

## Occupational Pensions Full MI Requirements

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# CHANGE HISTORY

Date	Version	Change(s) Incorporated
10 November 2020	1.0 Draft	Initial draft.
2 September 2021	1.1 Draft	Updated to include STC and Rejections and changes to file layout.
14 September 2021	1.0 Draft Final	Updated to include Additional Supporting Information and example changes.
5 November 2021	1.1 Draft Final	Updated following Comments received.
14 March 2022	1.2 Draft Final	Updated to reflect Change Requests 1 & 2 in relation to the reporting of Stop the Clock events.
7 June 2022	1.2 Final	Finalisation agree by Implementation Group at meeting of 19 <sup>th</sup> June 2022.
18 August 2022	1.3 Final	Corrections to Step 4 SLA in Sections 4 and 5.
1 June 2023	1.4 Draft	CRs 3 to 11 applied to the document with additional Guidance notes added.
6 September 2023	1.4 Final	Finalisation agreed by Implementation Group at meeting of 20 July 2023 and Steering Group Sign off completed 11 August 2023
9 February 2024	1.5 Final	<ul style="list-style-type: none"> <li>Updated to explicitly state that Annuities are out of scope</li> <li>Section 3.3 - Layout Examples updated.</li> <li>Section 2.3.9 – Additional Step 4 Information removed</li> </ul>

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# 1 Introduction

## 1.1 Background

The UK Investment and Pensions Industry is responsible for the management of over £3 trillion of assets, and estimates based on a cross-section of aggregated data sources suggest that there are over 60 million individual policies and accounts held in the UK.

The prevalence of transfers and re-registrations has increased over the last 20 years, due to the increasing numbers of Individual Savings Accounts (ISAs) and Pensions as well as a widening choice of services including Investment Platforms.

The Transfers and Re-registration Industry Group (TRIG), a collaboration of 10 Industry trade bodies and representatives of individual firms worked to deliver a cross-industry solution to the challenge of improving customer experiences when moving money between institutions. Their work focused on developing a framework of best practice standards and improving customer communication.

In September 2018, (TRIG) requested that the Criterion & TeX joint venture, CT Holdings & Services (CTHS), provide a governance solution to deliver long term improvements to the customer's experience of transferring savings and investments between companies.

In 2019 the STAR Steering Group requested that STAR Working Groups be created in respect of the four membership types (ISA/GIA, Personal Pensions/ SIPP, Occupational Pensions and Asset Managers).

The Occupational Pension Working Group commenced in November 2019 to:

1. Capture the Transfer Process, documenting a list of MI reportable steps;
2. Agree Industry Service Level Target timescales for each Step;
3. Document Industry agreed Standards for Customer Communication within the Transfer/Re-registration Process.

A Process Capture document was created to describe the transfer process, which included:

1. End to End Process Maps;
2. Target SLA times for each reportable Step;
3. A list of reportable Stop the Clock events and Rejection reasons;
4. Customer Communication Good Practice Standards.

In March 2020, an Implementation Group was created to bring all the Working Groups together to agree the final MI Requirements and the best implementation approach.

Additional Guidance notes have been added to reflect learnings from the early solution developments.

If you have any questions or require assistance, please contact the STAR Delivery Team using the email address [enquiries@joinstar.co.uk](mailto:enquiries@joinstar.co.uk)

## 1.2 Document Purpose

This document is intended to outline the final Occupational Pensions STAR MI Reporting Requirements for both the End to End and SLA Adherence Reporting measures. It also provides details of these measures, the reporting mechanism along with additional definitions and some worked examples.

## 1.3 Scope

### 1.3.1 Reporting Scope

STAR MI Reporting will cover both manual and electronic transfers.

Electronic transfers are defined as transfers where the Request to Transfer message from AP to CP can be delivered

electronically at a portfolio level using an electronic messaging set (not, for example by email). It is noted that electronic portfolio transfers may include some manual elements in the transfer of underlying assets.

## 1.3.2 Product Scope

The Journeys covered by this MI are any transfers between the following products:

- ★ Contracted in Money Purchase Scheme (CIMP);
- ★ Contracted Out Money Purchase Scheme (COMP);
- ★ Executive Pension Plans (EPP);
- ★ Group Additional Voluntary Contribution Scheme (GAVC);
- ★ Mastertrust.

