

COMPLAINT SUMMARY

1 October 2021 to 31 December 2021

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C76	Pensioner Member	Unhappy with recovery of overpayment	Yes	SYPA	Apology issued. Further interaction with member surrounding structuring repayments.
C77	Deferred Member	Unhappy with delay in providing retirement quotation	Yes	Third Party	Apology issued. Former employer chased for confirmation of opt-out status, quotation provided.
C78	Active Member	Member unhappy that contributions were not fully up to date on MyPension portal	Yes	Third Party	Employer chased for outstanding information. Contributions updated, apology issued to member
C79	Active Member	Member unhappy with time delays regarding Interfund transfer in and In-house AVC transfer	Yes	Third Party	AVC provider chased for information, former employer chased for payment. Apology issued to member
C80	Deferred Member	Member unhappy at delay in providing Transfer Out information	Yes	Third Party	Former Employer chased for termination form. Apology issued to member. Transfer documentation produced and sent to member via secure email.
C81	Deferred Member	Member unhappy with explanation of options by Customer Services Team (less than 2 years service)	Yes	SYPA	Follow up phone call with member, apology issued for previous call. Options explained together with surrounding regulations and legislation.
Total for Three Months	6				

