



**19 September 2018**

## **PASA launches eAdmin Working Group**

The Pensions Administration Standards Association (PASA), the independent body dedicated to driving up standards in pensions administration, today announced the launch of its eAdmin Group. Set to publish their initial findings in early 2019, the group will explore how schemes, trustees, regulators and administration providers can optimise the use of technology to improve overall service.

Sponsored by Girish Menezes, Board Director at PASA and Head of Administration at Premier Pensions and overseen by The Pensions Regulator, the members of the group are:

- Chris Connelly – Equiniti (Knowledge Partner and Working Group Member)
- Andy Gibbons – Coal Pension Trustees (Working Group Member)
- Michael Mann – Individual member (Working Group Member)
- Girish Menezes – PASA (Board Sponsor and Chair)
- Louise Spicer – The Pensions Regulator – (Observer)
- Michael Watkins – SMART Pensions (Working Group Member)

Members of the working group will set-up and chair sub-groups which focus on leveraging the use of technology in relation to specific elements of the administration process, such as the automation of transfer quotations, fraud reduction and robotics.

**Girish Menezes commented:** “Technology is transforming the pensions industry. From online retirement quotes to the pensions dashboard, E-Administration can greatly enhance the member experience, reduce administration costs, speed up processes and minimise the risk of errors. However, it is critical that we implement technology in the right way. Ensuring clean data, standardising processes, agreeing common data interfaces and building industrial-strength platforms. PASA set up this working group because there is a need in the industry for clearer standards to help guide people through the process and highlight the key landmarks that must be considered along the way.”

“Our working group members bring the diverse experience needed to undertake a thorough investigation into the world of E-Administration, addressing the specific quirks pertinent to different types of pension scheme. The huge amount of ground to cover when introducing new technology can make it a daunting prospect for any scheme or administrator, but we are confident that clear best

practice and guidance will help ease the pain, in turn allowing schemes to manage smoother migrations and improve the overall standard of their administration service.”

## **ENDS**

### **Notes to Editors**

The Pensions Administration Standards Association (PASA) was 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](http://www.pasa-uk.com).

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### **Media contacts**

For all PASA media enquiries please contact KBPR using the details below:

# **KBPR**

**Kate Boyle**

07930 442883 | [kate@kbpr.agency](mailto:kate@kbpr.agency)

**Helena Jones**

07958 270398 | [helena@kbpr.agency](mailto:helena@kbpr.agency)