Transfer Bureau

Guidance Notes

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Introduction

O&M have been providing systems and services for occupational pension transfers for over 20 years. Our longevity and expertise in the DB transfer arena make us the first choice for many of the larger IFA networks and product providers.

Under our Transfer Bureau service we have been producing TVAS reports for IFA companies, both large and small, for over a decade. Simply instruct us to conduct an analysis and a comprehensive compliant report will be produced comparing the member's DB pension scheme benefits to a personal pension and, if required, a Section 32 policy.

These notes will help you understand the Transfer Bureau service in more detail, including how you can submit a report request to us, and what the report production process entails. However, they should be read in conjunction with Our Terms and Conditions, which are the legal interpretation of our service, and must take precedence.

Getting Started

To take advantage of our bureau service, you can either register as a Transfer Bureau customer for a small monthly Retainer Fee, or use us on a Adhoc basis. All Adhoc TVAS reports are serviced using our normal Transfer Bureau service terms and a small premium is added to the full report cost.

Target Service Levels

Our published Service Levels are not contractual, rather target timescales within which we aim to take appropriate action. Our commitment is to ensure all of our cases are dealt with within the advised timescales when possible.

For your information our normal Transfer Bureau service levels are as follows:

Task	Normal Service Level
Initial Logging of Case	1 Working Day
Initial scheme info review	4 Working Days
Further scheme info review	2 Working Days
Final review by Senior Analyst	1 Working Day

You will find regular updated information regarding our service levels on our website.

Costs and Current Rates

Option 1 – Register for Transfer Bureau

- Monthly Retainer Fee £15 plus vat.
- TVAS reports charged at £355 plus vat each
- Re-runs £25 plus vat each (must be requested within 3 months of the original report being completed)

Billing:

- We will deduct the monthly Retainer Fee from your account via DDM
- Report costs are taken from the DDM generally at the end of the following month that the reports are completed
- Example: We will send you invoice in early February for reports completed in January. The payments for these reports are then deducted from your account, via the DDM in place, on the 26th of February.

Option 2 – Adhoc basis

- No monthly Retainer Fee
- Reports charged at £500 plus vat each
- Re-runs charged at £50 plus vat each (must be requested within 3 months of the original report being completed)

Billing:

- Report costs must be paid within 5 working days of the invoice issue date

Whichever option you choose you agree to abide by our Transfer Bureau Terms and Conditions.

The Report Production Process

1. Submit a report request to O&M

- To start the report production process you will need to ensure all of the forms within the Transfer Bureau Case Submission Pack are completed and returned to us.
- For Adhoc reports, please use the specific Adhoc Case Submission Pack available from our website.
- If you have a CETV statement that you wish for us to base the report on, please enclose this along with any further supporting scheme information that you may have in your possession. ***If this CETV is still within the guarantee period, or was issued less than 12 months prior to submission, we will not request a new valuation from the scheme.***
- Note that you should send the original wet copy of our completed Letter of Authority direct to the scheme administrators prior to submitting the case to us. Please also enclose a copy of the completed Letter of Authority within the pack that you send to us.
  We will not log a new case without an O&M Letter of Authority being completed.
- You can submit your request to us either via post or email, details of which are provided on the Case Submission Form.

2. Case is logged and initial administration

- Upon receipt of your case submission forms we will log the case and send you an acknowledgement email. This will provide confirmation that the case has been logged and that you are able to track the progress of your case online via our live Case Tracking service.
- If you have not submitted a CETV to us, or if you have and it was issued more than 12 months prior to submission, we will write to the scheme administrators to request a new valuation. Upon receipt of the new CETV we will add the case to our analysts’ queue in order for the initial scheme information review to take place.

3a. Initial scheme information review

- Once our analyst assigned to the case has conducted the initial scheme information review there will be two possible outcomes:

    1. We will need to contact the scheme to request further information

    Or

    2. We will pass the case onto our senior analysts' queue so that the final check can be made prior to the report being dispatched

- Where possible we will send our scheme information requests via email. Any sensitive information will be sent to the scheme administrators using secure methods, either by encrypted email or by using password protected documents.

In most cases further information is usually required from the scheme after the initial scheme information review has been completed.

3b. Further scheme information retrieval

- Once we have dispatched our further scheme information request to the scheme administrators, our team of admin staff will endeavour to contact them by telephone at regular intervals to ensure that our request is being actioned.
- The notes from these calls will be added to our live Case Tracking website so that you are aware of the content of the call such as ETA's provided and any delays the scheme may be experiencing.
- Upon receipt of the scheme's reply our admin staff will review the response. It is important to note that this is not a full analytical review, but a quick check to see if it looks like they have replied to all of our outstanding queries or not.