### 1.3.2.1 Exclusions

The principle being followed is that any DC scheme with a DB element (except a GAR) would be out of scope.

- A. DC scheme with a GMP underpin – this is nominally a mixed benefit scheme as there would always be a DB benefit and potentially a DC;
- B. DC scheme with an RST underpin – this is nominally a mixed benefit scheme as there would always be a DB benefit and potentially a DC;
- C. DC scheme with a defined benefit underpin – this will be a scheme rules underpin and is likely to be a hybrid scheme where the better of is provided, but it would depend on what the rules say;
- D. DC scheme with a top up – the scheme rules will determine the benefit but where the DC fund is not sufficient to provide benefits that are at least equal to the DB underpin then the benefit will be DB. If the DC fund is sufficient then it can be DC (but scheme rules will determine);
- E. DB scheme with DC AVCs – where the member wants to take a statutory transfer of only the DC AVCs.

For clarity, the following Products will remain in scope:

1. DC scheme with a Guaranteed Annuity rate;
2. DC scheme with a Guaranteed Investment return;
3. DC scheme with no guaranteed or “safeguarded” benefits.

Transfers of large schemes which are treated as a Project distinct from the normal transfer process are not included within the scope.

Transfers into Annuities are also excluded from Scope.

## 1.3.3 Process Scope

The Transfer Process is defined as being **from the point the Acquiring Party (AP) first receives an application from the client, to the date the AP completes the transfer** - the last asset/monies included in the transfer are visible to the client (excluding any residual income).

## 1.4 Reporting

### 1.4.1 Reporting Period

STAR MI reporting is captured monthly in arrears reflecting transfer activity performed within the previous calendar month.

STAR MI submission is due by the end of each calendar month for activity in the previous calendar month. If this date falls on a weekend or Bank Holiday, the submission is due the previous working day.

For example, **September** activity would be calculated and reported to STAR by the **29 of October** as the 31 is a Sunday. The MI Reports will be submitted by secure upload to the STAR portal monthly by the due date.

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## 1.4.2 Organisational Reporting Level

Firms should submit reports at the Organisational /Brand that they wish to be accredited against for each STAR Product Level (e.g., Occupational Pension, Personal Pension/ SIPP/SSAS, Asset Manager or ISA/GIA).

## 1.4.3 Reporting Method

The monthly MI submissions will be uploaded securely to the STAR website by authorised users in a CSV or Excel format (see Reporting File Layout in Section 3.1).

# 2 MI Data Requirements

The original TRIG Report suggested that two measures needed to be collected to reflect both the Customer Journey times and the Performance of the individual organisations involved in a Transfer or Re-registration.

STAR will deliver two levels of reporting:

1. End to End Reporting;
2. SLA Adherence Reporting.

These are expanded on within this document.

## 2.1 The End-to-End Customer Journey.

This reporting element provides a consumer view of how long it takes a transfer to complete. It will measure the Process from the point that the AP first receives an application from the client with the end point being when the AP is in receipt of the transferred funds and required documentation.

The definition of a "Valid transfer instruction" is a transfer request that is proceedable and contains all information required by the AP and regulatory requirements.

End to End Reporting will be reported by the AP.

## 2.2 End to End Reporting Metrics

The Acquiring Party will report:

1. Number of transfers completed in the Calendar month.
2. Average number of calendar days (mean) of transfers completed within the Calendar month (rounded to one decimal point).

### 2.2.1 End to End Reporting Capture Points and Calculations

Data should be captured for each individual transfer completed in the calendar month and used to calculate the overall position for reporting purposes:

START – The date the AP first receives an application to Transfer into their Organisation.

END – The date that the AP deems the Transfer to be complete, this could be:

- For Cash Transfers:
  - When the monies (and all required transfer documentation) have been received and allocated to the customer account;
  - When the monies (and all required transfer documentation) have been allocated to the customer account and the Investment Instruction is issued to an Investment Manager(s).
- For In-Specie Transfers:
  - When the assets and monies (and all required documentation) have been received and allocated according to the Member Instructions.

MEASUREMENT – The number of Calendar days elapsed between start and end points where the day of receipt is Day 0 and each further calendar day (business or non-business) is counted, to reflect the customer experience.

## 2.2.2 Overall position to be reported to STAR

The total of individual transfers completed in the calendar month (not necessarily started in the month) should be calculated and reported as follows:

- The Total number of transfers completed in the calendar month;
- The mean calculation of the number of calendar days elapsed from first receipt to completion for all transfers completed in the month, rounded to one decimal point.

