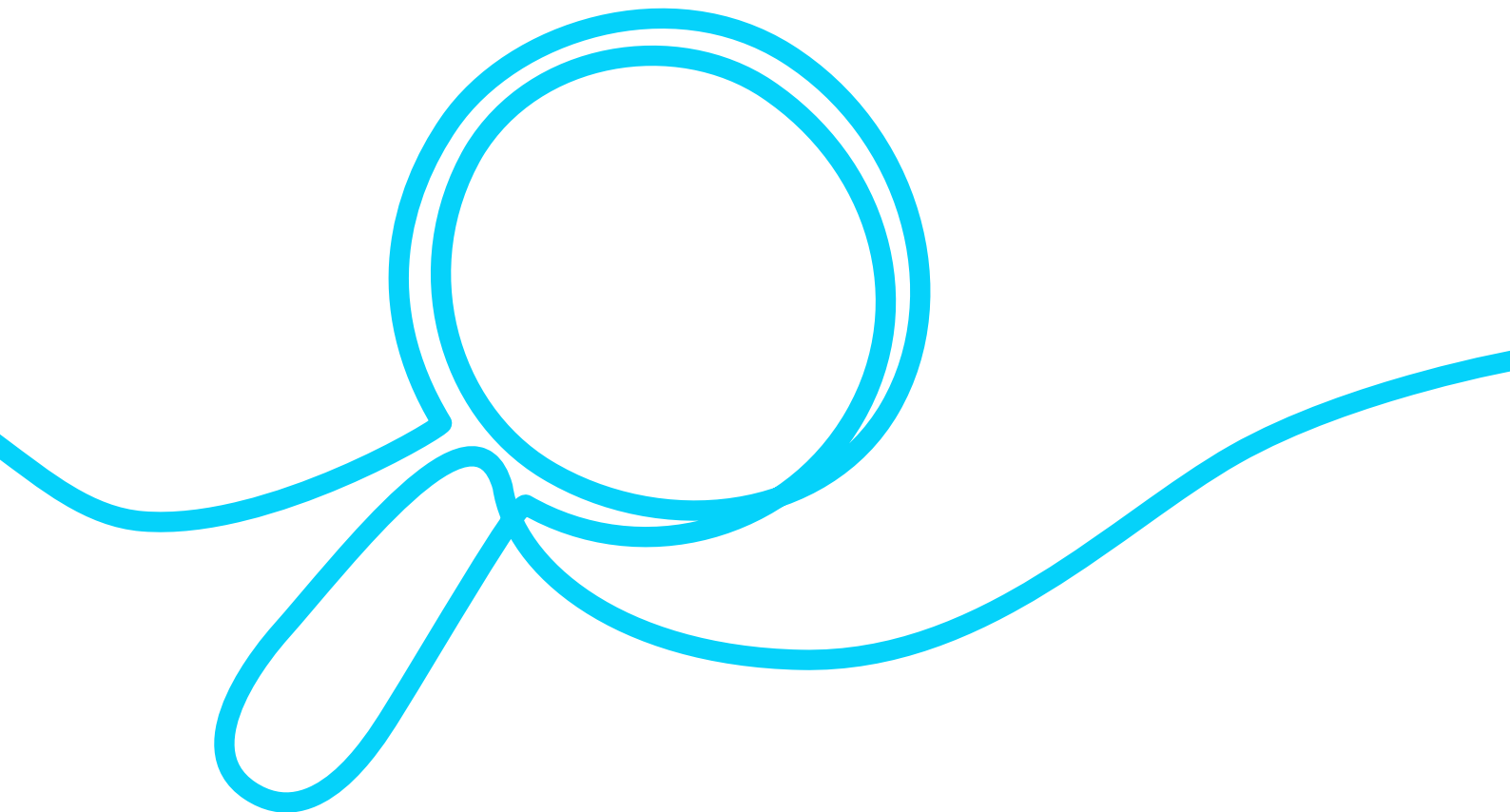


Opt-out file format

Version 3.4 – with effect from February 2025

You can download the opt-out file from your Online Services account as a .csv file.



Field ID	Name	Description/Purpose	Data format
A	Forename	For ID purposes	<ul style="list-style-type: none"> Text Minimum 1 letter Maximum 30 Can include 1 apostrophe, 4 hyphens or 4 spaces
B	Surname	For ID purposes	<ul style="list-style-type: none"> Text Minimum 2 letters Maximum 45 Can include 1 apostrophe, 4 hyphens or 4 spaces
C	Unique ID	For ID purposes	<ul style="list-style-type: none"> Text Minimum 1 character Maximum 50 characters such as work number or payroll number
D	NI number	For ID purposes	<ul style="list-style-type: none"> Blank Any record in a valid NI format (eg AA123456A)
E	Opt-out date	The date the employee opted out of paying contributions.	<ul style="list-style-type: none"> DD/MM/YYYY
F	Opt-out period end date	The date an employee must opt out by to be eligible for a refund of their contributions.	<ul style="list-style-type: none"> DD/MM/YYYY
G	Entitled to refund	To show if the employee is entitled to a refund or not.	<p>N – we've confirmed the employee has opted out after the opt-out refund period.</p> <p>M – we're still assessing and calculating the refund entitlement.</p> <p>Y – we've confirmed the employee is entitled to a refund.</p>
H	Refund status	To show the status of the refund.	<p>A – 'No Refund Due' – opt out has taken place after the opt-out period. No refund will be made.</p> <p>B – 'Refund being Processed' – we're awaiting settlement of allocated contributions before the refund can be made to the employer's online account.</p> <p>C – 'Refund has been processed' – the funds have been refunded back to the employer's online account.</p>
I	Opt-out channel	The channel by which the employee opted out.	<p>E – Electronic (employee's online account)</p> <p>I – IVR (employee's automated telephone service)</p> <p>P – Paper (employee's handwritten opt-out form)</p>
J	Refund value – ER contributions	The total value of the refunded employer contributions. If no refund is due or we're still processing the opt out, the value will show as 0.00.	<ul style="list-style-type: none"> Any number with 2 decimal places
K	Refund value – EE contributions	The total value of the refunded employee contributions. If no refund is due or we're still processing the opt out, the value will show as 0.00.	<ul style="list-style-type: none"> Any number with 2 decimal places

Don't forget, once an employee opts out you'll need to mark them as a leaver.

How to mark an employee as a leaver

This will depend on the way you send us your data:

- **File upload:** You can either remove them from the next submission or add a leave date in the next submission, then mark them as a leaver when prompted by the system.
- **Maintenance and contribution file upload:** You should remove them from the files and mark them as a leaver when prompted by the system.
- **Online keying:** You'll need to submit the employee data, set earnings to '0' and then select 'Confirm'. This will unlock a tick box under the 'Leaver' column that you need to tick before submitting the data.

You should mark opt outs as leavers in the pay period following the opt out.