

Mr J Bailey
South Yorkshire Pensions Authority
Floor 8 Gateway Plaza
Sackville Street
Barnsley
S70 2RD

Scheme number
L034
Scheme name
South Yorkshire Pension
Fund

Date
29th March 2022

Dear Jason

Our service performance

Further to our conversation last week I confirm that we have been experiencing delays in issuing Annual Benefit Statements and annual revision information for your scheme. We expected to have this completed by the end of March 2022.

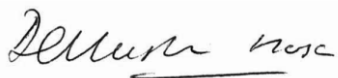
Unfortunately, I now expect there to be a further delay in the issuing of statements and revision information. Our operations team have indicated this work will be complete by the end of April 2022.

The service recovery programme that's in place has delivered improvements in day to day servicing. Unfortunately, the complexities associated with the annual revisions process in the first year after the system migration, have been more complicated than was originally anticipated.

The delay will mean the regulatory date for the issue of statements will be breached. We have already informed The Pensions Regulator to ensure they are aware of the delay.

I apologise for this delay and will keep you informed as the work progresses.

Yours sincerely



Alastair Hogg
Head of Corporate Pensions

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