There are two possible outcomes as a result of this check:

1. If it is obvious that some of our queries have not been answered we will contact the scheme and request that they reply to us in full.

Or

2. If it seems logical that they have replied to us in full we will attach the information to the case and pass it onto the case analyst's queue for a further scheme information review to be actioned.

We will not conduct the further scheme information review unless we believe that all of our queries have been addressed.

3c. Further scheme information review

- Our analyst assigned to the case will now review all of the further scheme information that we have received. We will aim to complete this review within the publicised service levels available at that time. There will be two possible outcomes:

    1. We will need to contact the scheme to request additional information

    Or

    2. We will pass the case onto our senior analysts' queue so that the final check can be made prior to the report being dispatched

- If we require further information we will continue to request this from the scheme via email where possible, chasing them up for their replies, until we are satisfied that no further information is required.
- **At this stage we will copy the designated case contact into the further scheme information request emails, so that they are fully aware of the reasons why we have had to request this additional information.**

    It is important to note that it is likely we may need to contact the scheme administrators on multiple occasions. This may be because that our analyst feels that they have not replied to our initial queries completely, or, whilst the scheme may have replied to our previous queries in full, their answers then bring further issues to our attention.

4.The final checking process

- Once our analyst assigned to the case feels that we have all that we need to complete the TVAS report, they will pass it onto our senior analysts' queue so that a final check can be made prior to dispatch.
- A member of our team of senior analyst's will then review the case in detail to ensure that any irregularities are identified.
- As a result of this check there will be two possible outcomes:

    1. Our senior analyst identifies data anomalies and passes the case back to the regular analyst for the issues to be resolved

    Or

    2. They cannot find any issues and the report is passed to our admin team to prepare the dispatch of the report.

- If the senior analyst finds any issues that require attention these will be dealt with as a priority by the regular analyst.

- We may need to contact the scheme administrators to retrieve further information, or it could be the case that the analyst simply needs to make a few amendments to the report without the need for further scheme communication.
- Once the issues have been resolved the case will be passed back to the senior analyst who originally checked the case for their urgent attention.
- When the senior analyst is satisfied that the issues have been addressed, they will pass the report to our admin team to prepare the dispatch of the report.

5. Report completion and dispatch

- Once the final check has been completed, our admin team will then attach the report to the Case Tracking website, along with copies of the scheme information that we have retrieved as part of the report production process.
- Finally, we will send an email to the IFA contact assigned to the case to advise them that the report has now been completed, and that they should download it from the Case Tracking website.

Further Information and Considerations

Before you use Transfer Bureau

- Please read the Transfer Bureau Terms and Conditions fully prior to registering or using the service on an Adhoc basis.

Before you submit your report request

- It is important that you are fully aware of the service levels in place at any given time prior to submitting a report request to us. These can be found on our Case Tracking portal. If after visiting our Case Tracking you are still unsure please call us for clarification.
- Equally important to note is that we do not target the completion of reports in accordance with CETV guarantee deadlines. To ensure fairness to all of our customers we address each case on a chronological basis. By doing this those that submit a report request to us in good time do not suffer as a result of 'last minute' case submissions.
- Please check that all forms within the Case Submission pack are completed fully and that the original O&M Letter of Authority has been sent to the scheme administrators prior to submission. Incomplete forms can delay the logging of the case and thus hinder the report progression.

Case Tracking

- You will need to keep abreast of the progression of your case via our Case Tracking website. We do not contact you to provide updates.
- We do not dispatch hard copies of the completed TVAS report to you. They are only available to download online from the Case Tracking page.
- For security reasons, by default, each IFA contact can only view cases on which they are the assigned contact as identified on the Case Submission form.
- There are various levels of Case Tracking access available to suit differing requirements as follows:
  a) **Own Cases only** - The default access position. The individual can only view cases on which they are the designated contact.
  b) **Account Cases** - The individual can view all cases submitted by all contacts on the same company Account. If there are multiple branches connected to the same Account they can only view cases submitted by those based at the same branch.
  c) **Group Cases** - **For Accounts with multiple branches only.** The individual can view all cases submitted by all contacts from all Account branches.

  Should you wish to request amendments to an individual's access permissions please contact us.
- We have created a brief guide to help new and existing users access Case Tracking which you will find at the rear of this document.