## 2.2.3 Publication of the End-to-End MI

The purpose of gathering the End-to-End MI is to provide the Consumer (and some of Regulatory Bodies) with an indication of how long a Pensions Transfer typically takes to complete.

It will only be published as an industry view as End-to-End times cannot be attributed to a single organisation. Any future changes to this will be determined by the STAR Steering Group which consists of STAR member representatives.

## 2.3 SLA Adherence Reporting

SLA Adherence reporting is designed to demonstrate an Individual Organisations ability to meet the Targets identified for the Process Steps they are responsible for. This will ensure that an organisation is not held accountable for the under-performance of other parties within the transfer process.

The Working Groups documented the individual Process Steps within the Process Capture document. [They are summarised in Appendix B.](#) A Target (SLA) number of business days, from the date of receipt of the Work Item to the completion of the step, was agreed for each Step.

### 2.3.1 The SLA Adherence Approach

Each Step begins when an organisation first receives a Transfer or Re-Registration related Step / Request and ends when:

- The Step is Completed i.e., the relevant communication has been sent to the counterparty;
- A Stop the Clock Delay is required for a reason out with their control, e.g. additional information is required;
- or
- The Step is Rejected.

Each Step has been allocated a target number of business days\* from the date of receipt to complete the Step as detailed in the process Capture Document. The date of receipt will be treated as day zero. The Step must be completed by 23:59:59 on the target business day\* appropriate to that Step.

\*'Business day' defined as a day when the London Stock Exchange is open.

e.g., If the target for a Step was Day two, and the request was received on Wednesday, 15/02/23, and completed on Friday, 17/02/23, it would be counted as Day two.



### 2.3.2 SLA Adherence Reporting Capture Points and Calculations

There is no requirement to report against the individual Step number that an SLA relates to.

Reporting is performed against one of the following:

- the SLA attributable to a Step.

- the SLA attributed to a permitted combination of Steps.

### 2.3.3 Individual Process Steps

Data should be recorded for each Step or Combination of Steps performed in relation to a Transfer or Re-registration process within the calendar month and used to calculate the overall position for reporting purposes:

- START DATE – The date that the Organisation receives a Transfer or Re-Registration related Step / Request;
- ACTIONED DATE – The date that action is taken. The request is either :
  - Completed;
  - Rejected;
  - a Stop the Clock Event is recorded.
- MEASUREMENT – The SLA (number of Business Days) based on the documented Steps that relate to each request.

It is acknowledged that for some organisations their process allows for multiple consecutive Steps to be performed under one “Request”. The [table of Steps in Appendix B](#) displays the permitted “Combined Steps”.

In addition to recording the Steps actioned against the appropriate SLA, an Organisation should also record the following:

- COUNT: Number of Steps that exceeded the SLA Target Time due to an event out with the control of the Step Owner.
- COUNT: The number of Occurrences of each Stop the Clock (STC) Event reason encountered.
  - (A list of these “Stop the Clock” events can be found in [Appendix D](#) of this document);
- COUNT: The Average number of calendar days from the date a STC reason set, (day zero) to the date that the next activity arrives, whether that is from the CP/Client/Adviser or as an internal prompt from a diarised delay. (To one decimal point)
- COUNT: Number of Steps that ended as a Rejection.
- COUNT: The number of Occurrences of each Rejection reason encountered.
  - (A list of “Rejection Reasons” can be found in [Appendix C](#) of this document.)

### 2.3.4 Combined Process Steps

To reflect common business processes where the processing of individual Steps is combined and or separately identified for SLA monitoring or reporting purposes, the following CP concurrent Steps may be combined to provide a combined SLA,

Where combined Process Steps are used, the combined SLA performance should be monitored and reported to STAR.

#### Cash Transfer – Permitted Combined Process Steps

Individual Step 1	Individual Step 2	Combined Step SLA
4 (2BD)	6 (2BD)	4BD

#### In-Specie Transfer – Permitted Combined Process Steps

Individual Step 1	Individual Step 2	Combined Step SLA
4 (2BD)	6 (2BD)	4BD

It should be noted there are no permitted combination of Steps for an AP as there are no concurrent Steps.

