



Getting you ready for Pensions Dashboards

- **Who's involved**
- **Uploading data to our ISP**
- **Pension Fusion showcase**
- **Helping schemes prepare**
- **Data readiness**
- **Pension Values Engine**





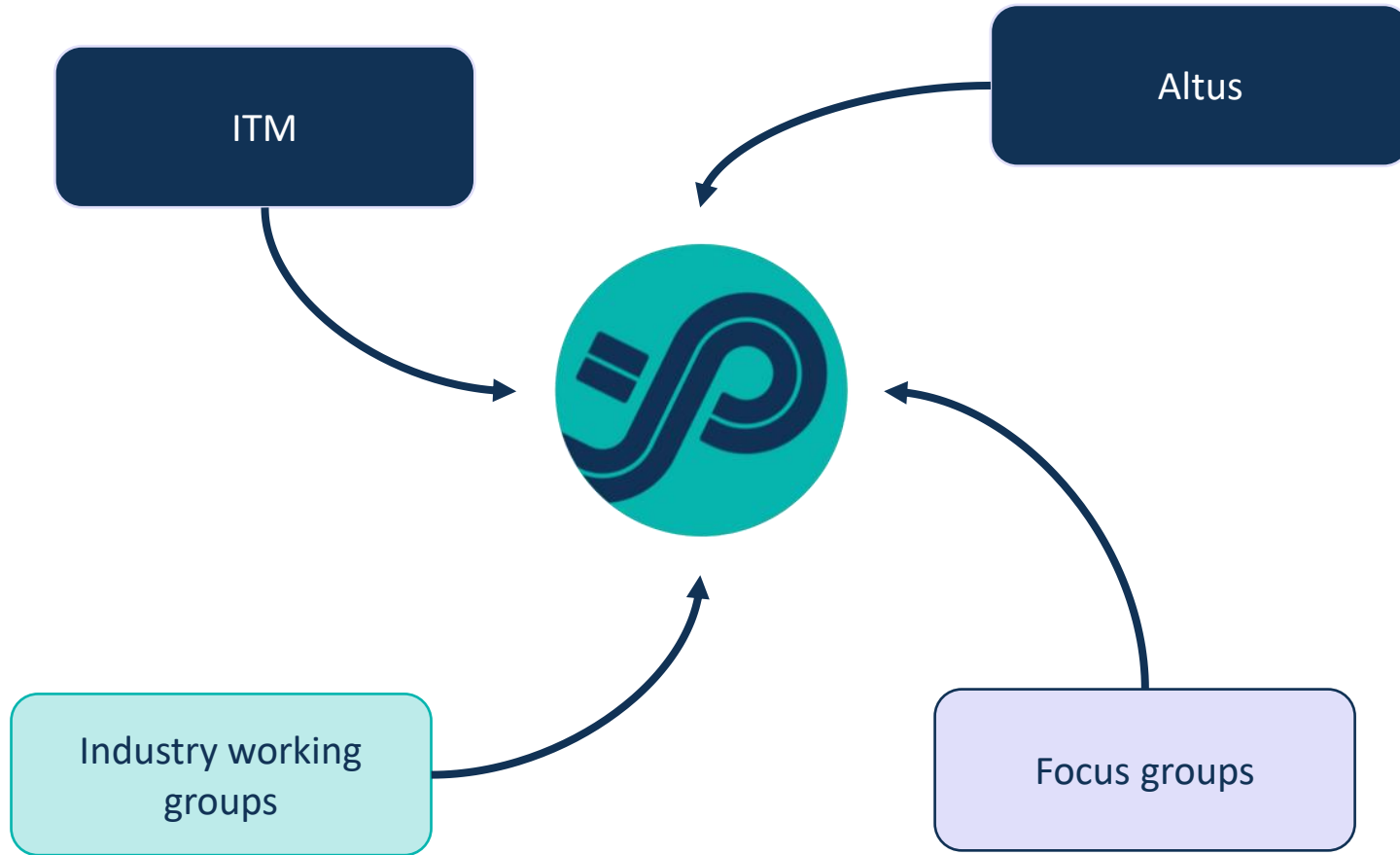
Who's involved

Altus
An  equisoft company

itm
Solution delivered...

