



PRESS RELEASE

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PASA to mediate on administration service transfers

The Pensions Administration Standards Association (PASA), the independent body dedicated to driving up standards in pensions administration, has announced it is launching a voluntary mediation service to resolve the issues experienced by schemes during the transfer of administration services from one provider to another.

Margaret Snowdon, Chair of PASA said: “Changing administrators might be a relatively rare occurrence, but when it does happen the process must be smooth, safe and hassle free for all concerned – which is only possible when the ceding and receiving administrators work in co-operation. PASA has been very clear on its position in this area, publishing our [Code of Conduct on Administration Provider Transfers](#) in 2013 and requesting that all members adhere to it. The introduction of our mediation service was therefore a natural extension of our work here.”

Snowdon continued: “As well as empowering administrators to be the best they possibly can be, we want trustees to know they can rely on PASA membership as a means of indicating the quality of service provision - which starts with appointment and exit processes. We therefore give notice that, from 1 January 2018, members will be required to comply with The Code. PASA will be interceding if a need for improvement is identified around unreasonable delays, fees or expectations.”

PASA’s mediation service will be voluntary and non-binding, seeking to bring all three parties; the scheme, ceding and receiving administration providers together for practical and fair solutions in line with good industry practice. The mediators will be independent of administration firms to avoid conflict of interest and PASA intends to publish details of the scheme for formal launch in January 2018.

ENDS

Notes To Editors

The Pensions Administration Standards Association (PASA) has been created to provide an independent infrastructure which will set, develop, guide and assess administration standards.

PASA will act as a focal point and engage with industry and government to create protocols for understanding good administration - but also appreciates there is no one size that fits all. PASA will develop evidential accreditation practices which will allow benchmarking across and between the industry regardless of how the administration is being delivered.

As well as raising the profile of pension administration generally, PASA will focus on three core activities.

1. Defining good standards of pensions administration relevant to all providers, whether in-house, third party or insurers
2. Publishing guidance to support those standards
3. Being an independent accreditation body, assessing the achievement of good standards by schemes (regardless of provider)

There is no organisation providing such services across schemes, yet there is a demand for evidence of service quality from scheme trustees, sponsors, administrators, insurers, scheme members and regulators.

About PASA Accreditation

PASA Accreditation is open to all corporate members of PASA (DB, DC, trust-based and contract-based schemes). PASA Accreditation is granted following an independent evaluation and assessment process, which includes on-site visits and the review of documentation to evidence controls, procedures, process, staff development and contractual positions with clients.

Full details on PASA can be found by visiting www.pasa-uk.com.

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