

Score	Description	Members and Employer	Administration
1	Insignificant	<p>Negligible impact - not noticeable by members or employer, no complaints, or issues likely to be raised by members or employers.</p> <p style="text-align: center;">Example Member or employer communication newsletter issued a few days later than planned.</p>	<p>Negligible impact - low level administrative issues resolved internally with no impact on key performance indicators</p> <p style="text-align: center;">Example A manageable backlog of data to be uploaded to the administration system that has no impact on actual member payments.</p>
2	Minor	<p>Minor impact on members and/or employer which may cause correspondence about issues that can be resolved at source.</p> <p style="text-align: center;">Example A member not being given the correct information first time when corresponding with the administration service and this having to be corrected, but having no impact on benefits paid</p>	<p>Minor impact on administration performance requiring action within business-as-usual parameters.</p> <p style="text-align: center;">Example The employer experiencing persistent difficulty in providing correct data resulting in the need for extra training/support/correspondence to resolve</p>
3	Moderate	<p>Material adverse impact on members or employer that is of cause for concern to them and the administration service and requires escalation for non-business as usual resolutions</p> <p>More likely to be isolated issues but could have some scale.</p> <p style="text-align: center;">Example Non collection of employee contributions from members due to administration error</p>	<p>Material impact on administration performance, but manageable within approved policies and procedures.</p> <p style="text-align: center;">Examples Disappointing data quality scores resulting in a need for an improvement plan.</p>
4	Major	<p>Significant adverse impact on members or employer that result in a direct impact on benefits paid or contributions due or member or employer satisfaction with administration performance. Likely to result in complaints.</p> <p>More likely to be systemic issues.</p>	<p>Major failure of administration function, likely to be systematic in nature, of a high-profile nature to members and employers.</p> <p style="text-align: center;">Example Persistent failure to meet key</p>

		<p>Examples</p> <p>A significant delay in the issue of member annual benefit statements</p>	<p>performance indicators within deadlines, and receipt of significant numbers of complaints from members.</p>
<p>5</p>	<p>Catastrophic</p>	<p>Lack of key personnel with relevant knowledge and expertise</p> <p>Significant breaches of the law</p> <p>Serious complaints and reputational harm caused</p> <p>Example</p> <p>Incorrect data received from employer resulting in wrong value of pension benefits being calculated and paid for several individuals.</p>	<p>Catastrophic failure of administration function leading to inability to pay benefits accurately or at all on a large scale.</p> <p>Significant breaches of the law</p> <p>Serious complaints and reputational harm caused</p> <p>Example</p> <p>Wholesale failure of the pension payroll function resulting in no member payments being made.</p>

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