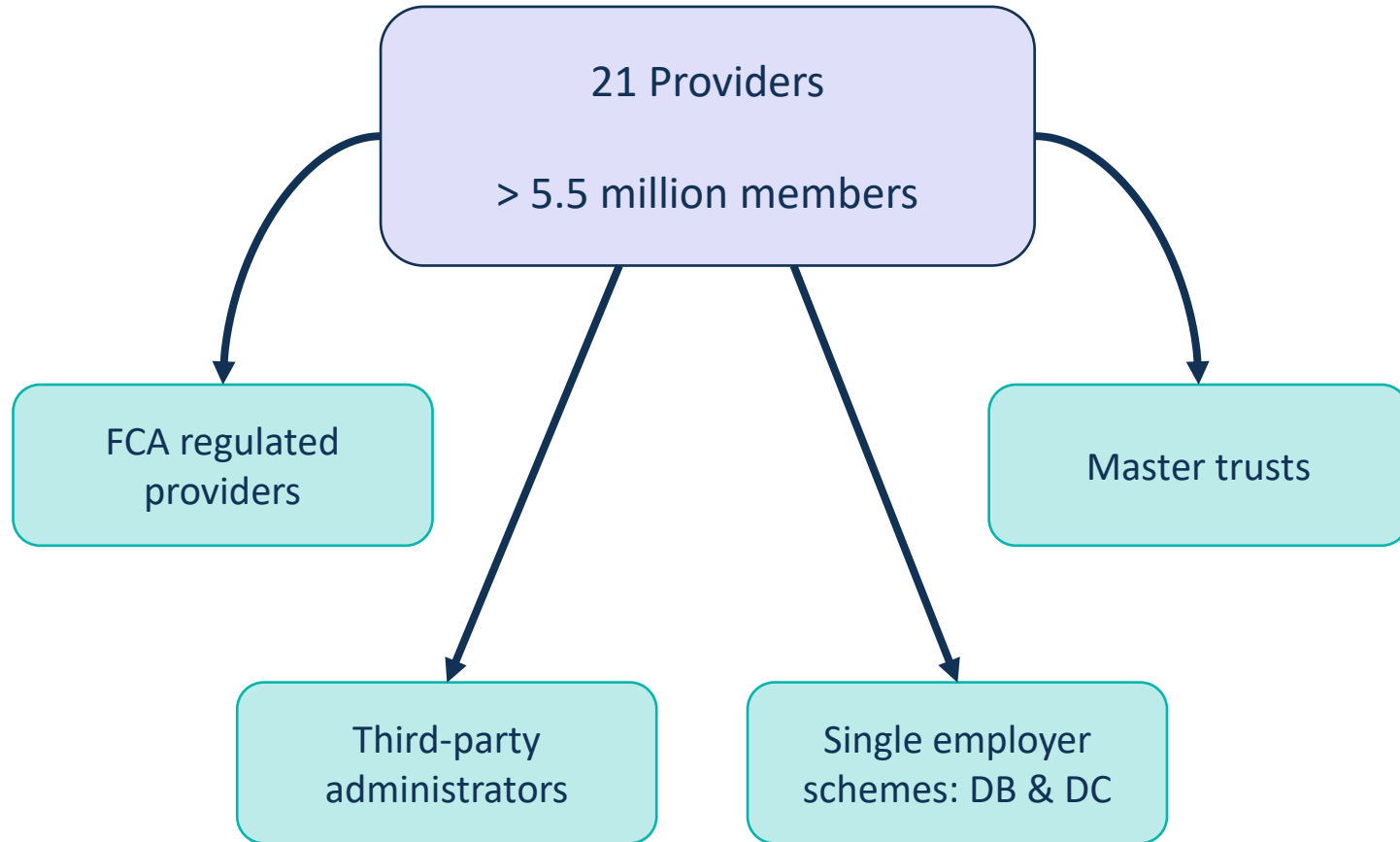
 Pension
Fusion

Building our solution



- We used a broad range of inputs to build our ISP

Our ISP users, so far...

