uk>. Please save this as the direct link to use going forward. If you use the existing URL, you'll still be redirected to the new site for a while. You will still be able to login to Clarity using your existing login details.

3) I'm concerned the email I've received from Barnett Waddingham (BW) is a scam?

Please be assured the email you've received from BW with information about the changes is legitimate. We acknowledge the need to always be cautious when receiving emails that appear suspicious especially those containing links. The link you've been sent is genuine and safe and will take you to the new login page. You can login from here using your existing login details. Your information is just as secure and fully protected with Pension self-service as it's always been.

4) How do I login to Clarity for BW?

Please see question 2, the link to access Clarity for BW is changing to <https://account.claritybw.co.uk>. Please use this link going forward. You will be able to login to Clarity for BW using your existing login details.

5) Who should I contact if I have problems logging on?

If you have any problems accessing or registering your online account, please contact BW's dedicated online registration team on 0141 447 0799 (or +44 141 447 0799 if phoning from overseas).

6) Will I still be able to access the same information?

All your information and the services currently available to view via Member self-service are still available to view from Pension self-service. All your existing documents are still available under My documents in the navigation menu on the left.

7) [What are the new features?](#)

The Homepage provides a summary of your key pension information. You'll also see navigation links to help you quickly find more detailed information about any part of your pension.

The navigation menu has moved to the left but it still provides access to all the familiar features from Member self-service.

'My name and greetings' now gives you the option to enter your chosen name (the name you prefer to be called rather than your legal name) so all your communications and greetings are tailored specifically to you.

8) [How are the benefits calculated on the Homepage?](#)

The benefit information you see on your Homepage will be the latest we hold for you:

For active members: this is the pension shown on your last annual statement.

For deferred (or preserved) members: this is your pension, calculated within the last 12 months.

For pensioners: this is your pension payment information in real time.

9) [If I have more than one pension record with the Scheme, how do I select a different pension scheme record?](#)

To see a specific record, go to your Homepage and select Member records from the new menu on the left, then chose the record you want to see.

10) [Where can I find my payslips?](#)

You'll find your payslips under Payment history in the navigation menu on the left. There's also a quick Payslips link in My payroll summary. We'll add payslips to My documents in the near future.

11) [Who can help me with other questions, concerns or login issues?](#)

If you have any concerns or any problems accessing or registering your online account, please contact BW's dedicated online registration team on 0141 447 0799 (or +44 141 447 0799 if phoning from overseas).

You can call for help and support between 9am and 5:15 pm, Monday to Friday.