NSSO

National Shared Services Office

Customer Notice – Pensionable Allowances at Retirement

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Last update on June 10, 2025

The NSSO recently instigated a review of pensionable allowances, as part of the calculation of pension benefits at retirement. This mainly relates to some incremental increase in pension entitlements that may be due. A Project Team has been set up to determine the scale and scope of individuals potentially impacted.

For any customers that require amendments to the previously calculated pension, this will be done in due course and where arrears are owed, they will be paid to all individual officers concerned.

It is not possible to give definitive timelines at this point but customers can rest assured that they will be contacted, where any change to their entitlements is required.

Thank you for your patience as we commence this work, we will aim to have cases reviewed as a priority.

For queries please contact payrollcontact@nsso.gov.ie or our dedicated phone line 0818 107 100 (choose option 1).