### 2.3.5 Data to be reported to STAR

SLA performance against the transfer Steps completed or rejected in the calendar month (not necessarily started in the month) should be calculated and reported as follows:

1. STEPS ACTIONED – The Total number of AP Transfers/ Re-Registration Steps completed, rejected or actioned resulting in a Stop the Clock Event in the calendar month.
2. STEPS ACTIONED IN SLA - The Number of AP Transfers/ Re-Registration Steps completed, rejected or actioned resulting in a Stop the Clock Event within the Target number of Business Days applicable to the Step.

3. **STEPS ACTIONED OUTSIDE SLA** - The Number of Acquiring Party Transfers/ Re-Registration Steps completed, rejected or actioned resulting in a Stop the Clock Event in excess of the Target number of Business Days applicable to the Step
4. **STEPS ACTIONED RESULTING IN A STOP THE CLOCK EVENT:** Number of AP Steps / Work Items that resulted in a permitted Stop the Clock Event due to an event out with the control of the Step Owner. It has been agreed that where there are multiple STC reasons applicable for a single action only one STC event should be reported. The Reason to be reported is at the discretion of the organisation (this does not form part of the Accreditation but is information we are gathering to better understand the delays encountered and to help improve the process in future).
5. **STEPS ACTIONED AS REJECTIONS** - Number of CP Steps/ Work Items that ended as a Rejection.

These should be reported separately for each SLA Target value. i.e.

Target SLA	1. Completed Actions	2. Actions Taken in SLA	3. Actions Taken outside SLA	4. No of Actions resulting in Stop a Clock Event	5. No of Actions resulting in a Rejection
2BD	700	655	45	10	13

- The sum of the numbers reported in columns 2 & 3 (above) should equal column the number reported in Column 1
- Columns 4 & 5 are standalone figures.

In addition, the following information relating to each Stop the Clock Event and/or Rejection Reason across all Acquiring Party Steps must be reported :

1. **ACQUIRING PARTY: STOP THE CLOCK EVENT REASON:** This entry should report the breakdown of Stop the Clock Reasons set for the Acquiring Provider "Steps actioned resulting in a Stop the Clock event" metric.

An entry should be included for each Stop the Clock Reason Code used in the Acquiring Party journey and should report the number of occurrences of that reason.

2. **ACQUIRING PARTY: STOP THE CLOCK EVENT DELAY:** This entry should report a breakdown of the average time (calendar days) taken to complete a Step that has had a Stop the Clock event. An entry should be included for each Stop the Clock Reason Code used in the Acquiring Party journey and should report the average number of days taken from the date the STC reason is set, (Day zero), to the date that the next activity arrives whether that is from the CP/Client/Adviser or from an internal prompt from a diarised delay (to one decimal point).

Only Stop the Clock Events that have completed within the reporting period will be reported.

3. **ACQUIRING PARTY REJECTION REASON:** An entry should be included for each Rejection Reason Code occurring used during the Acquiring Party journey, and this should report the number of occurrences of that reason.

### **Ceding Party (CP)**

1. **STEPS ACTIONED** – the Total number of AP Transfers/ Re-Registration Steps completed, rejected or actioned resulting in a Stop the Clock Event in the calendar month.
2. **STEPS ACTIONED IN SLA** - the Number of AP Transfers/ Re-Registration Steps completed, rejected or actioned resulting in a Stop the Clock Event within the Target number of Business Days applicable to the Step.
3. **STEPS ACTIONED OUTSIDE SLA** - the Number of Acquiring Party Transfers/ Re-Registration Steps completed, rejected or actioned resulting in a Stop the Clock Event in excess of the Target number of Business Days applicable to the Step.
4. **STEPS ACTIONED RESULTING IN A STOP THE CLOCK EVENT:** Number of CP Steps/Work Items that resulted in a permitted Stop the Clock Event due to an event out with the control of the Step Owner. It has been agreed that where there are multiple STC reasons applicable for a single action only one STC event should be reported. The Reason to be reported is at the discretion of the organisation (this does not form part of the Accreditation but is information we are gathering to better understand the delays encountered and to help improve the process in future).
5. **STEPS ACTIONED AS REJECTIONS** – number of CP Steps/Work Items that ended as a Rejection.



These should be reported separately for each SLA Target value. i.e.