Scheme Information

- For audit trail purposes, we will only accept scheme information where it is clear that the source of the data is the scheme administrator. This could be in the form of an email or official headed letter.
- We will not provide you with copies of the scheme information that we have received until the report has been completed. This is because prior to completion, the data has not been checked by one of our senior analysts and we cannot be certain of its validity until then.
- **We *can* provide you with copies of our scheme information requests on demand.**

Early Retirement Quotes

- Please note that we will not request Early Retirement Quotes from the scheme administrators. This is entirely your responsibility.

Prioritisation

- To ensure fairness to all of our customers we will not afford priority to any cases.

Ongoing Support

- Once your report has been completed, you can access further technical support by contacting our Support unit.

Useful contacts

- **Telephone Enquiries: 01206 805405**

- **Sales/Pre-submission enquiries**
  Email: sales@ompensions.co.uk

- **New case submissions**
  Email: newcases@ompensions.co.uk

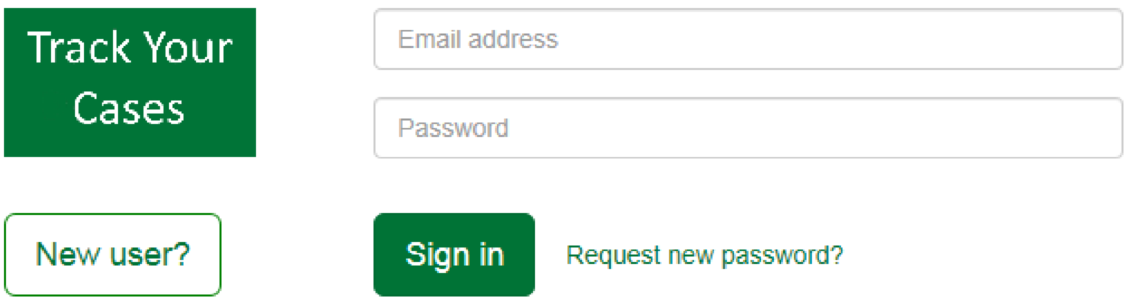
- **Existing case enquiries**
  Email: cases@ompensions.co.uk

- **Support for Completed Reports**
  Email: support@ompensions.co.uk

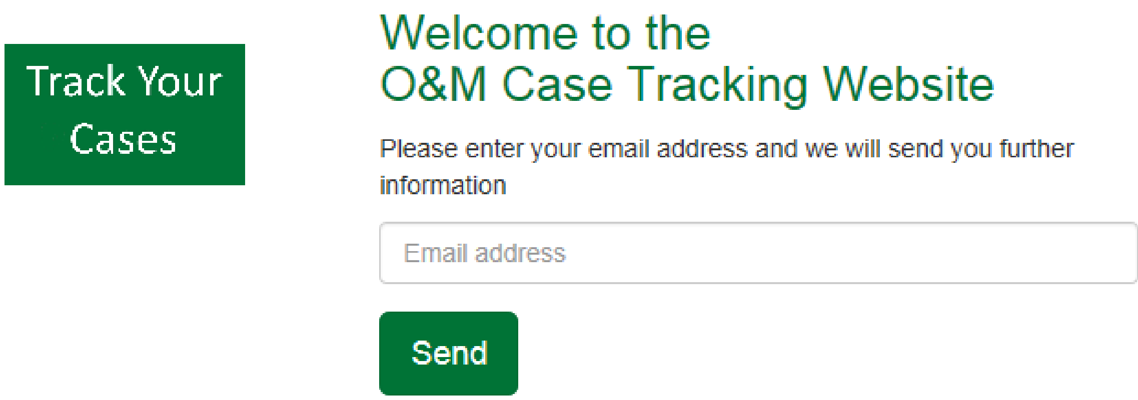
APPENDICES

Accessing Case Tracking – New Users

1. Go to our website – www.ompensions.co.uk – then click on the Track Your Cases icon at the top of the page. The following options will become visible:

