

## Case study: Pensions Review and Calculations

Equiniti Hazell Carr is providing a full data gathering and redress calculation service for a life and pension provider. This is an established outsourced service that we have been providing to the client since 2002.

Our operation in Cardiff provides a full pensions case management solution.

The team performs data gathering which covers the following areas:

- Dates of advice.
- Employer(s) at the date(s) of advice.
- Are there any Joint Provider policies?
- Opt out, non-joiner or transfer information.
- Fund values of any relevant personal pensions.

We also possess current licenses for relevant calculation tools such as Redress Manager (provided by Exasoft) and RECAL (provided by PAS-DST). A range of other in-house systems and processes specifically developed to assist with the calculation of redress as well as suitably qualified resource are also available.

We have developed a suite of software specifically designed to complement the RECAL calculation system and to automate the process, which includes automated reports and assumptions documents, as well as spreadsheets for non-standard modelling.

When clients lack their own processes and procedures, a standardised set of procedures and a technical manual for pension cases can be used. These in-house procedures can also function as a useful reference point if gaps or mistakes are identified in client procedures.

Over the course of the Pensions Review, we developed Scheme Analyses for the Top 600 Schemes. We have also created a library of scheme information on nearly 20,000 further schemes. The Scheme Library is unique to us; no other organisation has such a comprehensive or detailed repository of scheme information.