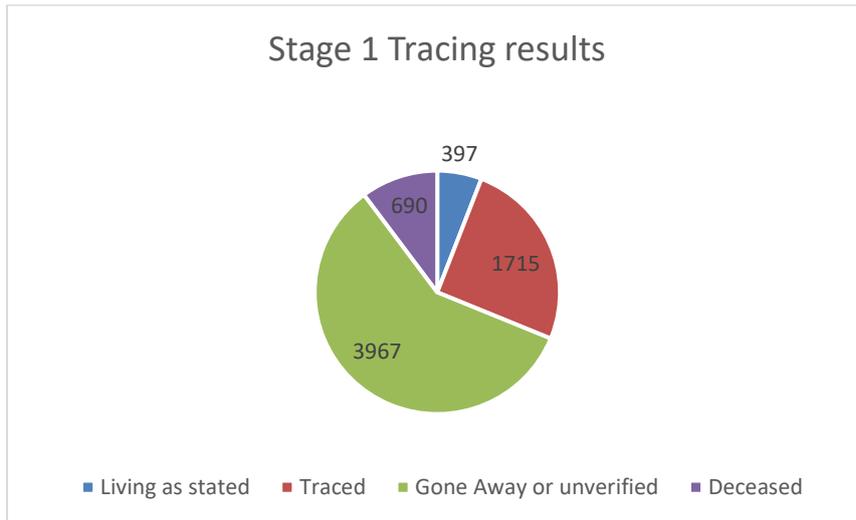


In June 2020 APF commissioned Mercer/JLT to assist with tracing “gone away/missing address” non-active members. A waterfall approach was agreed taking the member tracing exercise through a 3-stage approach.

**Stage 1**

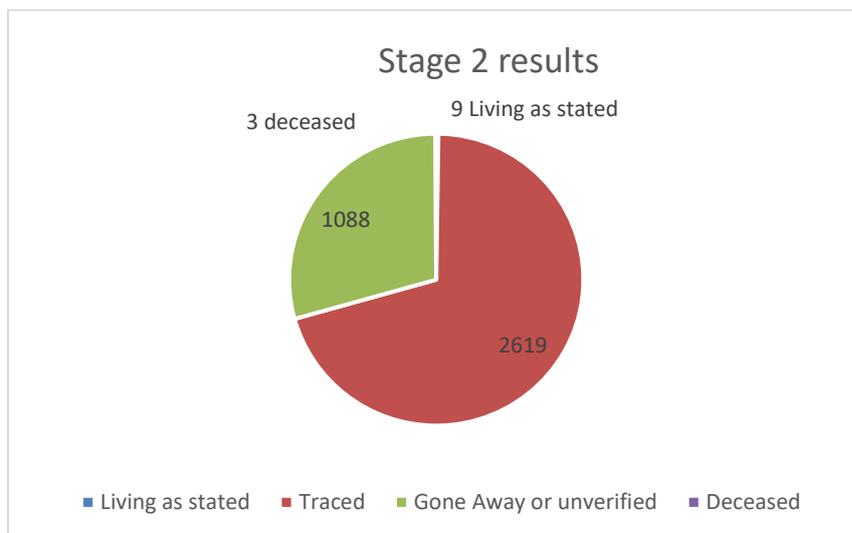
Bulk automated tracing with Mortality screening. A batch of 6,769 members were identified and provide to Mercer for Stage 1 tracing. The results of this stage are as follows:



Cost of stage 1 £6,769 plus VAT

**Stage 2**

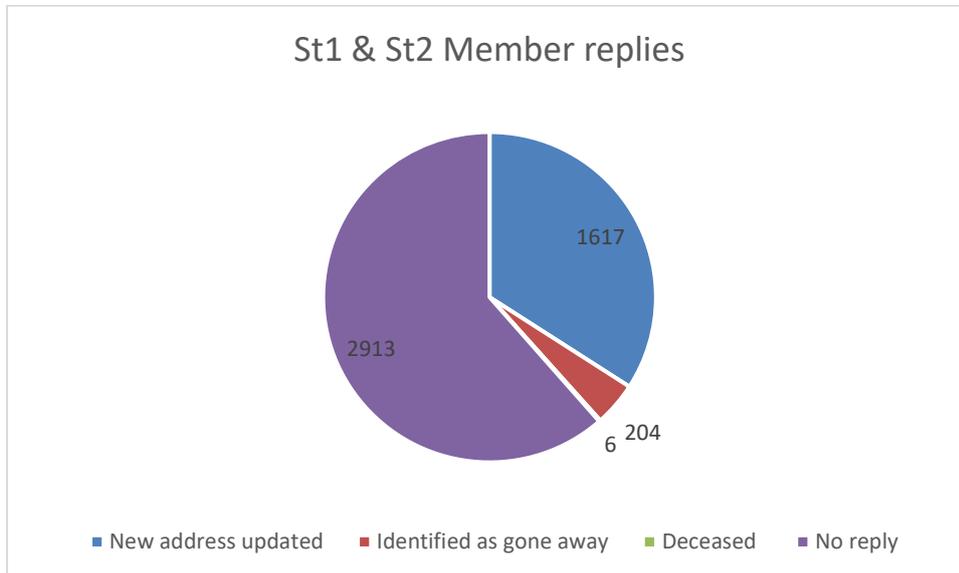
Advanced automated bulk tracing using additional databases. A batch of 3719 members was identified for Stage 2 tracing. The results of this stage are below:



Cost of Stage 2 £13,095 plus VAT

Over the 2 stages 5,681 members have been traced or identified as deceased. Leaving 1,088 cases to potentially go to a further additional stage of tracing.

From the first 2 stages of tracing 4,740 members have now been written to independently by APF, requesting them to respond and confirm their new address. The results are as follows:



The above shows a 34% response rate from members who have been traced or identified as living as stated.

### Next steps and way forward

The results from the tracing project are in line with initial expectations of the tracing project.

APF is now in the process of sending reminder letters to the remaining 2,913 members that have not replied to the initial engagement letter.

The final stage of the current exercise is to review the 1,088 members that have still not been traced from the first two stages. The third stage involves a more forensic tracing and costs £8.00 plus VAT on a no find no fee basis. We are currently reviewing the liability of each member versus the cost of tracing before proceeding with the next stage.

Finally, whilst the exercise to trace missing member addresses has been met with some success given the positive 34% response rate to date there are a number of issues to be considered going forward including the process of dealing with members that have been traced but do not reply to any communication and setting a formal policy for managing future 'gone away' cases. The outcomes of which will be brought to the committee for consideration.