



# Join PASA

The Pensions Administration Standards Association (PASA) is driving excellence in pensions administration across the UK. Our membership programme offers organisations the opportunity to demonstrate their commitment to high standards, shape industry best practice and gain recognition for their expertise. This document outlines the benefits of joining PASA, our achievements to date and how your organisation can contribute to raising standards across the pensions administration sector.

# Who We Are

PASA is the UK's only body dedicated exclusively to improving pensions administration. Founded with a clear mission to elevate standards across the industry, PASA plays a pivotal role in strengthening the UK's pension system through setting rigorous standards, independent Guidance and collaborative initiatives.

As an independent Community Interest Company (CIC), we work closely with The Pensions Regulator (TPR), the Department for Work and Pensions, and other key stakeholders to ensure administration is at the forefront of industry focus. Our expert-led working groups develop comprehensive Guidance on critical areas such as data quality, cybersecurity, dashboards implementation and GMP equalisation.

With a membership comprising leading third-party administrators, in-house teams, technology providers and trustees among others, PASA represents a significant proportion of the UK's pension landscape. This diverse membership enables us to take a holistic approach to improving standards and ensuring Guidance and best practices are relevant, practical and implementable across the sector.

PASA is a constant driving force in raising the profile and importance of pensions administration in the wider UK pensions and financial services sector. Administration is pivotal to the outcomes needed for millions of UK citizens who contribute to retirement savings and PASA's role in ensuring the highest standards are met is critical.

— Duncan Watson, EQ



## Raise Standards

We establish and promote high-quality Standards for administration, providing a benchmark for excellence across the industry. These Standards are used as the framework for our Accreditation programme, which aligns to the General Code.



## Provide Independent Guidance

Our expert Working Groups develop comprehensive, impartial Guidance on key administration challenges.



## Influencing Policy Development

By responding to consultations from an administration perspective, we ensure operational and practical considerations are raised in the early stages of policy development.



## Strengthen the Pensions System

By improving administration standards, we help build a more resilient and trustworthy pensions ecosystem for all stakeholders.

# Why Join PASA?

PASA membership offers significant advantages for organisations across the pensions administration landscape. By joining our community, you become part of the collective effort to drive excellence in the industry, generating valuable resources and collaborating with industry subject matter experts.



## Shape Best Practice

Contribute directly to the development of industry Standards and Guidance through our expert Committees and Working Groups. Your experience and insights can help shape the future of pensions administration across the UK.



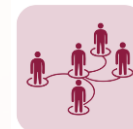
## Gain Recognition

Demonstrate your commitment to excellence through PASA membership. For administrators, our accreditation programme provides independent verification of your high standards, giving you a competitive edge in the marketplace.



## Drive Innovation

Gain early insight into emerging trends, regulatory changes and technological advancements. PASA members are at the forefront of generating innovation in administration processes, systems and governance.



## Build Networks

Connect with peers, potential clients and industry experts through PASA events, forums and volunteering. These relationships can lead to valuable collaborations, knowledge sharing and business opportunities.

We're proud to be a corporate member of PASA. The organisation plays a critical role in raising standards across the pensions administration industry, and we have found its work to be consistently thoughtful, practical, and impactful. PASA's clear guidance and thought leadership have helped shape best practice, supporting administrators, trustees, and advisers in delivering better outcomes for members. Being part of PASA gives us a valuable forum to engage with peers and contribute to meaningful discussions around administration excellence. We particularly value the collaborative nature of PASA's working groups and consultations, which provide an opportunity to share legal insights and help ensure that governance and regulatory frameworks are robust yet workable.

— Helen Ball, Sackers

# Member driven impact

PASA's work is funded and shaped by our members. Your membership fees directly support the day-to-day running of PASA, including the Executive, development of new Guidance, accreditation Standards and the operation of Committees and Working Groups.

Members also provide the insights and expertise which ensure PASA's outputs are practical and implementable. By joining PASA, your organisation becomes part of the engine driving meaningful and lasting improvement across the pensions administration sector.

PASA membership gives your employees eligibility to volunteer for PASA committees and working groups — a unique opportunity to grow your people to develop professionally, shape industry practice and network with peers.



## Independent Standards

Unbiased benchmarks for excellence, developed by experts from member organisations.



## Sector-wide Improvement

Collective efforts which elevate standards across all schemes and administrators.

