

## Appendix B

Date	Category (eg administration, contributions, funding , investments)	Pensions Regulator code of practice	Description and cause of breach	Possible effect of breach and wider implications	Reaction of relevant parties to breach	Reported/Not reported	Outcome of report and or investigations	Outstanding Actions
May 2021	<u>Administration</u> <b>AVC contributions - Prudential.</b>		<p>WYPF has an agreement with Prudential to provide an AVC arrangement for its members as part of the Local Government Pension Scheme Regulations.</p> <p>Over the last few months we have received a number of complaints from members to say that their AVC contributions have not been allocated to their AVC accounts.</p>	<p>Delays in Settlement amounts paid to the Fund when members have retired, This has impacted on the Funds ability to pay pension benefits in a timely manner.</p>	<p><u>Prudential</u></p> <p>Prudential have informed us ‘The processing delays have been caused in part by the implementation of a new system that has taken additional time to embed within our processes. This has had an impact on applying contributions to members’ policies therefore delaying claims. The impact of COVID and the majority of colleagues working from home following the latest lockdown has also affected our productivity and recovery plans’.</p> <p>Prudential had informed us that it had a recovery plan in place and were on target to clear all outstanding cash and claims by the middle of April however by the end of May and the issues had not been resolved satisfactorily.</p> <p>Prudential informed us they still have cases in backlog and whilst they have not met the initial target date for recovery they are making good progress in clearing the outstanding claims and have introduced a number of measures to get back on track. Key measures</p>	Reported	<p><b>What are the time scale for completion?</b></p> <p>According to Prudential they are hoping to ‘stabilise’ by the end of June.</p> <p><b>Additional information</b></p> <p>Prudential have said member’s will not lose out on investment returns because of the delays and where appropriate they will pay compensation however this does not compensate WYPF for the additional time and work undertaken due to the delays caused by Prudential.</p> <p>WYPF Regularly contact Prudential to chase up urgent cases, by e-mail and phone.</p>	

## WYPF Breaches of the Law 2021 -2022

				<p>introduced include:  Weekend and overtime working  Recruitment of 50 full time colleagues into the service function, the majority of whom are focussed on claims. These were added over a month ago and are having a material impact on the work queue positions  Recruitment of 79 full time colleagues into the voice area to deal with the unprecedented increases we have seen in call volumes. We are on track to have recruited these by the end of April 2021, train them and deploy them into the area by the end of May. We expect call wait time and abandonment rates to stabilise towards the end of June 2021’.</p> <p><b><u>WYPF</u></b>  WYPF have made advanced payments of member’s retirement lump sums so they do not encounter undue hardship. Their monthly pensions have not been paid to avoid any additional tax implications if they crystallise their benefits.</p>		<p>Looking to arrange a meeting with Prudential.</p>	
--	--	--	--	--	--	--	--