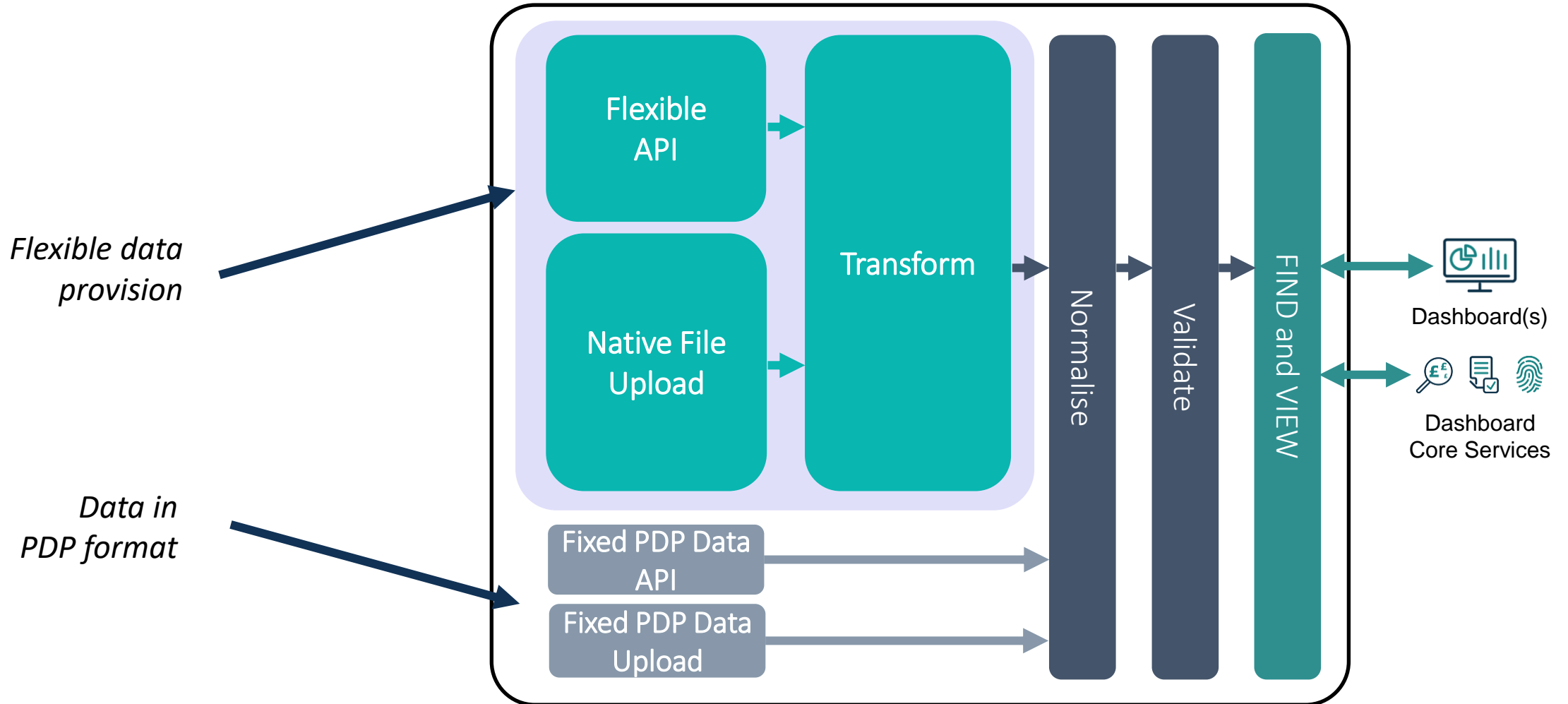


- Installation has already begun for some of our early stagers!



Uploading data to our
ISP

Connecting using Pension Fusion



Data validation

Information only



Blocking issues



Warnings



Validity checks and
fixups

Unrecognised / missing
mandatory data

Presence

Duplication

Setting defaults

Length

- Pension Fusion performs a wide range of data quality validations after new data is loaded



Pension Fusion showcase

Altus
An  equisoft company

itm
Solution delivered...

