

Award-winning Administration

Schemes that are considering the benefits of consolidation often want to achieve significant cost savings so capital can be re-invested to meet their objectives faster. Costs of running a DB scheme will include legal, actuarial and investment advisers, trusteeship and covenant assessment as well as investment charges. They also need to ensure members receive best-in-class administration services delivered cost-effectively.

Schemes may ask 'can administration efficiencies and meeting member's service requirements be maintained (or even better – improved), whilst reducing costs'. Well, with TPT's DB Master Trust solution and award-winning administration - yes.

TPT prides itself on the exceptionally high standard of service that it provides to both its members and employers. This is achieved by having the right blend of people with extensive administration experience and knowledge, combined with investment in technology and digital platforms. And, as a not-for-profit organisation, any surplus is reinvested to reduce costs for members and continually improve service.

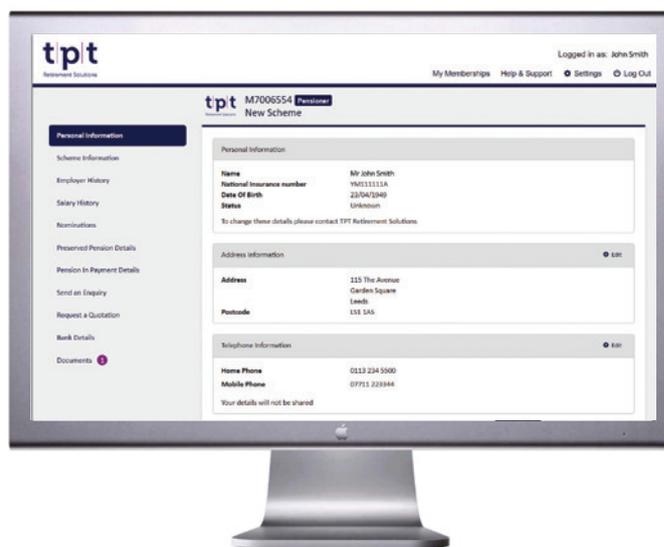
For us, it is all about member engagement which leads to **DB Done Better**.

Our administration credentials

- TPT provides administration support to over 2,600 employers within 43 separate schemes, of which 8 are multi-employer - the remainder being stand-alone schemes.
- 122,000 Defined Benefit (DB) members.
- The largest scheme that TPT supports is the Social Housing Pension Scheme (SHPS), which covers over 500 employers, 62,000 DB members and 100,000 DC members.

- ISO 27001 accreditation: protecting member's and employer's data is core to our administration service. TPT's Information Security Management System protects this information, provides control mechanisms and mitigates the risk of information security breaches, which gives employers and members alike peace of mind.
- DB Online – is a member self-service tool which increases engagement by enabling members to have convenient and quick access to produce benefit statements, ask a question about their benefits, and request retirement quotations and transfer values.

DB Online member self service



- Award-winning administration:
 - 2018 European Pensions Awards - Pension Scheme Administrator of the Year
 - 2018 Pensions Age Awards Winner - Pensions Administration Award



To reduce your overall scheme running costs, without compromising on quality administration:
Tel: **0345 123 6660** Email: **DBComplete@tpt.org.uk**

Customer satisfaction

Each month, an independent research organisation reviews the service that TPT provides. The survey results are combined to provide TPT with a customer satisfaction index (CSI) score. The survey allows TPT to understand where it can do better, and where TPT scores highly. The CSI is used in our corporate targets to ensure that we are all focussed on continually improving our member and employer engagement. **The UKCSI (UK Customer Satisfaction Index) average score stands at 77.7%.** TPT is proud that it's results are positive against this benchmark, significantly above average, and we will continue to look to prioritise improvement in a field which has ever increasing customer expectations.

DB member satisfaction - 12 months to March 2019	87.20%
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Employer satisfaction - 12 months to March 2019	80.78%
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To achieve and maintain these very high standards of satisfaction, TPT positions member engagement at the very heart of its administration processes. As well as a digital approach to support members and employers, TPT has an intelligent workflow allocation which makes sure that the member's request is handled by a member of our team who has the right level of skills to provide an excellent response, not just a standard one.

TPT – service delivery

Employer Support

TPT Employer Support Team for queries and support for contribution and data submission.

TPT Employer Relationship Team for engagement and support in scheme queries.

Member Support

TPT Batch Processing team for bulk processing.

TPT Dedicated Member Team for cases that fall out of self service or batch processing, including complex cases.

GMP reconciliation and rectification

Employers and members benefit from the speed of our response to industry issues.

TPT has completed the GMP reconciliation and rectification for all active, deferred and pensioner members, whilst many schemes are still working to reconcile their schemes with HMRC and some schemes have not taken any action.

We were reportedly the first scheme to raise first and second stage queries with HMRC.

Fully automated processes

It is essential in providing an excellent administration service, in terms of quality, risk management and cost effectiveness, that all schemes are fully automated. We fully automate at the point of inception for new schemes. This allows TPT to manage the complexity of different schemes.

We are at the forefront of technology with cutting edge automated processes playing an integral part within our administration support.

TPT has also implemented 'batch processing' which allows bulk calculations for a much quicker response to members.

A proven transition process – without charge from TPT

When a scheme decides to consolidate to TPT, they benefit from a highly experienced team that project manages the on-boarding and transition process - without charge from TPT. But don't just take our word for it:

"We have been delighted by how smoothly the transition process has gone, how professional TPT have been, and how much care and attention they have given to our members."

Chris White, Finance Director at Darlington Building Society

Benefits to members and employers

- An award-winning personalised service.
- Cost efficiencies – allowing savings to be reinvested into service and technology. Making membership worthwhile.
- Our DB administration team is entirely UK based and focuses on purely on administering its own schemes without any insourcing or outsourcing.
- Leading edge technology – forefront of automation and efficiency.
- DB Online – easy to use, 24 hour self-service for members.

This all adds up to DB Done Better!

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