Target SLA	1. Completed Actions	2. Actions Taken in SLA	3. Actions Taken outside SLA	4. No of Actions resulting in Stop a Clock Event	5. No of Actions resulting in a Rejection
2BD	700	655	45	10	13
3BD	800	700	100	15	100
4BD	700	655	45	10	13
5BD	800	750	50	15	100
6BD	700	655	45	20	13

- The sum of the numbers reported in columns 2 & 3 (above) should equal column the number reported in Column 1.
- Column 4 & 5 are standalone figures.

In addition, the following information relating to each Stop the Clock Event and/or Rejection Reason across all Ceding Party Steps must be reported:

1. CEDING PARTY: STOP THE CLOCK EVENT REASON: This entry should report the breakdown of Stop the Clock Reasons set for the Ceding Provider "Steps actioned resulting in a Stop the Clock event" metric.

An entry should be included for each Stop the Clock Reason Code used in the Ceding Party journey and should report the number of occurrences of that reason.

4. CEDING PARTY: STOP THE CLOCK EVENT DELAY: This entry should report a breakdown of the average time (calendar days) taken to complete a Step that has had a Stop the Clock event. An entry should be included for each Stop the Clock Reason Code used in the Ceding Party journey and should report the average number of days taken from the date the STC reason is set, (Day zero), to the date that the next activity arrives whether that is from the CP/Client/Adviser or from an internal prompt from a diarised delay (to one decimal point).

Only Stop the Clock Events that have completed within the reporting period will be reported.

2. CEDING PARTY REJECTION REASON: An entry should be included for each Rejection Reason Code occurring used during the Acquiring Party journey, and this should report the number of occurrences of that reason.

## 2.3.6 SLA Adherence Reporting Ownership

For transfers between Products the AP will report on the Product that is being transferred into; the CP will report their Steps under the Product that is being transferred from.

## 2.3.7 SLA Adherence Reporting Accreditation Data

The SLA Adherence Data submitted to STAR will be used for Accreditation purposes.

To ensure consistency in the data used, performance will be calculated at as an overall total for all AP metrics and for all CP metrics. This ensures that organisations reporting against combined Step SLAs and those reporting against individual Steps or Work Items have an equal Accreditation process.

## 2.3.8 Publication of SLA Adherence Data

The SLA Adherence data submitted to STAR will not be published in any form. It is gathered to inform the STAR Accreditation Process which awards organisations a STAR Rating highlighting their individual performance within the Transfer & Re-Registration process.

## 2.3.9 Additional Supporting Information

In addition to Monthly reporting, additional information will be requested ahead of the Annual Accreditation exercise. The Accreditation process is still being finalised, but the expectation is that the following details could be requested as part of the Accreditation or subsequent Appeals process:

1. % of total transfers for each STAR SLA Product Group reported.
2. % of electronic transfers reported.
3. % of manual transfers reported.
4. Confirmation that STAR Customer Communication Principles followed.(Yes/No/Some).

5. Outliers/mitigating circumstances to be submitted to STAR – this section allows for any answers given above to be explained or for an organisation to share any relevant information with the Accreditation Steering Group.

## 3 Report Structure

The report structure is designed to be flexible. It can be used by an Organisation to report multiple brands and SLA Product Groups in a single file or allow each brand to report separately.

### 3.1 Reporting File Layout

Files can be submitted in both csv and excel, you can submit your file in either file type, but it must always have a header. You can submit multiple brands and multiple company data within the one file there is no limit, you can of course submit separate files if you prefer.

	Group	Month	Year	Brand (Membership Reference)	Product	Metric	Sub Metric	Value
<b>Format</b>	5 characters ANNNN	MM	YYYY	8 characters ANNNNANN  (First 5 Characters are the Group )	One of : <ul style="list-style-type: none"> <li>• ISA</li> <li>• GIA</li> <li>• PSS</li> <li>• OCP</li> <li>• AM</li> </ul>	One of : <ul style="list-style-type: none"> <li>• EECE</li> <li>• EESE</li> <li>• EECM</li> <li>• EESM</li> <li>• AP2</li> <li>• CP1</li> <li>• CP2</li> <li>• CP3</li> <li>• CP4</li> <li>• CP5</li> <li>• APRR</li> <li>• APSR</li> <li>• APSD</li> <li>• CPRR</li> <li>• CPSR</li> <li>• CPSD</li> <li>• AM1</li> <li>• AM2</li> </ul>	Up to 3 Characters  Ann	Numeric
<b>Description</b>	Will be supplied by STAR.	The Month that is being reported	The Year that is being reported	Will be supplied by STAR.	Reflects the SLA Product Groups.	See list below The nn value will relate to the reason Code being reported.	There must be at least one sub metric for every metric,  The nn value will relate to the Reason Code being reported.	To One Decimal point.