 Pension
Fusion



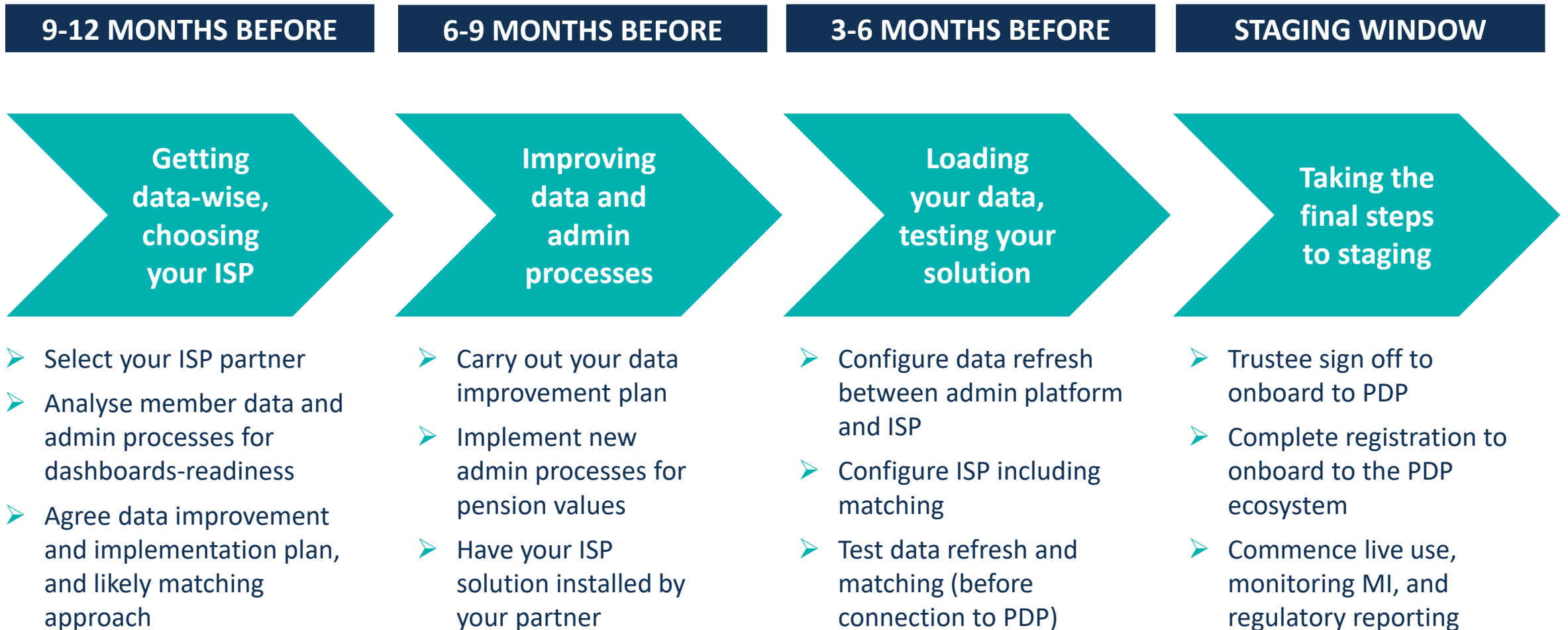
Helping schemes
prepare

Altus
An  equisoft company

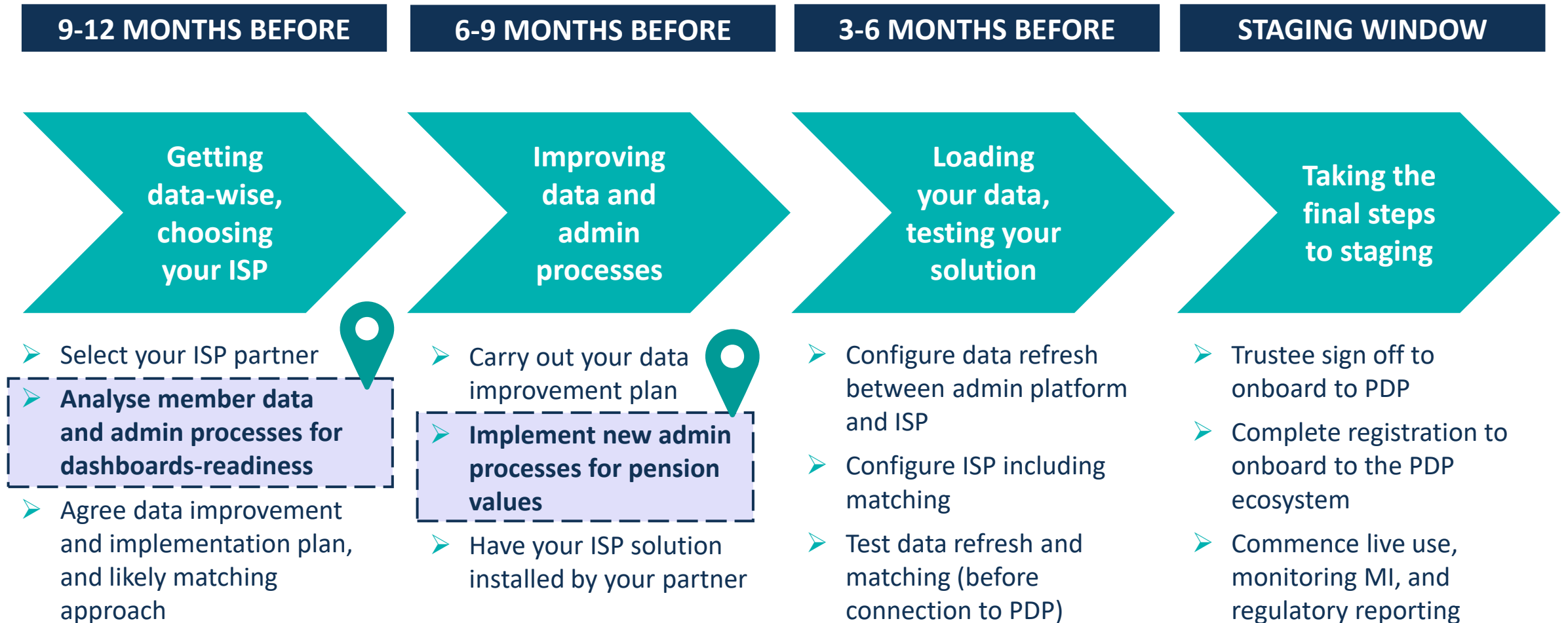
itm
Solution delivered...

 Pension
Fusion

Recommended timeline for successful staging



Recommended timeline for successful staging





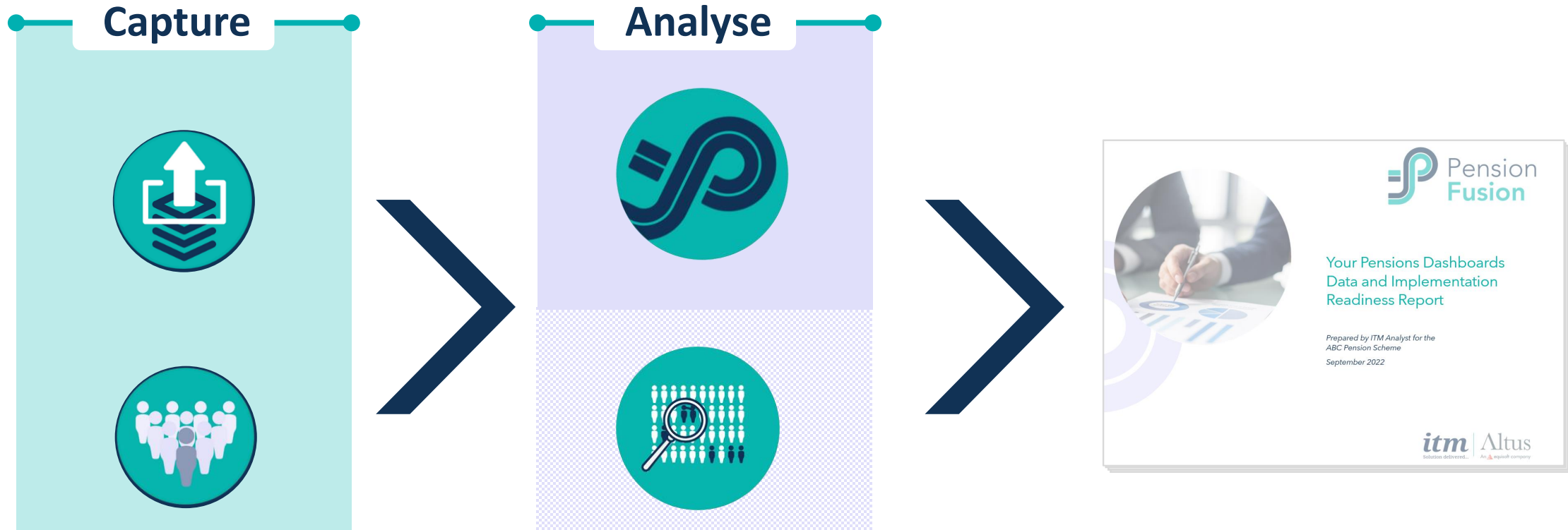
Data readiness

Data readiness: Our data and implementation readiness report



- 1 Assess the completeness and accuracy of personal, membership and employment data
- 2 Assess what admin process changes you will need to make to provide pension values
- 3 Recommend matching and possible matching criteria, and predict how they will perform
- 4 Identify where 'up front' data improvement is required, such as for matching performance
- 5 Help you plan your implementation well ahead of your staging date

