

Keeping member records up-to-date

As work-based pension trustees, you have ultimate responsibility for the quality and accuracy of members' records.

Your scheme administrator should help you do this, particularly when it comes to keeping the member data complete and fully up-to-date. It's therefore vital to maintain regular contact with them. This prompt sheet gives you a few suggestions about how you can work with your administrator to ensure member records are as accurate as possible.

You should ask your administrator to:

- Show that the scheme's data is complete, accurate and up-to-date.
- Identify what processes they have in place for advising you on any problems with member data.
- Attend your trustee board meeting at least once a year and provide an update on the status of member data.
- Identify what processes are in place to deal with someone leaving the pension scheme (including how to trace lost members).

Important documents your administrator should give you:

- **A contract or service level agreement**
The document sets out the type of service the administrator will provide and lists the people responsible for the management and administration of the various aspects of your scheme. It should include agreed standards for member record-keeping. If it doesn't, you could ask for this to be added or for a separate service level agreement to be drafted.



• A member data report

This highlights potential issues concerning pension scheme data and records. You should get a member data report every year as a minimum requirement, ideally more frequently.

If you'd like more information

The Pensions Regulator has published a guidance document to help you with member data record-keeping. This shows you the minimum level of member data your scheme administrator should maintain and the content they should include in their data reports.

A downloadable version of the record-keeping guidance document is available on The Pensions Regulator's website.

Prompt sheet for trustees

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