## 3.2 List of Metrics/Sub- Metrics

The list of the reportable Metrics and Sub-Metrics are listed below:

SLA Phase Description	Reporting Party	Metric	Sub-Metric	Notes	When they are Reportable
End 2 End Transfer Time – (Electronic Cash)	Acquiring Party	EECE	(A) Number of transfers completed (B) Mean days taken to complete		To be reported in the month that the transfer has been completed, i.e. when the Assets are available to the customer under their new plan.
End 2 End Transfer Time - (Manual Cash)	Acquiring Party	EECM	(A) Number of transfers completed (B) Mean days taken to complete		
End 2 End Transfer Time - (Electronic In-Specie)	Acquiring Party	EESE	(A) Number of transfers completed (B) Mean days taken for those transfers		
End 2 End Transfer Time - (Manual In-Specie)	Acquiring Party	EESM	(A) Number of transfers completed (B) Mean days taken for those transfers		
Acquiring Party Steps	Acquiring Party	AP2	(A) Number of steps Actioned (C) Number of steps Actioned in SLA (D) Number of steps Actioned out of SLA (E) Number of steps actioned resulting in a Stop the Clock Event (F) Number of Steps actioned resulting in a Rejection		These will be reported in the month that the Step has been actioned i.e. Completed, Rejected or Delayed as Stop the Clock.
Ceding Party Steps with a 1 Business Day SLA	Ceding Party	CP1	(A) Number of steps Actioned (C) Number of steps Actioned in SLA (D) Number of steps Actioned out of SLA (E) Number of steps actioned resulting in a Stop the Clock Event (F) Number of Steps actioned resulting in a Rejection		
Ceding Party Steps with a 2 Business Day SLA	Ceding Party	CP2	(A) Number of steps Actioned (C) Number of steps Actioned in SLA (D) Number of steps Actioned out of SLA (E) Number of steps actioned resulting in a Stop the Clock Event (F) Number of Steps actioned resulting in a Rejection		
Ceding Party Steps with a combined SLA of 3 Business Days	Ceding Party	CP3	(A) Number of steps Actioned (C) Number of steps Actioned in SLA (D) Number of steps Actioned out of SLA (E) Number of steps actioned resulting in a Stop the Clock Event (F) Number of Steps actioned resulting in a Rejection		
Ceding Party Steps with a combined	Ceding Party	CP4	(A) Number of steps Actioned (C) Number of steps Actioned in SLA		

SLA Phase Description	Reporting Party	Metric	Sub-Metric	Notes	When they are Reportable
SLA of 4 Business Days			(D) Number of steps Actioned out of SLA (E) Number of steps actioned resulting in a Stop the Clock Event (F) Number of Steps actioned resulting in a Rejection		
Ceding Party Steps with a combined SLA of 5 Business Days	Ceding Party	CP5	A) Number of steps Actioned (C) Number of steps Actioned in SLA (D) Number of steps Actioned out of SLA (E) Number of steps actioned resulting in a Stop the Clock Event (F) Number of Steps actioned resulting in a Rejection		
Acquiring Party Rejection Reasons	Acquiring Party	APRR	(Gnn) Number of Rejections with that Reason	The nn value will relate to the reason Code being reported. Repeatable for each Rejection Reason	These will be reported in the month that the action has been marked as a Rejection.
Ceding Party Rejection Reasons	Ceding Party	CPRR	(Gnn) Number of Rejections with that Reason	The nn value will relate to the reason Code being reported. Repeatable for each Rejection Reason.	
Acquiring Party Stop the Clock Reasons	Acquiring Party	APSR	(Hnn) Number of Stop the Clock Events with that Reason	The nn values will relate to the reason Code being reported. Repeatable for each Stop the Clock Reason.	These will be reported alongside the Stop the Clock Delay Period in the month that the delay has ended.
Acquiring Party Stop the Clock Delay	Acquiring Party	APSD	(Jnn) Average number of calendar days from date STC reason set, (day 0) the date that the next activity arrives whether that is from the CP/ Client/Adviser or from an internal prompt from a diarised delay(to one decimal point).	The nn values will relate to the reason Code being reported. Repeatable for each Stop the Clock Reason.	
Ceding Party Stop the Clock Reasons	Ceding Party	CPSR	(Hnn) Number of Stop the Clock Events with that Reason	The nn value will relate to the reason Code being reported. Repeatable for each Stop the Clock Reason.	These will be reported alongside the Stop the Clock Delay Period in the month that the delay has ended.
Ceding Party Stop the Clock Delay	Ceding Party	CPSD	(Jnn) Average number of calendar days from date STC reason set, (day 0) the date that the next activity arrives whether that is from the CP/Client/Adviser or from an internal prompt from a diarised delay (to one decimal point).	The nn values will relate to the reason Code being reported. Repeatable for each Stop the Clock Reason.	
Asset Manager – Conversions	Asset Manager	AM1	(A) Number of transfers completed (C) Number completed in SLA (D) Number completed outside SLA	SLA is 1 Fund Calendar days to convert assets & confirm complete.	These will be reported in the month that the Step has been actioned i.e. Completed, Rejected or Delayed as Stop the Clock.
Asset Manager – Re-Registrations	Asset Manager	AM2	(A) Number of Transfers completed (C) Number completed in SLA (D) Number completed outside SLA	SLA is 2 Fund Calendar days to Re-Register assets & confirm complete.	

