FREQUENTLY ASKED QUESTIONS

I am a pensioner member – when will I be able to view my monthly payslip?

Pensions are paid on the first working day of the month. Your monthly payslip will be ready to view a few days before your pension is paid to your bank account.

Why should I register to use Shell Member Self Service?

Shell Member Self Service is an online tool designed to allow you to update your personal details i.e. your address and view pension information and correspondence online.

Over the coming years we will move to uploading more and more documents online for you to view. Please check that we have your correct email address, on the Personal Details page, so that we can contact you when new documents are available for you to view.

What if I do not want to use Shell Member Self Service?

If you do not register to use Shell Member Self Service, don't worry we will continue to send you information by post.

FREQUENTLY ASKED QUESTIONS

What should I do if my Registration code has expired?

Your Registration and Personal Identification codes last for 60 days. If they have expired call the Pensions Administration Team and they will arrange for new codes to be sent to you.

What if I forget my username or password?

If you forget your username or password, or input your details incorrectly three times, you can click on 'Forgotten username' or 'Forgotten password' on the login page and follow the instructions.

Is Shell Member Self Service secure?

The site has industry-standard levels of security so you can always access your pension information online with confidence. However, there are things you can do to help with your own security:

- Never share your login details with anyone – we will never contact you asking for these details

- Do not access the site on a publicly accessible computer, e.g. in an internet café, as they are not always secure

I am an active member – why can't I change my address on Shell Member Self Service?

All information stored on Shell Member Self Service for active members comes from the data stored on Workday. If you change your address, you should update Workday via HR Online and the change will appear on your Shell Member Self Service record in a few days.
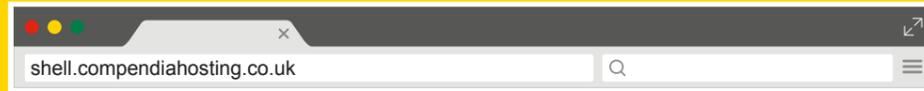
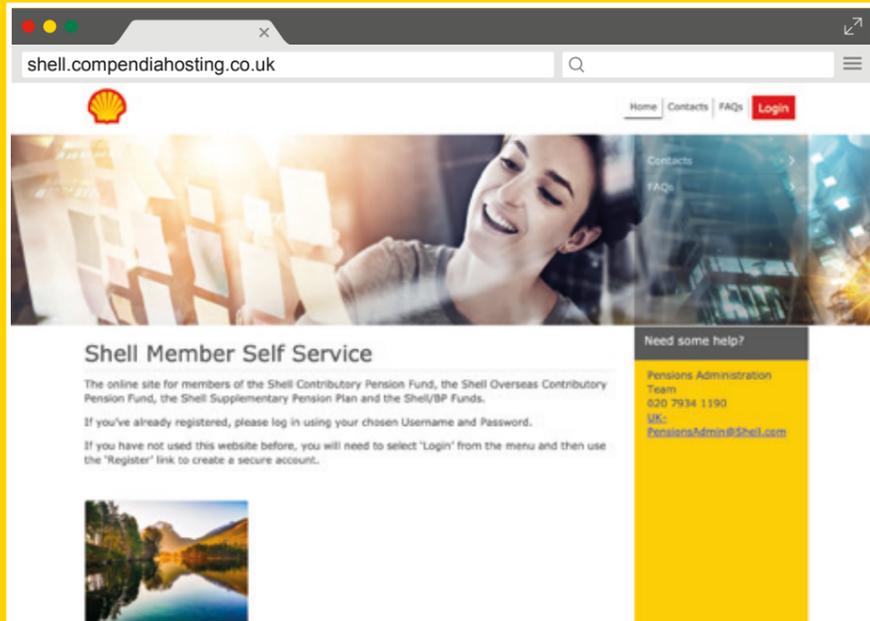# Shell Member Self Service User Guide

HOW DO I LOG INTO MEMBER SELF SERVICE?