Data readiness: process followed in our analysis



- We analyse data using our Pension Fusion validations, and there is an option to opt-in to ITM tracing services
- We provide a comprehensive report and backing data in Excel format so you can easily make use of the outputs in planning data improvement

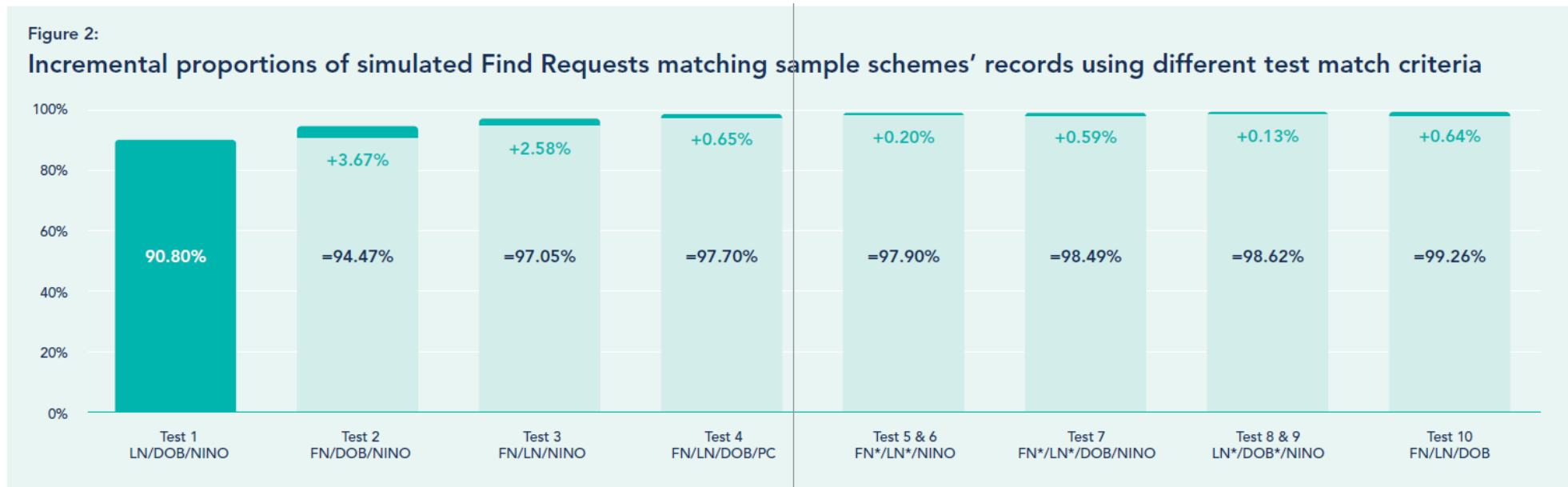
Data readiness: Our research-developed approach



Available on
www.pensionfusion.com

- We used the Pension Fusion match technology that we've been building to test matching on the real personal data of more than 250,000 members
- We concluded that **there isn't a one size fits all matching approach**, and most schemes will need to go beyond NI Number, Surname, DOB to comply with pensions dashboards

Data readiness: Research showed need for flexibility and “fuzzy” matching



The remaining pensions

Finding the remaining pensions really matters. Using our above best case scenario, if schemes attempt to make matches solely on LN / DOB / NINO, and thus fail to find roughly 1 out of every 10 pensions, across the whole UK pensions universe, that could equate to nearly 10 million pensions not being found: a poor outcome for savers.

Increasing the find rate towards 100%

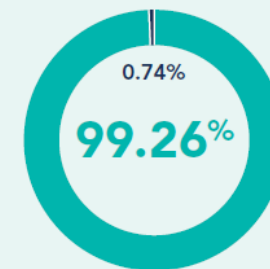
After the base level of 90.80% matching, we then ran sophisticated additional test match criteria against the 9.20% unmatched population, aiming to improve this matching %. We then repeated this process multiple times using different test match criteria, each time against the leftover unmatched population. This is illustrated in Figure 2.

Figure 3 shows that, through this combination of different match criteria, we found (against our research dataset) it was possible to increase the find rate from 90.80% to 99.26% or more. Later in this report we discuss how you could define which of these match criteria are best suited to “possible match” responses, as opposed to “match made” responses, and also discuss whether the final criteria - FN / LN / DOB - might over-reach as a possible match response for some members.

Figure 3:

Through a combination of different match criteria we found it was possible to increase the find rate, against our research dataset, to

99.26%



■ Unmatched after Test 10 ■ Matched by Tests 1 to 10

Every pension matters

The final 0.74% of unmatched records are still a problem. Across the whole UK pensions universe this could equate to **c.740,000 pensions not being found**. This is a lot better than 10 million pensions not being found, but these 740,000 pensions could be very important to the people they belong to.

In the report, we discuss why this final very small minority of records aren't being matched, what might be done about this, and what potential further research work might be done.