By becoming a member, you're not only investing in your own organisation's development but also contributing to the greater good of the pensions industry. Your support enables PASA to maintain its position as the authoritative voice on administration standards, influencing regulation and practice at the highest levels.

# Member Types

PASA offers several membership categories to accommodate the diverse range of organisations involved in pensions administration. Each membership type is tailored to provide specific benefits relevant to different roles within the pensions ecosystem.

Member Type	Who It's For	Key Benefits	Fee
Administration Service Provider	<ul style="list-style-type: none"><li>- TPAs</li><li>- EBCs</li><li>- Insurers</li><li>- Master trusts</li></ul>	<ul style="list-style-type: none"><li>- Accreditation eligibility</li><li>- Demonstrate to clients you adhere to the PASA Transfer Code &amp; Ethical Standards</li><li>- Raise your profile</li><li>- Central point of influence</li></ul>	£3,750 (<30 staff) £5,350 (>30 staff)
Scheme (not providing TPA services)	<ul style="list-style-type: none"><li>- In-house teams</li><li>- Employers</li><li>- Trustee boards</li></ul>	<ul style="list-style-type: none"><li>- Access to a wider community of administrators</li><li>- Accreditation eligibility (in-house schemes)</li><li>- Access to thought leadership</li><li>- Introduction to benefits of economies of scale by knowledge sharing</li></ul>	£800 (per scheme)
Industry (no administration services)	<ul style="list-style-type: none"><li>- Technology firms</li><li>- Consultants</li><li>- Advisers</li><li>- Professional trustee companies</li></ul>	<ul style="list-style-type: none"><li>- Demonstrates your commitment to administration excellence</li><li>- Associated with PASA's reputation for quality</li><li>- Commitment to working with all stakeholders to improve member outcomes</li></ul>	£800
Accredited Professional Trustee	An individual <b>not</b> affiliated with an organisation providing professional trustee services	<ul style="list-style-type: none"><li>- Commitment to working with all stakeholders to improve member outcomes</li></ul>	£100

Being a corporate member of PASA has been a positive experience for both me personally and for my organisation. Volunteering my time has helped me give back and share my knowledge and experience with other pension schemes and professionals. It's helped me make valuable connections across the industry and build my network. This means I always have somewhere to turn for help and support.

— Donna McGuire, Saul



# Member Types Explained

All members benefit from the following:

- ✓ The opportunity to sit on a committee or working group
- ✓ Use of the PASA member marque
- ✓ Provide influence on Standards and best practice
- ✓ Various networking opportunities
- ✓ Working with a wide range of people from across the industry at various stages of their career
- ✓ Collaborating with subject matter experts
- ✓ Access to PASA’s Disputes Resolution service for Administration Provider Transfers

Below is a more detailed description of each membership category

Administration Service Provider	<p>Aimed at organisations delivering pension administration services as their core business. This category includes third-party administrators, insurers and providers with administration divisions and specialist administration firms.</p> <p>These members benefit from eligibility for PASA accreditation, providing independent verification of their high standards and evidences compliance with TPR’s General Code. It can serve as a powerful differentiator in the marketplace.</p>	Scheme (not providing TPA services)	<p>For in-house administration teams who don’t provide administration services to other organisations, and for employers or trustee boards with out-sourced administration services who want to demonstrate their commitment to excellence in administration. This membership is charged per scheme and there’s a discount available for multiple schemes.</p> <p>This membership type provides opportunities to influence standards development and gain recognition for high-quality administration practices, even without formal accreditation.</p>	Industry (not providing admin services)	<p>Suits technology providers, professional trustees, consultancies, lawyers and other organisations supporting the administration sector without directly providing administration services.</p> <p>These members benefit from association with PASA's reputation for excellence, networking opportunities and the ability to stay informed about emerging trends and requirements.</p>	Accredited Professional Trustee	<p>Suitable for accredited independent trustees who are not affiliated with a professional trustee services company. This is the only individual PASA membership available.</p> <p>These members benefit by demonstrating their commitment to working closely and collaboratively with administrators.</p>
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# The PASA Marque

The PASA Marque is a visual symbol of an organisation's commitment to high standards in administration. By displaying the marque on websites, communications and marketing materials, it demonstrates to clients, members and other stakeholders their adherence to PASA's principles and standards.

The Member Marque is available to all members, indicating their commitment to PASA's mission and ethical principles.

