

Appendix 2: Service Levels - Processes only relating to the Fund

Section A: Benefit processes

1). Transfers

Description		Fund target (working days)	Legal Requirement
1.1	Transfer in quotation	Member issued with quotation within 15 days of providing CETV of previous pension benefits	2 months from date of request
1.2	Transfer in completion confirmation	Member issued with confirmation letter within 20 days	N/A
1.3	Transfer out quotation including requests from Financial advisors	Member issued with required information within 15 days	N/A
1.4	Transfer out payments	Payment made to new pension scheme within 10 days of receipt of all relevant documents	N/A

2). Retirements (from deferred status excluding ill health) early payment

Description		Fund target (working days)	Legal Requirement
2.1	Retirement quote and options issued	Member issued with quote and claim forms within 5 days of request or within 10 days of retirement date if the request date is for a future date (if member has an AVC then fund value will also need to be received by the provider)	1 month
2.2	Retirement benefits paid	Lump sum payment made within 10 days of receipt of correctly completed documents (and receipt of AVC fund value if applicable) or within 10 days of retirement date if this is later First monthly pension paid on next available pensions payroll run	N/A

3). Retirements (from deferred status excluding ill health) full payment

Benefits Process		Fund target (working days)	Legal Requirement
Description		Fund target (working days)	Legal Requirement
3.1	Retirement quote and options issued	Member issued with quote and claim forms 25 days ahead of benefits being due in full (if member has an AVC then fund value will also need to be received from the provider)	1 month
3.2	Retirement benefits paid	Lump sum payment made within 10 days of receipt and correct completion of all required documents (and receipt of AVC fund value if applicable) or within 10 days of retirement date if this is later.	N/A

		First monthly pension paid on next available pensions payroll run.	
--	--	--	--

4. Deaths (excluding Death in service)

Benefits Process			
Description		Fund target (working days)	Legal Requirement
4.1	Acknowledgement of death and request for further information	Acknowledgement and request letter sent within 5 days	2 months
4.2	Notification of benefits payable to dependants	Payment made within 10 days of receipt of all required information	N/A
4.3	Dependants benefits paid	Issued within 5 days of all required information	N/A
4.4	Lump sum death grant paid	First pension amount paid on next available pay run	N/A

5. Internal Dispute Resolution Procedure (IDRP) Stage 1 – Appeal against determination of WPF

Benefits Process			
Description		Fund target (working days)	Legal Requirement
5.1	Acknowledgement sent to applicant on receipt of Stage 1 application	Within 2 days of request	N/A
5.2	Forms to be issued to the Fund's stage 1 adjudicator	Within 2 days of request	N/A
5.3	Stage 1 adjudicator to give written notice of the	Within 2 months of the date on which the application was received	Within 2 months of the date on which the application was received

	decision to the applicant and a copy to the Fund (this should also include information on further appeal rights under stage 2)	If no such notice can be given by this date an interim reply should be issued with an explanation as to the reasons for the delay and an expected decision date	If no such notice can be given by this date an interim reply should be issued with an explanation as to the reasons for the delay and an expected decision date LGPS Regs 2013 75 (1)
5.4	The Fund to act on any actions arising from the stage 1 decision	Within 10 days of determination of receiving the decision	N/A

6. Internal Dispute Resolution Procedure (IDRP)- Stage 2

Benefits Process				
	Description	Fund target (working days)	Total Target (working days)	Legal Requirement
11.1	Acknowledgement sent to applicant on receipt of Stage 2 application	Within 5 days of request	5 days	N/A
11.2	Forms to be issued to the fund/employer's stage 2 adjudicator	Within 2 days	2 days	N/A
11.3	Stage 2 adjudicator to give written notice of the decision to the applicant and a copy to the employer and to the Fund (this should also	Within 2 months of the date on which the application was received If no such notice can be given by this date an interim reply should be	2 months	Within 2 months of the date on which the application was received If no such notice can be given by this date an interim reply should be

	include information on further appeal rights)	issued with an explanation as to the reasons for the delay and an expected decision date		issued with an explanation as to the reasons for the delay and an expected decision date
11.4	If applicable the Employer to act on any actions arising from the stage 2 decision The Fund to act on any actions arising from the stage 2 decision, if applicable after the employer has carried out their actions (this could include recalculation of the applicants benefits)	Within 10 days of receiving the decision	10 days	Within 2 months of receiving all documentation from member/employer or to provide a holding reply for a further 2 months with explanation as to why no decision can yet be reached. LGPS Regs 2013 75(1)

7. Customer Service

Benefits Process			
Description		Fund target (working days)	Legal Requirement
6.1	Responding to scheme members email and written requests	Response issued within 10 days (in some circumstances this may be an acknowledgement of receipt with next steps outlined rather than a full resolution)	None
6.2	Responding to scheme members complaints	Acknowledgement issued within 5 days	None
6.3	Issuing full response to members complaints	Full response issued within 25 days	None

6.4	Monitoring IDRPs in accordance with stage 1 and stage 2 reviews	Response issued within 2 months (see the funds full IDPR procedure)	None
-----	---	---	------

Section B: Finance & Fund Accounting

Description	Performance Target
Issue formal valuation results (including individual employer contribution rates)	10 working days from receipt of final results from Fund Actuary (but in any event no later than 31 October following the valuation date of 31 March).
Carry out cessation valuation exercise on cessation of admission agreements	Within 1 month of receiving all benefit administration forms and information required from the ceasing employer (e.g. Leaver forms).
Issue FRS102 report	Within the timeframe stated in the 'terms of engagement' letter issued following a signed request for FRS102 report.