Data readiness: Recommendations on matching approach

Match Made policy

ID	Matching criteria (field combinations)
1	Surname, DOB, NINo (<i>PASA Dec 2021 Default 1</i>)
2	Surname/Alternate Name, DOB, NINo (<i>PASA Dec 2021 Default 2</i>)



- If any one of the match criteria in the “Match Made” policy is triggered, then the response to the Pension Finder Service will be “Match Made” and view data can be provided
- If just the PASA default criteria from December 2021 are used then there will still be a lot of members who can't be matched, including anyone who doesn't volunteer an NI Number

Data readiness: Recommendations on matching approach

Match Made policy

ID	Matching criteria (field combinations)
1	Surname, DOB, NINo (<i>PASA Dec 2021 Default 1</i>)
2	Surname/Alternate Name, DOB, NINo (<i>PASA Dec 2021 Default 2</i>)
3	Forename, DOB, NINo
4	Surname, Forename, DOB, Postcode



- Once additional match criteria are added to the Match Made policy then the number of members who won't be matched decreases
- Adding Test 4, to cater for users who don't volunteer their NI number, or members who don't have a valid NI number held in admin records, can make a big difference

Data readiness: Recommendations on matching approach

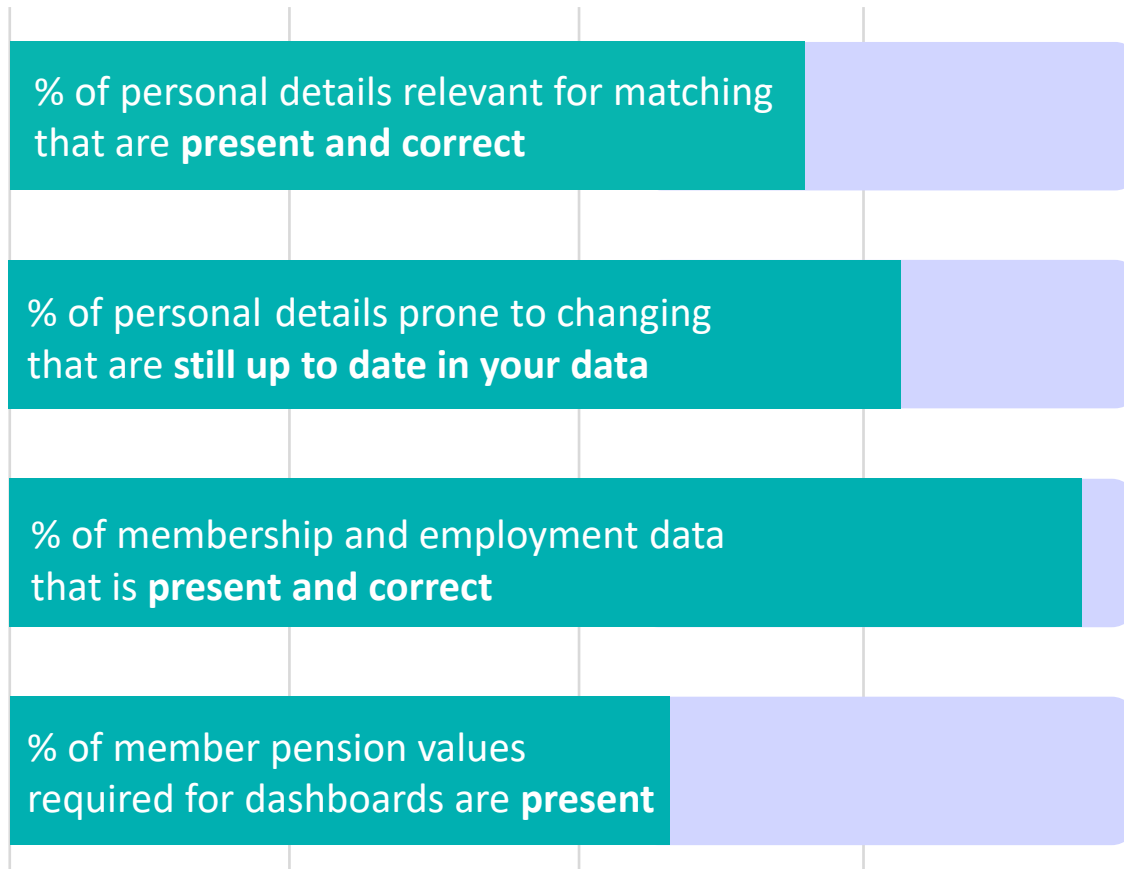
Possible Match policy

ID	Matching criteria (field combinations)
1	Surname, Forename, NINo (fuzzy)
2	Surname, DOB, NINo (fuzzy)
3	Surname (fuzzy), Forename (fuzzy), DOB, NINo
4	Surname (fuzzy), Forename (fuzzy), Email
5	Surname, DOB (fuzzy), NINo



- A separate policy for Possible Matching then adds a further set of match criteria – if any of these are triggered then a Possible Match response is given
- These criteria include the use of “fuzzy field matching”, such as where surnames held have typos, to make match criteria effective and targeted, and to help you to improve ongoing data quality