Type **shell.compendiahosting.co.uk** into the address bar, which is at the top of your screen. Please note, this website cannot be found using a search engine (e.g. Google).

shell.compendiahosting.co.uk

You will then see the Shell Member Self Service home page:

shell.compendiahosting.co.uk

Shell Member Self Service

The online site for members of the Shell Contributory Pension Fund, the Shell Overseas Contributory Pension Fund, the Shell Supplementary Pension Plan and the Shell/BP Funds.

If you've already registered, please log in using your chosen Username and Password.

If you have not used this website before, you will need to select 'Login' from the menu and then use the 'Register' link to create a secure account.

Need some help?

Pensions Administration Team
020 7934 1193
UK:
PensionsAdmin@Shell.com

Click on login at the top right-hand corner of the page.

NEW USER?

If you are a new user, you will need to **register**:

New User Registration

If you are new to the site and wish to register to access your pension benefit account the registration process should take just a few minutes.

To register for your account, please click register below.

Register
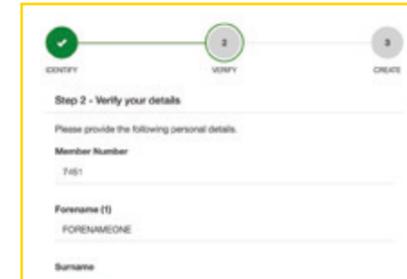
REGISTRATION

STEP 1

Type in the Registration Code and Personal Identification Code included in your Member Self Service welcome letter and click **continue**.

Step 1 - Identify your registration

Please provide the following identification codes supplied by your Pensions Administration team.

Registration Code

Enter your Registration Code

Personal Identification Code

Enter your Personal Identification Code

Continue   Exit
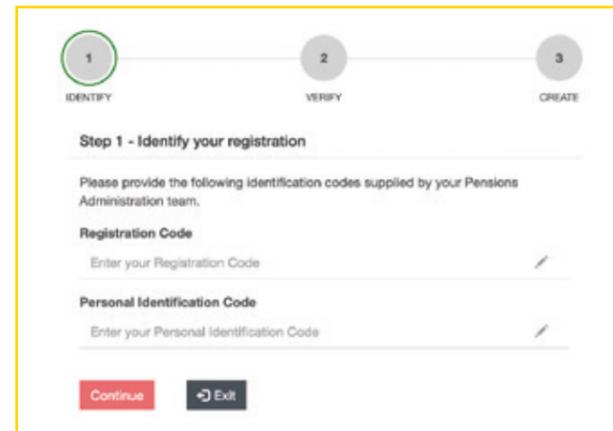
STEP 2

Type in your personal details and click **continue**.

Step 2 - Verify your details

Please provide the following personal details.

Member Number
7451

Forename (1)
FORENAMEONE

Surname

ⓘ You can find your member number on your annual benefit statement or payslip.

STEP 3

Next, you will need to create your own username and password, which you will use when you log into Shell Member Self Service.

Your password has to include at least:

- 8 characters
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 of the accepted special characters - **@#$%^&+=**

ⓘ Example: Testtest2%

We also need your email address so that we can help you if you forget your password or username, and to let you know when documents are available for you to view.

Once you have entered all of the required information, click **Complete Registration**.

STEP 4

Once you have registered, you'll receive an email with an activation link which you need to click in order to complete the registration process. Once you've done this, you will be able to use Shell Member Self Service.

LOGGING ON FOR THE FIRST TIME AFTER YOU HAVE REGISTERED

The first time you use your new username and password you will be asked to set up **two-factor authentication**. Two-factor authentication is an extra layer of security designed to ensure that you're the only person who can access your Shell Member Self Service account, even if someone knows your password.

Setting up two-factor authentication is easy to do – you can set it up using either SMS, i.e. a text message service to your mobile phone, or you can download an authenticator app.

ⓘ If you choose to use the SMS method, please remember to include your country's international dialling code in front of your mobile number. **For example, if you are in the UK the international dialling code is +44**.