The PASA marque serves as a powerful differentiator in a competitive marketplace:

- For **administration providers**, it helps attract new clients who prioritise quality and compliance
- For **in-house teams and trustees**, it demonstrates to regulators, sponsors and scheme members that administration is taken seriously and managed to high standards
- For **industry members**, it reflects a commitment to supporting excellence in administration

Members benefit from PASA's respected reputation, valuable networking opportunities and early insight into emerging trends and regulatory expectations.



The PASA Marque is more than just a logo. It's a statement of commitment to excellence in pensions administration. Members who display the marque demonstrate to clients and stakeholders they take quality seriously.

# PASA Accreditation

PASA Accreditation represents the gold standard in administration excellence. As the first, and only accreditation specifically focused on administration quality, it provides independent verification an organisation meets the highest standards of service, governance and operational effectiveness.

The accreditation assessment is audited against the PASA Standards, which are outcomes based, rather than prescriptive and aligned to TPR's General Code. The process involves a rigorous, independent assessment conducted by industry experts. These assessors review every aspect of an administration operation, from technical capabilities and controls, to people management and client service. The assessment criteria align directly with TPR's General Code of Practice, ensuring accredited organisations meet regulatory expectations.

Achieving PASA Accreditation is a significant accomplishment distinguishing an organisation in a competitive marketplace. For administrators, it serves as a powerful marketing tool and a clear signal to potential clients their services meet independently verified standards of excellence. For trustees and scheme sponsors selecting an administrator, the accreditation provides confidence they're choosing a provider committed to high-quality service delivery.

Accreditation is reviewed periodically to ensure the Standards are maintained over time. This ongoing commitment to excellence encourages continuous improvement and adaptation to evolving best practices and regulatory requirements.

Trustees can be confident in PASA-accredited providers, knowing they've demonstrated their commitment to maintaining the highest standards of administration service.



## **Independent, Expert-assessed**

Rigorous evaluation by industry specialists to verify compliance with comprehensive standards



## **Aligns with TPR's General Code**

Accreditation criteria complement regulatory requirements, confirming organisations meet compliance obligations



## **First and Only Administration Accreditation**

The unique benchmark specifically designed for pensions administration excellence



# What We've Achieved

Since 2011, PASA has made significant contributions to the pensions administration landscape in the UK. Our achievements reflect our commitment to raising standards, providing valuable Guidance and influencing the development of regulations and best practice across the industry.

## UK's Only Admin-focused Accreditation

We developed and implemented the first and only accreditation programme specifically designed to assess and recognise excellence in pensions administration. This has established a clear benchmark for quality which supports trustees and sponsors to make informed decisions when selecting administration providers.

## Comprehensive Industry Guidance

Our Working Groups have produced authoritative Guidance on critical topics including GMP equalisation, Dashboards, Data, Cybersecurity, and Buy-ins/Buy-outs. These resources have become essential references for administrators navigating complex challenges and implementing best practices.

## Regulatory Influence

PASA has established itself as a respected voice in policy discussions, working closely with The Pensions Regulator, the Department for Work and Pensions, and other key stakeholders. Our input has helped shape regulations and guidance to ensure they're practical, effective and aligned with the realities of administration operations.

Through our working groups, we've brought together diverse perspectives from across the industry to develop practical solutions to common challenges. This collaborative approach has fostered innovation and continuous improvement in administration practices, benefiting scheme members through more efficient, accurate and responsive services. Our events, webinars and publications have facilitated knowledge sharing and professional development throughout the sector. By creating opportunities for administrators to learn from each other's experiences and insights, we've helped raise the overall standard of practice across the industry.

PASA is the leading force in both raising the profile of pensions administration and setting standards across the industry to help ensure the assets held in pension schemes actually deliver the outcome scheme members are expecting, and they get the support they need, when they need it. PASA has helped to ensure the 'Cinderella' service of the pension scheme world is firmly at the Ball and taking centre stage where it belongs.

— Ian McQuade, Muse Advisory

# Get Involved

PASA offers numerous opportunities for individuals and organisations to contribute to our mission of improving administration standards. Active participation not only supports the development of industry-wide resources but also provides valuable professional development and networking benefits for those involved.



## Join a Committee or Working Group

Our expert-led groups focus on specific areas such as data quality, cybersecurity and dashboard implementation. By joining a group, you can share your expertise, learn from peers and directly influence the development of Guidance and Consultation responses. Participation is open to individuals from member organisations who have relevant experience and insights to contribute.



