

UPDATE PENSION SCHEME MEMBER RECORDS



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PERFORMANCE CRITERIA	SCOPE
<p>You must be able to:</p> <ol style="list-style-type: none"> 1. Check all updates for proper authorisation 2. Accurately record complete member details using the appropriate pensions administration system 3. Investigate and resolve any discrepancies or unusual features 4. Correctly process all updates to member information within scheme or organisational service level agreements 5. Follow procedures for maintaining security and confidentiality correctly in accordance with organisational and regulatory requirements 	<p>In meeting the performance criteria you must show you can:</p> <p>(A) Correctly update eight members details including at least <u>three</u> of the following types of change:</p> <ol style="list-style-type: none"> (i) Individual salary/pension income (ii) Employer within scheme (iii) Employment status (iv) Name (v) Address (vi) Marital status (vii) Death/beneficiary nomination (viii) Leave of/temporary absence (ix) Change in working hours (x) Amend benefit details (xi) DWP notifications (xii) DC switching/lifestyling <p>(B) Resolve a minimum of <u>two</u> discrepancies or unusual features using any of the following methods:</p> <ol style="list-style-type: none"> (i) Within limits of own job responsibility (ii) Another appropriate person

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Knowledge and Understanding

You must show that you know and understand:

- K1** The internal procedures that you need to follow to update member records
- K2** How to apply relevant sections of scheme regulations/rules
- K3** How to identify sources of information for the resolution of discrepancies
- K4** Awareness of internal policies, practices and procedures for signatories and authorisations and how to apply these
- K5** Awareness of regulatory, scheme and organisational timescales and schedules for updating, presentation and despatch of data and the consequences of non-compliance
- K6** What is meant by the scheme being contracted out or not contracted out of the State Second Pension Scheme (S2P) and what information must be provided when a member ceases to be contracted out
- K7** How to check that the information you receive is acceptable and complete
- K8** The disclosure regulations and scheme standard timescales
- K9** The procedures in place to maintain security and confidentiality, including Data Protection Act, and why it is important to ensure information is kept secure and confidential