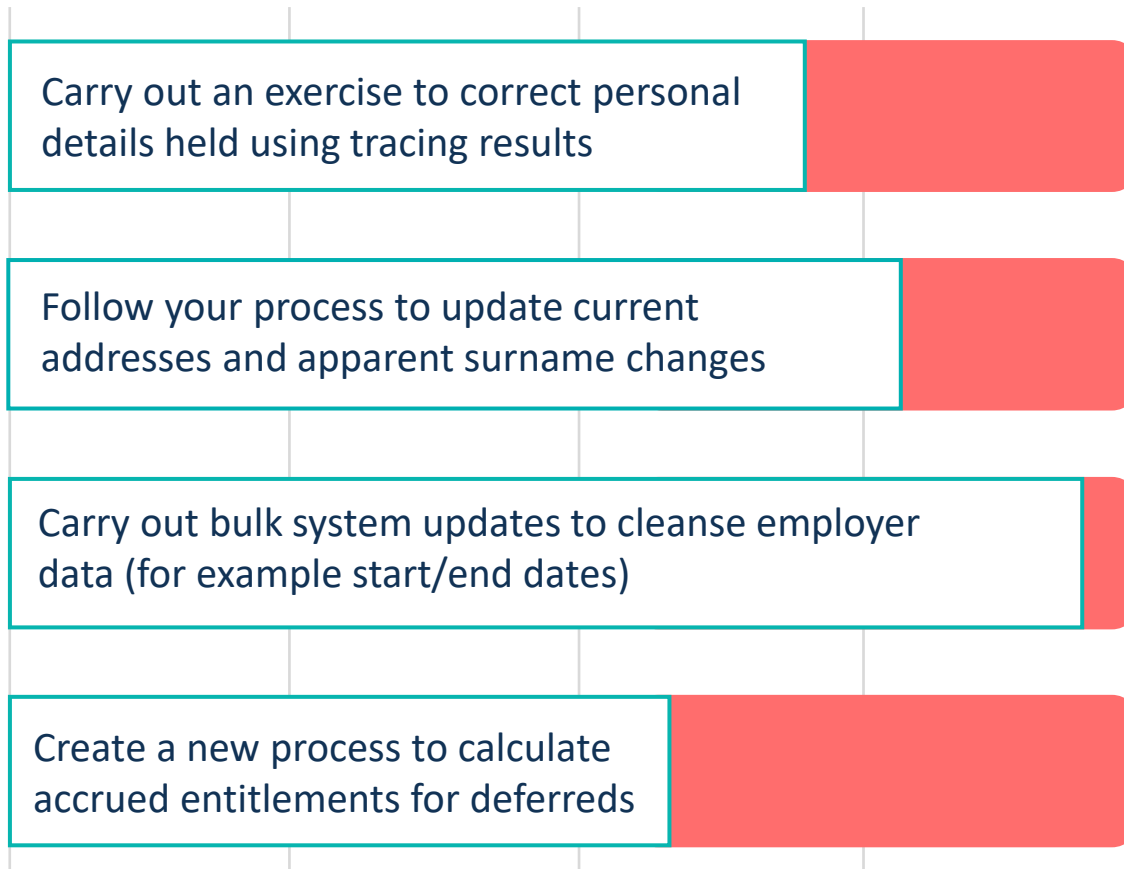
Data readiness: Typical findings



Typical findings

- Personal details are either missing, have errors in how they are held, or just appear to be out of date (where surname or address has changed)
- Issues can be present with some membership or employer data, and often there are significant gaps in pension values available for dashboards, such as the absence of an annual process for calculating current accrued entitlements for DB deferred members

Data readiness: Typical recommendations



Typical recommendations

- Improvement of personal details held is needed to avoid costly “possible matching” resolution, and this will also immediately benefit BAU administration and member engagement
- Some improvement of membership or employment data is required, and admin processes need amending or creating to produce the required pension values on an annual basis



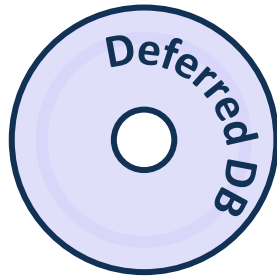
Pension Values Engine

Altus
An  equisoft company

itm
Solution delivered...

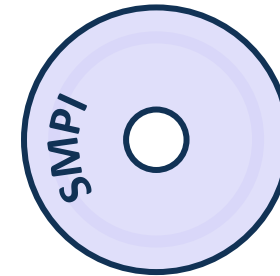
 Pension
Fusion

Pension values engine: Why is it needed?



Accrued Entitlement for DB (deferred members)

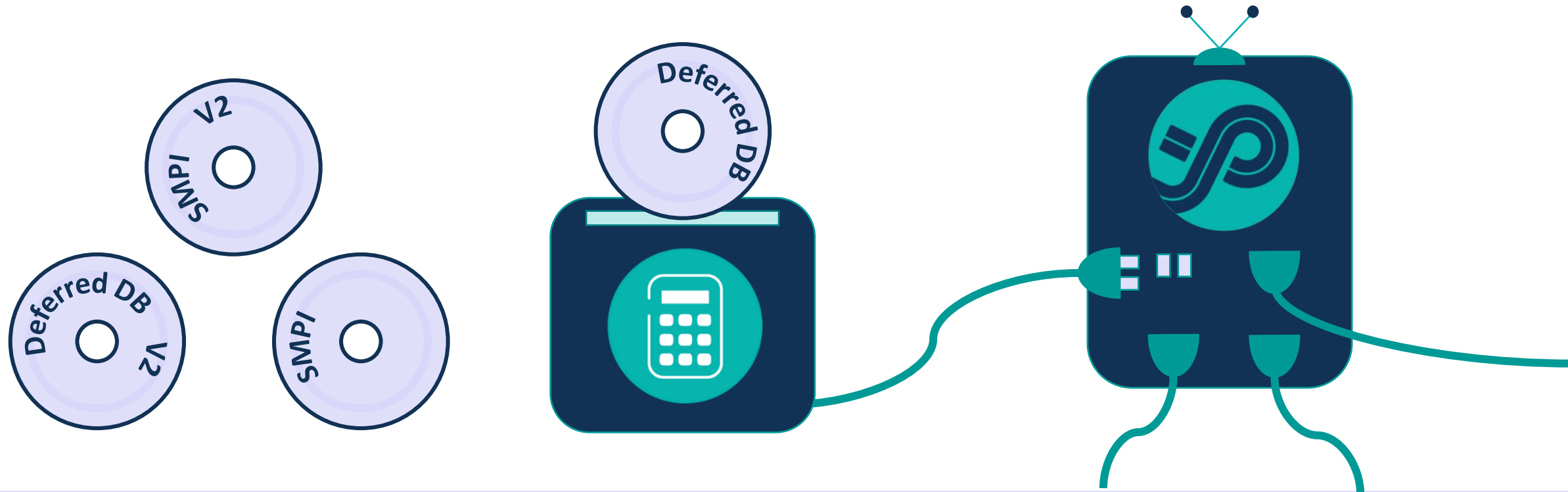
We've created two initial modules to cover areas where clients have challenges