## Sponsor an Event or Guidance

Organisations can gain visibility and demonstrate their commitment to administration excellence by sponsoring PASA events and Working Groups. Sponsorship opportunities range from headline event sponsorship to targeted support for specific Working Group topics, allowing organisations of various sizes to participate in ways which align with their objectives and resources.



## Strengthen your brand

Use the PASA membership marque to demonstrate your commitment to administration excellence and industry standards — valued by clients, trustees and sponsors alike.

PASA membership has been a useful constant in an industry that doesn't stand still. The Standards and Guidance help bring structure to areas which are often open to interpretation. They've provided a solid reference point for our thinking, particularly where there's no obvious rulebook to follow.

— Dan Taylor, Trafalgar House

# Our Ethical Code

PASA members commit to upholding the highest ethical standards in their operations and interactions with clients, scheme members, and other stakeholders. Our Ethical Code serves as a framework for professional conduct going beyond regulatory compliance to embrace principles of fairness, integrity and member-centricity.



## **Integrity and Objectivity**

Members commit to acting honestly, transparently, and independently in all professional activities. This includes providing objective advice and services without allowing conflicts of interest to influence decision-making or recommendations.



## **Acting in Scheme Members' Best Interests**

The needs and interests of pension scheme members must be central to all administration activities. Members pledge to provide accurate, timely and accessible information and services to support good member outcomes.



## **Compliance with Law and Regulation**

Members commit to maintaining comprehensive knowledge of relevant legislation and regulatory requirements, and to implementing robust processes and controls to ensure consistent compliance.



## **Training & Development**

Continuous professional development is essential for maintaining high standards. Members pledge to invest in appropriate training and knowledge-building for themselves and their staff to ensure competence in all aspects of administration.



## **Diversity & Inclusion**

Members commit to fostering diverse and inclusive environments where all individuals are treated with respect and dignity, and where diverse perspectives are valued and incorporated into service delivery.



## **Anti-scam Principles**

Protecting scheme members from fraud and scams is a priority. Members pledge to implement robust identification and verification processes, to stay informed about emerging scam tactics and to participate in industry initiatives to combat pension fraud.

Adherence to the Ethical Code is a condition of PASA membership. Members are expected to incorporate these principles into their policies, procedures and day-to-day operations. Regular self-assessment against the Code's requirements helps ensure ongoing compliance and identifies opportunities for improvement. The Code complements PASA's technical standards and accreditation criteria, providing a holistic framework for excellence in pensions administration encompassing both operational effectiveness and ethical conduct. By committing to these principles, PASA members demonstrate their dedication to serving scheme members with integrity and professionalism.

# Code of Conduct – Administration Provider Transfers

As a corporate member of PASA, administrators agree to abide by the PASA Code of Conduct for Administration Provider Transfers, members involved in an administration transfer can refer to this Code to ensure a professional and seamless transition. The Code is voluntary for other administrators.

Changing administration provider can disrupt member services, create delays or inflate costs. The Code ensures transitions are handled transparently and professionally.

## What the Code Covers

- ✓ Applies to **both** ceding and newly appointed administrators
- ✓ Sets standards for cooperation, data handover and service continuity
- ✓ Encourages clear, contract-based exit terms aligned with PASA best practice
- ✓ Required for PASA Accreditation and applies to all corporate members

## Real-World Benefits

- ✓ Fewer delays in transitions
- ✓ Better outcomes for trustees and scheme members
- ✓ Higher confidence in administrator professionalism



### Included Member Benefit - Dispute Resolution Service (DRS)

Free for PASA members — offers an independent, expert review if transfer disputes arise. Supports faster, fairer outcomes.

PASA is a really valuable organisation to the pensions community, bringing a voice and strong support to administration and the focus on members, and PwC are delighted to be a corporate member and the Expert Partner for Data. The PASA team are knowledgeable, friendly and collaborative, and the sharing of information, innovation and efforts is highly commendable. The PASA team works hard to bring together experts and the team and board should be very proud of the achievements so far and the ambition for the future.

— Kristy Cotton, PwC





# Ready to Shape the Future of Pensions Administration?

Together, we're improving outcomes through administration excellence

 Visit: [www.pasa-uk.com](http://www.pasa-uk.com)

 Email: [info@pasa-uk.com](mailto:info@pasa-uk.com)