

PENSION SERVICES CHARTER

Published 3 August 2005

Activity	What we will do	When will we do it	Target Time
Benefit Statements	Issue an annual statement to all current members showing the value of pension and death benefits at 31 March and future pension benefits at various retirement dates.	Following receipt of satisfactory end of year data.	May (RBK) 10 days (Other scheme employers)
New Member	Issue Statutory Notification, Scheme Booklet and 'Information We Need From You' leaflet.	After record created on pensions system via payroll interface.	5 days
		Following receipt of starter information from other scheme employer.	5 days (Other scheme employers)
Inward Transfer of Pension Rights	Request for transfer information from previous scheme. Chase after 6 weeks.	Upon receipt of previous service form.	5 days
	Provide information to make the decision about whether or not to transfer pension rights.	After we receive the transfer information from previous scheme.	5 days (local authority) 10 days (other)
	Request transfer payment.	Request received for transfer to proceed.	5 days
	Issue Statutory Notification with details of transfer.	Transfer payment received.	5 days
Added Membership Quotation	Letter detailing cost of purchase of both 1 years and maximum membership and the benefits this will purchase. Information about additional voluntary contributions.	Request received for details of the cost of buying added membership and/or paying additional voluntary contributions.	3 months before next birthday or 10 days from request if this is later
Refund of Contributions	Cheque sent by 2 nd class post with details of calculation.	A request received for refund up to Tuesday mid-day will be paid Friday the same week otherwise the following Friday.	8 days
Deferred Benefits	Statement of deferred benefit entitlement including membership and pensionable pay used, together with explanatory notes.	After notification of a leaver with 2 or more years membership of the Pension Scheme.	1 month

Estimate of Transfer Value	Statement of calculation of transfer value, discharge forms including details of current value of deferred benefits if applicable.	Request received for details of transfer value.	10 days
Payment of Transfer Value	Issue cheque for transfer value due and details of calculation.	All completed discharge forms received.	10 days
Estimate of Retirement Benefits	Statement of calculation showing membership and pensionable pay used.	Request received for estimate of retirement benefits and all necessary information available. NB estimate of ill health and early retirement benefits only given to employer.	10 days
Retirement Benefits	Statement of benefits with relevant options and bank details/marital status form issued.	After notification of retirement received and all necessary information to calculate benefits. Not earlier than 2 months before benefits are paid.	5 days
	Cheque for retirement grant sent 1 st class post together with information about payment of pension.	When all completed forms returned or on retirement date if this is later.	5 days
Death	Send a letter sent acknowledging death and outlining benefits due.	Notification of death of member, pensioner, deferred pensioner.	5 days
	Arrange payment of pension and letter sent confirming amount.	Receipt of completed claim forms.	5 days
General Letters	Send a full reply but if all necessary information not available then acknowledgement and estimated time scale for full reply.	Request for information received.	10 days

NB The above target times apply from when Pension Services receive all the necessary information to complete the activity.