NSSO

National Shared Services Office

Rialtas na hÉireann
Government of Ireland

Statement on NSSO pensions review

Published on June 10, 2025

Last update on June 10, 2025

In recent months, after spotting anomalies, the NSSO initiated an internal review relating to pensions and pension contributions. This revealed a number of matters, affecting three groups of customers:

- The underpayment of a number of retirees who were working on a reduced working hours basis and in receipt of pensionable allowances.
- Inaccuracies relating to the application of the relevant Pension Scheme and Annual Superannuation Contribution (ASC) for a number of current and former Government Ministers and Ministers of State.
- A very small number of retired Senior Civil and Public Servants who are impacted by the late application of Chargeable Excess tax (CET) and Withholding Tax (WHT) where liabilities now need to be addressed.

The NSSO has been working closely with DPER along with other key stakeholders on these matters for the past number of months. The NSSO welcomes the announcement earlier today by Minister Jack Chambers, T.D. of an external audit of its systems and processes.

The NSSO recently established a new Pension Services Team with overall responsibility for all pension services. This ensures a more streamlined and specialist customer centric service provision, for our customers and client Departments. The establishment of this team has addressed legacy issues.

The NSSO welcomes the appointment of the new Chair of the NSSO's Advisory Board, Mr Derek Moran, former Secretary General of the Department of Finance. We look forward to working with him over the coming months.

Customer queries relating to this matter should be directed to the Payroll Customer Contact Centre. Customers can email payrollcontact@nsso.gov.ie or call 0818 107 100 (choose option 1).