

## MONITORING ONGOING ENTITLEMENT TO PENSION SCHEME BENEFITS

PERFORMANCE CRITERIA	SCOPE
<p>You must be able to:</p> <ol style="list-style-type: none"> <li>1. Identify the <b>cases</b> that require confirmation of continuing entitlement</li> <li>2. Obtain information of continuing entitlement from the appropriate person/establishment</li> <li>3. Take <b>follow-up action</b> according to organisational timescales, where no response is received</li> <li>4. Arrange the suspension of the pension with the paying agent, where necessary</li> <li>5. Re-assess continuing entitlement according to Scheme regulations</li> <li>6. Notify the relevant person of the effect of any change in entitlement in an appropriate and correct manner, within the required <b>timescales</b></li> <li>7. Arrange for the adjustment of the pension with the paying agent, where necessary</li> <li>8. Update pension records to reflect the change in pension amounts or future reviews</li> <li>9. Follow procedures for maintaining security and confidentiality correctly in accordance with organisational and regulatory requirements</li> </ol>	<p>In meeting the performance criteria you must show you can:</p> <p>(A) Process <u>four</u> <b>cases</b> covering at least <u>two</u> of the following types of reviews:</p> <ol style="list-style-type: none"> <li>(i) Dependants pensions</li> <li>(ii) Pensioners</li> <li>(iii) National Fraud Initiative</li> <li>(iv) Ill health</li> <li>(v) Spouse's pensions</li> <li>(vi) Temporary pensions</li> <li>(vii) Discretionary pension</li> </ol> <p>(B) Identify the <b>follow-up action</b> that needs to be taken where no response is received for at least <u>two</u> of the following:</p> <ol style="list-style-type: none"> <li>(i) Sending out reminders</li> <li>(ii) Using other means to contact the members</li> <li>(iii) Referring to Internal Audit for further action or investigation</li> <li>(iv) Arrange to suspend pension</li> </ol> <p>(C) Ensure that scheme or organisational service level agreement <b>timescales</b> are met:</p>

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## **Knowledge and Understanding**

You must show that you know and understand:

- K1** How to determine whether benefits continue to be payable as specified in scheme regulations
- K2** How to apply validation methods to ensure data is correct
- K3** How benefits are affected by the scheme rules
- K4** What are the Scheme's requirements for the payment of benefits and how they are applied
- K5** Where to identify sources of information for the resolution of discrepancies
- K6** Organisational requirements for issuing Life Certificates/Certificates of Existence to different categories of member
- K7** Organisational procedures for the suspension and reinstatement of pensions