

Frequently Asked Questions



1. Why do the payslips have “Centralus” on them?



Payslips and P60s have “Centralus” because, in the eyes of HMRC, we are the employer. If you do need clarification for legal or proof of employment purposes, you can request a compliance letter stating this from customer services.

2. When will I receive login details for the pension and what is the minimum contribution?

The current minimum employee contribution is 5%. You will be contacted by Options Workplace Pensions within 12 weeks of employment with separate login details. If you lose your login details, or do not receive them, you can request them by contacting: **0330 124 1510**.

3. How do I register for the portal on a desktop

To register, you will need to visit consortiosecurity.benefitsplatform.co.uk. Next, click the ‘register’ button and enter your NI number (without spaces) and surname. Please note, you will only ever need to register once.

4. When can I view my payslip?

You will be able to view your payslip as soon as you have received your first pay, this will be uploaded on the portal where you will be able to register and log on. Once registered, every month/week (depending on pay frequency) you will receive an email informing you that a new document has been uploaded on the portal, which will be your payslip.



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5. What happens to my payslips if I leave the company?

Once you have received your P45, you will have 3 weeks to view, download and save your payslips before the portal closes down. However, if you do need to retrieve payslips, you can request them from customer services.

6. How do I contact customer services?

Customer Services is open Monday through Friday 9am-5pm. Call **0116 478 2070** or send an email to: **enquiries@centralus.co.uk**

7. How do I access my Centralus Benefits Portal?

Visit **consortiosecurity.benefitsplatform.co.uk** on any internet-enabled device. To download App on iPhone/iPad and Android:

1. Go to your App Store or Play Store and search for device.
2. Enter your personal **4-digit code (1011)**, in order to login. You will only need to login once.
3. Navigate through our App and discover thousands of If you require support, you can chat with our online support agent or call **0116 478 2070**.