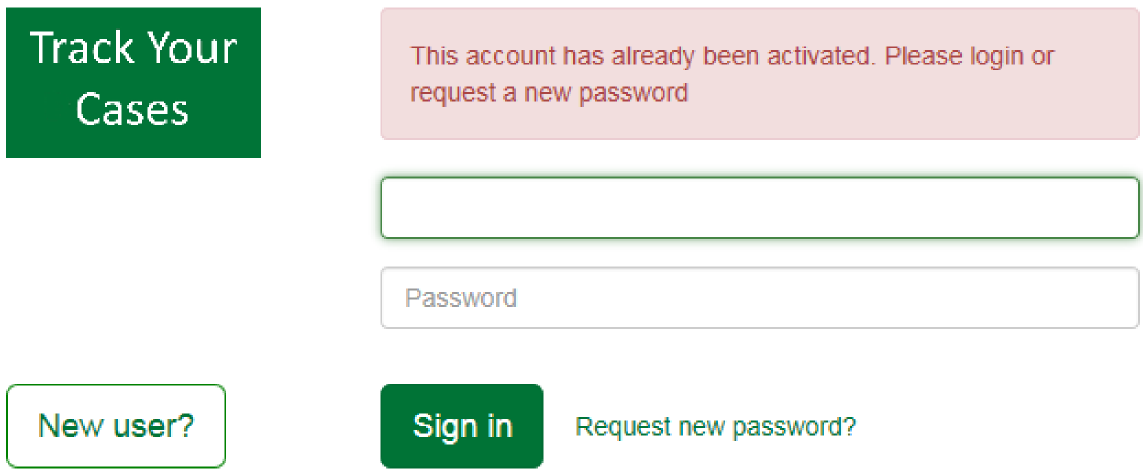


2. Click on the New User icon. You will then see the following message:

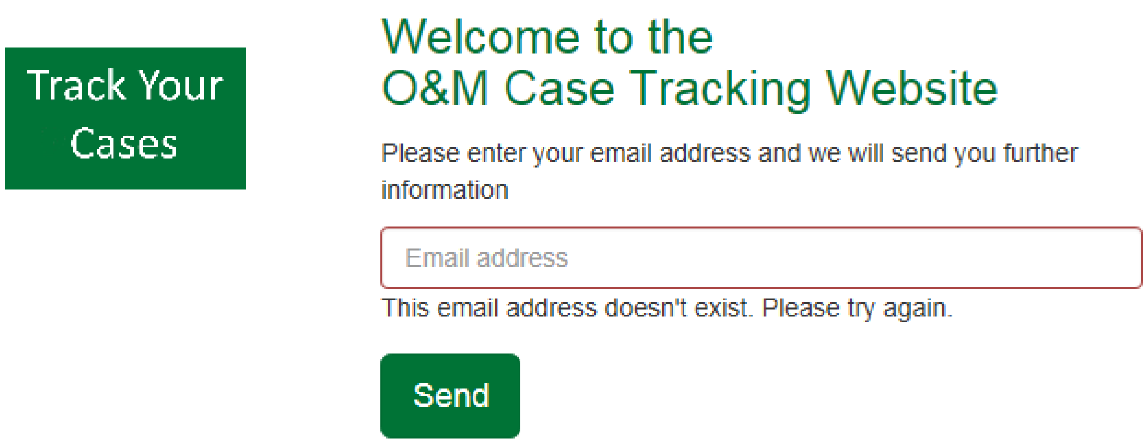


3. Enter your email address into the dialogue box and click Send.

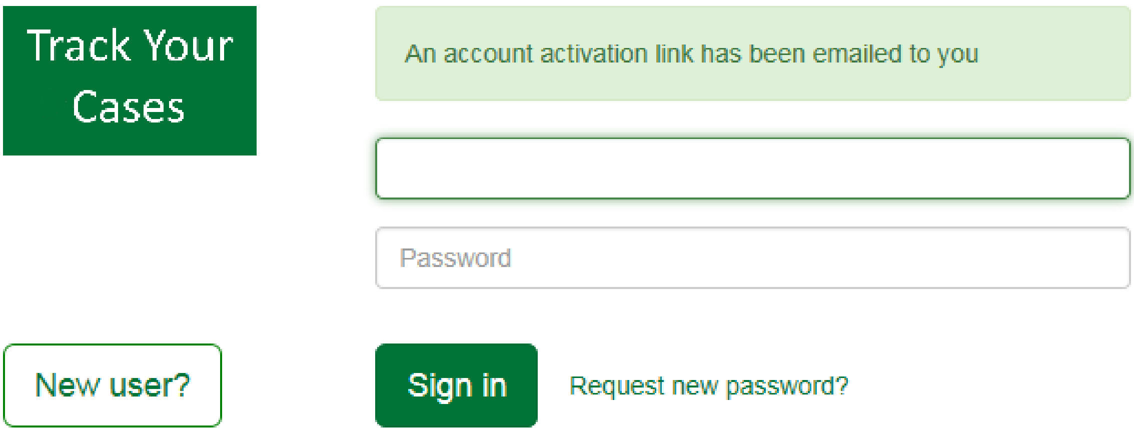
4. If you receive the following message you already have a Case Tracking account with us. If so please either Sign In or Request a New Password by selecting the associated icons:



