

APPENDIX 2 TO PENSIONS ADMINISTRATION STRATEGY: UPDATE REPORT

TAKEN FROM AVON PENSION FUND - SERVICE LEVEL AGREEMENT APPENDIX 1

PERFORMANCE CRITERIA- JOINT DELIVERY TO MEMBERS

(1) ACTIVE MEMBERS / PENSION CONTRIBUTION SUBMISSION

Element	Employer	Target (working days)	The Fund	Target (working days)
Starters	Issue Member Starter Pack	Within 15 days of commencement	Issue a Membership Certificate	Within 10 days of receiving the required data from the employer
	Send notification of the starter to the Fund	Within 10 days of month end		
Changes in name, address, DOB, NI No, contractual hours	Send notification to the Fund	Within 10 days of month end	Issue a Membership Certificate	Within 10 days of receiving the required data from the Employer
Transfers In			Issue quotation to member	Within 10 days of receiving details from previous scheme.
			Request payment of the transfer value	Within 5 days of receiving Member confirmation
			Calculate and advise member of benefits	Within 10 days of receiving payment
Transfers Out			issue a quotation, guaranteed for 3 months	Within 10 days of receiving the Member request
			Pay transfer value	Within 10 days of receiving member confirmation
Early Leavers	send the Fund completed leaver form - electronically by 01.04.2012*	Within 15 days of month end after date of leaving	The Fund to advise member of deferred benefits	Within 10 days of being in receipt of all necessary information
Actual Retirement Forms	send the Fund completed leaver forms - electronically by 01.04.2012*	On or before retirement date	The Fund to pay benefits to member	Within 20 days of being in receipt of all necessary information
Element	Employer	Target (working	The Fund	Target (working

Performance Criteria - Joint Delivery to Members

APPENDIX 1

		days)		days)
Estimate Requests	Employer request for estimate to the Fund	n/a	The Fund to provide Employer with estimate	Within 10 days of receipt of all necessary information
Death in Service	Employer to send the Fund completed form - electronically by 01.04.2012*	Within 5 days of being notified	The Fund to advise member benefits	Within 10 days of receipt of all necessary information
Year End Data Submission	Employer each year to supply schedules showing contribution and pensionable pay information in the format specified by the Fund in LGPS 51 and LGPS 52 format (after LGPS 51 has been reconciled to LGPS50s)	Supply to the Fund electronically	By 15 th May (6 weeks after year end)	
Year End Data Queries	Responding to Year end/ Valuation queries resulting from APF reconciliation of member data submitted	Response to queries on reconciling the year end returns to the Fund	within 1 month of being raised	
Annual Benefit Statements			Issue <i>Statements</i> for those active members whose data is updated reconciled and complete (Legal Requirement to send every year under the Disclosure Regulations)	Annually by 31 st December
Payment of Scheme Pension Contributions	Pay over to the Fund Employee and Employer	By 19 th of the month following deduction		
Payment of AVC Pension Contributions	Pay to AVC Provider and provide covering schedule to Provider	By 19 th of the month following deduction		

SMALLER Employers have until 01.10. 2012 to move to electronic submission by on-line forms through Employer Services

(2) DEFERRED MEMBERS

	The Fund	Target
Benefit Statements	Provide each Deferred Member * with Annual Benefit Statement showing the current value of preserved benefits (as increased in line with factors issued by Central Government).	Annually by 31 st August
Deferred Benefits into Payment	<p>Write to the Deferred Member* requesting personal details confirmation before sending of the benefits details and options available.</p> <p>Pay benefits to member and set up pension</p> <p><i>If Fund cannot confirm address make every effort to trace deferred member.</i></p>	<p>6 months before age 65 or earlier retirement date if approved by employer</p> <p>Retirement date</p>

*only If a current address is held

(3) PENSIONER MEMBERS

	The Fund	Target
Changes in personal particulars (including)	<p>Update payroll record with changes to personal details However, <i>due to the nature of payroll administration, any such changes may not take effect until a subsequent payroll has been run.</i></p> <p>Confirmation of changes to bank details</p>	<p>Within 5 days of receiving the written notification</p> <p>Advise on the next pay advice notification.</p>
Changes of tax code	Update payroll record with revised tax code. (<i>However, due to the nature of payroll administration, changes may not take effect until a subsequent payroll has been run</i>)	Within 2 days of receiving notice of the change from HMRC
Newsletter	Send a Newsletter to each of our pensioners	Twice a year
Deaths of pensioners	Acknowledge receipt of a notification of the death of a pensioner and start action to put into payment any dependants' benefits	Within 5 days of receiving the notification.