



Budget 2020-21

This information is accurate as at 6 October 2020.

Social Services Portfolio additional resourcing

This measure delivers customer experience improvements for the Pension Loans Scheme (PLS). These improvements include:

- a loan calculator to help people test their eligibility and estimate loan balances
- electronic loan repayments
- new online services for customers to make changes to loan terms and print or request itemised statements
- improved access to specialist staff when customers call
- a joint online claim for partnered customers with more relevant questions
- the ability for customers to complete regular loan reviews online.

This change is not subject to the passage of legislation.

Who does this measure affect?

This affects current participants in the Pension Loans Scheme and people who want to join the scheme.

When will this start and finish?

This is expected to start from the end of June 2021 and is ongoing.