ADMINISTRATION

Often viewed as the poor relation to consulting and actuarial services, pension scheme administration is sometimes classed as an unfavourable but necessary burden.

But, the factor that is most visible and most important to scheme members and their dependants, is the efficiency with which information is communicated, and their benefits provided.

We recognise this and place significant importance on scheme administration. Making sense of the nonsensical, we deliver accurate and efficient administration, with understandable and effective member communication.

Benefits administration

…a robust approach…

…automation, human element & peer-review = efficiency…

…experienced, specialist & understandable…

Working to agreed service standards, we operate to a few simple, effective principles:

- To pay the right amount of benefit to the correct individual at the appropriate time.
- To minimise data risk – our robust approach utilises award winning pensions administration software to hold information and calculate entitlements.
- To be personable – the team relies on automation and 'the human element' in equal proportions.
- To be accurate – all work is peer reviewed before issue, is monitored by an independent tracking system and measured against set standards.
- To be understood – we are keen that everyone understands what we say and how we say it.
- To keep our promises – we say what we are going to do and when we are going to do it. We manage expectations and avoid unpleasant surprises.

Our administration department has a broad range of skills and experience, and adopts an integrated approach to scheme administration management. Employing only experienced specialists, our administrators are among the best in their field. Any member of the department can undertake any aspect of the administration of a scheme. Client and scheme information is available to the whole department, thus reducing risk in the event of sickness or absence.

Financial administration and pensioner payroll

We can deliver full financial administration, removing the burden from you.

Managing cash flows and the trustee bank account, our experts will ensure that your scheme has sufficient funds to pay its pensions and benefits, when they fall due.

Providing cash book details, our team will ensure that the annual accounts are drawn up accurately and well within required deadlines.

Operating full pensioner payroll functions, we will take responsibility for all aspects of your monthly pension payments, including taxation, reporting and increases.

Implementation

The handover of the administration functions of a pension scheme is an area of particular concern and worry for trustees. We understand this and have built a robust and tested implementation process designed to allay this concern.

Tailored to your requirements, this can deliver a populated administration record database, full data-cleansing and tested 'calculation routines'. All of this aids ongoing efficiency.

For more information and to learn more about how our solutions can help you, please get in touch with your usual Cartwright contact, or call:

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