ERI and Accrued Entitlement for DC using SMPI

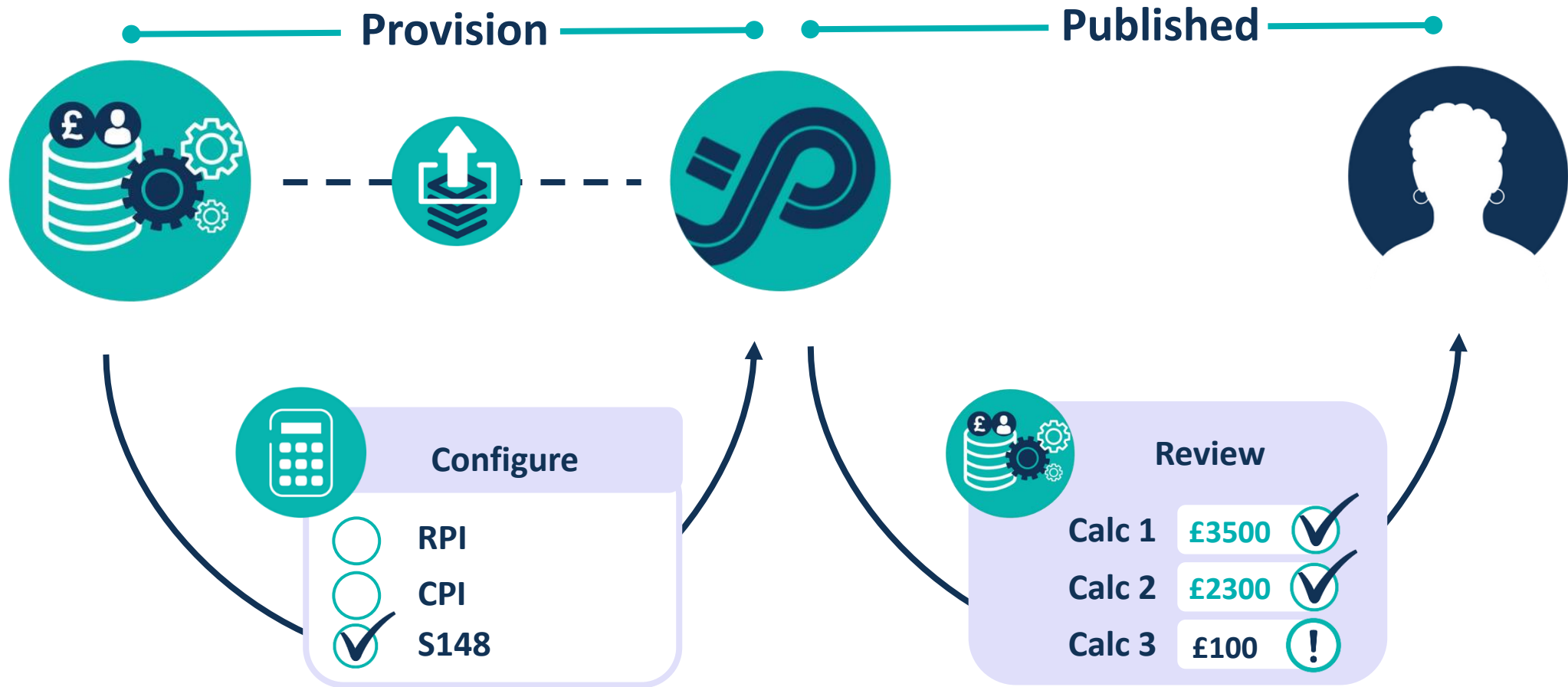
- Most DB schemes do not have an annual process to calculate Accrued Entitlement for deferred members
- All DC schemes will need to revise their method of producing SMPs, and some groups of members come into scope for the first time

Pension values engine: Built specifically for Dashboards!



- Pension value calculation modules will automatically be kept in line with evolving dashboards data standards
- Pension Fusion carries out the scheduling, processing and data validation, and allows you to choose how and when new pension values are made available to dashboards users

Pension values engine: Simple to configure, and easy to use



Pension values engine: Key features summary



When

PVE allows for this to be done:

- ✓ When fresh data supplied to Fusion
- ✓ On a scheduled basis
- ✓ Triggered by user
- ✓ Combination of the above



Who

PVE allows users to choose:

- ✓ All members
- ✓ Subset of schemes
- ✓ Subset of members within schemes
- ✓ Individual members, for example after data correction



How

PVE is tightly integrated with Pension Fusion:

- ✓ Controlled through Fusion User Interface and data uploads
- ✓ Pension value results can be reviewed before results made available to dashboards
- ✓ Full reporting on data quality and calculation results provided
- ✓ Easy configuration, can be done by ITM or by our clients – no coders required!

Get in touch...

 markadamson@itm.co.uk

 07976 895395

