

Service Level Agreement

Coats UK Pension Scheme

XPS Administration has a responsibility to provide information and answers to members within reasonable timescales. These timescales have been agreed with the Trustee, and are normally substantially shorter than those required by law. However, if any sudden increase in workload means that we cannot meet these timescales then we will endeavor to confirm when you can expect to receive a full response.

Here are our service levels which we provide under normal conditions.

Why you contacted us, or we contacted you.	What we need to do.	How long it will take.
You are notifying us of a death.	<ol style="list-style-type: none"> 1. Ask you for certificates and other documentation. 2. Settle any benefits due. 	<ol style="list-style-type: none"> 1. Within 5 working days of contact. 2. Within 5 working days of receiving all the documentation required or receiving Trustee Approval where applicable.
You have reached retirement age (steps 2 & 3 only apply if you choose to retire at this time).	<ol style="list-style-type: none"> 1. We will send you an estimate of your benefits and advise you of your options. 2. We will request the disinvestment of your AVC funds (if applicable) from your provider. 3. We will settle your benefits. 	<ol style="list-style-type: none"> 1. 6 months before your Normal Retirement Date (NRD), with a reminder around 3 months before your NRD. 2. A few weeks before your retirement date provided we have received all the requested certificates and forms. 3. If we receive all the requested certificates and forms well ahead of your retirement date, your benefits will only be settled around your retirement date. If we received them after your retirement date, your benefits will be settled within 10 working days.
You are eligible to receive a pension. You have requested a quotation of your benefits (steps 2 & 3 only apply if you choose to retire at this time).	<ol style="list-style-type: none"> 1. We will send you information on your pension. 2. We will request AVC funds (if applicable) from your provider. 3. We will settle your benefits. 	<ol style="list-style-type: none"> 1. Within 5 working days of receiving your request. 2. A few weeks before your retirement date provided we have received all the requested certificates and forms.. 3. If we receive all the requested certificates and forms well ahead of your retirement date, your benefits will only be settled around that date. If we received them after your retirement date, your benefits will be settled within 10 working days.
You are not yet eligible to receive a pension. You are contacting us for information on your pension.	<ol style="list-style-type: none"> 1. We will send you information on your pension. 	<ol style="list-style-type: none"> 2. Within 10 working days of receiving your request.

<p>You are transferring your pension from the Coats UK Pension Scheme to another arrangement (Transfer Out)</p>	<ol style="list-style-type: none"> 1. We will send you a 'transfer value pack'. 2. We will request your AVC funds from your provider (if applicable). 3. We will pay out your transfer value. 	<ol style="list-style-type: none"> 1. Within 10 working days of receiving your request or of receiving any additional information we may need from you. 2. Within 10 working days of receiving all of the documentation needed to proceed with the transfer 3. Within 10 working days of receiving all of a) your request to proceed, b) the AVC funds (if applicable), and c) any other required documentation.
<p>You have a change of circumstances e.g. bank account, address and have written to us to advise us of this.</p>	<p>We will write to confirm the changes you have requested.</p>	<p>Within 10 working days of receiving your letter.</p>
<p>You have written to us with a general query about a pension.</p>	<p>We will provide a full answer to your query.</p>	<p>Within 10 working days of receiving your letter.</p>