## 3.3 File Layout Examples

### 3.3.1 Example 1

The following examples show a submission for an organisation reporting a single brand for the Occupational Pensions Group only. They are reporting Electronic and Manually processed transfers.

It includes multiple Rejection Reasons and Stop the Clock events.

.CSV	Excel							
Group,Month,Year,Brand,Product,Metric,Sub Metric, Value	Group	Month	Date	Brand	Product	Metric	Sub Metric	Value
S0001,01,2021,S0001w01,OCP,EECM,A,5	S0001	01	2021	S0001w01	OCP	EECM	A	5
S0001,01,2021,S0001w01,OCP,EECM,B,24.1	S0001	01	2021	S0001w01	OCP	EECM	B	24.1
S0001,01,2021,S0001w01,OCP,EECE,A,17	S0001	01	2021	S0001w01	OCP	EECE	A	17
S0001,01,2021,S0001w01,OCP,EECE,B,17.2	S0001	01	2021	S0001w01	OCP	EECE	B	17.2
S0001,01,2021,S0001w01,OCP,AP2,A,40	S0001	01	2021	S0001w01	OCP	AP2	A	40
S0001,01,2021,S0001w01,OCP,AP2,C,30	S0001	01	2021	S0001w01	OCP	AP2	C	30
S0001,01,2021,S0001w01,OCP,AP2,D,10	S0001	01	2021	S0001w01	OCP	AP2	D	10
S0001,01,2021,S0001w01,OCP,AP2,F,6	S0001	01	2021	S0001w01	OCP	AP2	F	6
S0001,01,2021,S0001w01,OCP,CP2,A,70	S0001	01	2021	S0001w01	OCP	CP2	A	70
S0001,01,2021,S0001w01,OCP,CP2,D,20	S0001	01	2021	S0001w01	OCP	CP2	D	20
S0001,01,2021,S0001w01,OCP,CP2,E,7	S0001	01	2021	S0001w01	OCP	CP2	E	7
S0001,01,2021,S0001w01,OCP,APRR,G08,6	S0001	01	2021	S0001w01	OCP	APRR	G08	6
S0001,01,2021,S0001w01,OCP,CPSR,H05,7	S0001	01	2021	S0001w01	OCP	CPSR	H05	7
S0001,01,2021,S0001w01,OCP,CPSD,J05,8.5	S0001	01	2021	S0001w01	OCP	CPSD	J05	8.5

### 3.3.2 Example 2

The following examples show a submission for an organisation reporting a single brand for the Personal Pensions/SIPP/SSAS and Occupational Pension SLA Product Groups. They only process Transfers manually.

