Transfer Bureau
Guidance Notes

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THE REPORT PRODUCTION PROCESS

SUBMIT A REPORT REQUEST TO O&M

To start the report production process please ensure all 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.

If you have a Transfer Value statement, please enclose this along with any further supporting scheme information. If the CETV is dated within the last 12 months, we will base the report on this figure unless you ask us to request a new one.

Please post the original wet copy of the completed Letter of Authority directly to the scheme administrators. Please also ensure a copy is sent to us within the case submission forms. We will not log a new case without an O&M Letter of Authority being completed.

You can submit your request to us via the Case Tracking dashboard. Alternatively, by email or post details of which are provided on the Case Submission Form.

INITIAL CASE LOGGING

Upon receipt of your forms, we will log the case and send you an acknowledgement email. The case will now be visible to track on the Case Tracking page of our website.

If you have not submitted a CETV to us, or if you have sent one which is over 12 months old, we will request an up to date valuation from the scheme. Upon receipt of the new CETV, the case will be referred for review by an analyst.

INITIAL REVIEW

Once the case has been reviewed, the analyst will either contact the scheme for any additional information required or pass the case for final checking if no further information is needed.

In most cases, we require additional information from the scheme.

FURTHER SCHEME INFORMATION RETRIEVAL

Once information has been requested from the scheme, our administration team will chase for a reply at regular intervals. The notes from these calls will be added to our live Case Tracking website.

Once we receive a reply from the scheme, our administration team will check this is a full reply and if so, refer this back to the case analyst. If the scheme has not replied in full or provided information which does not respond to our queries, they will go back to the scheme to chase further.

FURTHER SCHEME INFORMATION REVIEW

The analyst assigned to the case will fully review the information received. If they consider that the information is sufficient to proceed with the report production, the case will be referred to a senior analyst for checking.

If the reply does not clarify the points raised or raises further queries, the analyst will refer to the scheme for additional information as required.

FINAL CHECKING

Once the analyst has referred the case for final checking, a senior analyst will review the case in detail to ensure that any irregularities are identified.

If any data anomalies are identified, the case will be referred back to the analyst to correct these.

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

Should this happen, we may need to contact the scheme administrators to retrieve further information, or it may be that the analyst simply needs to make a few amendments.

Once the issues have been resolved the case will be passed back to the senior analyst who originally checked the case as a priority. When the senior analyst is satisfied that the issues have been addressed, they will pass the report to our administration team to prepare the dispatch of the report.

REPORT COMPLETION AND DISPATCH

Once the final check has been completed, our administration 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 is available for download.

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

Please review our service levels which can be found on the Transfer Bureau page of our website.

Whilst we will do our best to meet the CETV guarantee date, we cannot guarantee the report will be completed within this period as we are reliant on schemes to provide the information we request in a timely manner. Where possible, please submit a case to us with as much of the guarantee period available as possible.

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 hinder the report progression.

CASE TRACKING

Our case tracking site allows you to view active, completed, and cancelled cases. The information shown is 'live', in chronological order, with the most recent updates at the top of the screen.

For security reasons, by default, each 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:

- Own Cases - The default access position. The individual can only view cases on which they are the designated contact.
- 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.
- Group Cases - For Accounts with multiple branches. 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.

There is a limit to the length of time that a case is visible on the case tracking website. Each case, including the downloadable completed reports and scheme information PDF's, will be accessible for a maximum period of 12 months from the date that the initial report was dispatched.

SCHEME INFORMATION

For audit trail purposes, we will only accept scheme information where the source of the data is clear it is from the scheme administrator.

Scheme replies will not be made visible until the report has been completed. This is because prior to completion, the data has not been checked by one of our senior analysts to ascertain its validity.

Our requests to the scheme are made visible on case tracking.

ONGOING SUPPORT

Once your report has been completed, you can access further technical support by contacting our Support team on the details provided below.

USEFUL CONTACTS

For all telephone enquiries please contact us on 01206 805405

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

New case submissions: newcases@ompensions.co.uk

Existing case enquiries: cases@ompensions.co.uk

Support for Completed Reports: support@ompensions.co.uk