5. Alternatively, if you receive this message we do not have any record of your email address on our systems. In this instance please contact us so that we can add you to our contact records:

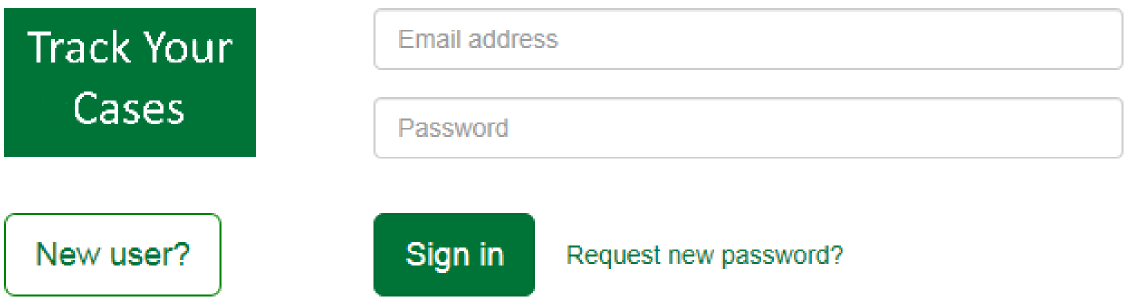


6. Conversely, you will receive the following message if we have your contact details on record but your account has not been activated for Case Tracking. In this instance we will send you an account activation email. Simply follow the email instructions to complete your Case Tracking registration:

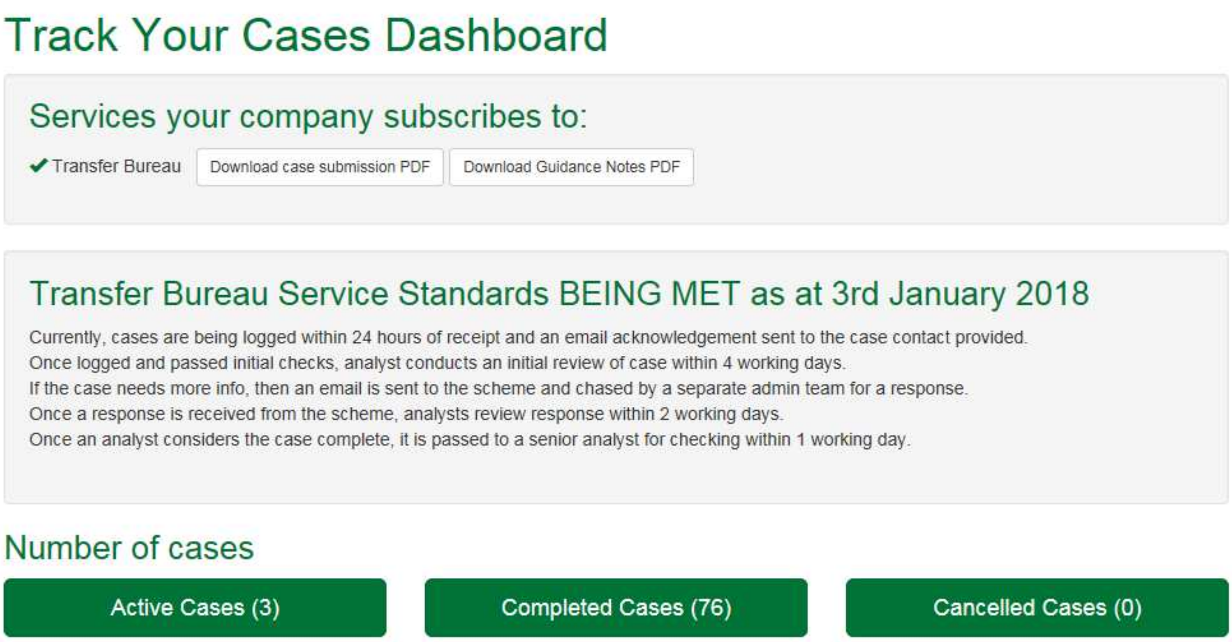


Accessing Case Tracking – Existing Users

1. Go to our website – www.ompensions.co.uk – then click on the Track Your Cases icon at the top of the page. You will be greeted by the following options:



2. Now simply enter your Email address and Password into the dialogue boxes as shown and click Sign In.
3. Once you have successfully logged in you will see the following screen:



4. You can now view your Active, Completed and Cancelled cases by clicking the associated icons.