.CSV	Excel							
Group,Month,Year,Brand,Product,Metric,Sub Metric, Value	Group	Month	Year	Brand	Product	Metric	Sub Metric	Value
S0001,01,2021,S0001x01,PSS,EESM,A,145	S0001	01	2021	S0001x01	PSS	EESM	A	145
S0001,01,2021,S0001x01,PSS,EESM,B,20.5	S0001	01	2021	S0001x01	PSS	EESM	B	20.5
S0001,01,2021,S0001x01,PSS,EECM,A,107	S0001	01	2021	S0001x01	PSS	EECM	A	107
S0001,01,2021,S0001x01,PSS,EECM,B,12.5	S0001	01	2021	S0001x01	PSS	EECM	B	12.5
S0001,01,2021,S0001x01,PSS,AP2,A,509	S0001	01	2021	S0001x01	PSS	AP2	A	509
S0001,01,2021,S0001x01,PSS,AP2,C,484	S0001	01	2021	S0001x01	PSS	AP2	C	484
S0001,01,2021,S0001x01,PSS,AP2,D,25	S0001	01	2021	S0001x01	PSS	AP2	D	25
S0001,01,2021,S0001x01,PSS,AP2,E,15	S0001	01	2021	S0001x01	PSS	AP2	E	15
S0001,01,2021,S0001x01,PSS,AP2,F,10	S0001	01	2021	S0001x01	PSS	AP2	F	10
S0001,01,2021,S0001x01,PSS,APRR,G06,8	S0001	01	2021	S0001x01	PSS	APRR	G06	8
S0001,01,2021,S0001x01,PSS,APRR,G02,2	S0001	01	2021	S0001x01	PSS	APRR	G02	2
S0001,01,2021,S0001x01,PSS,APSR,H05,11	S0001	01	2021	S0001x01	PSS	APSR	H05	11
S0001,01,2021,S0001x01,PSS,APSD,J05,22.1	S0001	01	2021	S0001x01	PSS	APSD	J05	22.1
S0001,01,2021,S0001x01,PSS,APSD,J06,3.2	S0001	01	2021	S0001x01	PSS	APSD	J06	3.2
S0001,01,2021,S0001x01,PSS,CP2,A,75	S0001	01	2021	S0001x01	PSS	CP2	A	75
S0001,01,2021,S0001x01,PSS,CP2,C,55	S0001	01	2021	S0001x01	PSS	CP2	C	55
S0001,01,2021,S0001x01,PSS,CP2,D,20	S0001	01	2021	S0001x01	PSS	CP2	D	20
S0001,01,2021,S0001x01,PSS,CP2,E,15	S0001	01	2021	S0001x01	PSS	CP2	E	15
S0001,01,2021,S0001x01,PSS,CP3,A,35	S0001	01	2021	S0001x01	PSS	CP3	A	35
S0001,01,2021,S0001x01,PSS,CP3,C,30	S0001	01	2021	S0001x01	PSS	CP3	C	30
S0001,01,2021,S0001x01,PSS,CP3,D,5	S0001	01	2021	S0001x01	PSS	CP3	D	5
S0001,01,2021,S0001x01,PSS,CP3,E,4	S0001	01	2021	S0001x01	PSS	CP3	E	4
S0001,01,2021,S0001x01,PSS,CP3,F,5	S0001	01	2021	S0001x01	PSS	CP3	F	5
S0001,01,2021,S0001x01,PSS,CPSR,H10,12	S0001	01	2021	S0001x01	PSS	CPSR	H10	12
S0001,01,2021,S0001x01,PSS,CPSD,J10,1.1	S0001	01	2021	S0001x01	PSS	CPSD	J10	1.1
S0001,01,2021,S0001x01,PSS,CPSR,H11,7	S0001	01	2021	S0001x01	PSS	CPSR	H11	7
S0001,01,2021,S0001x01,PSS,CPSD,J11,15.0	S0001	01	2021	S0001x01	PSS	CPSD	J11	15.0
S0001,01,2021,S0001w01,OCP,EECM,A,22	S0001	01	2021	S0001w01	OCP	EECM	A	22
S0001,01,2021,S0001w01,OCP,EECM,B,24.1	S0001	01	2021	S0001w01	OCP	EECM	B	24.1
S0001,01,2021,S0001w01,OCP,AP2,A,44	S0001	01	2021	S0001w01	OCP	AP2	A	44
S0001,01,2021,S0001w01,OCP,CP2,C,44	S0001	01	2021	S0001w01	OCP	CP2	C	44
S0001,01,2021,S0001w01,OCP,CP2,D,26	S0001	01	2021	S0001w01	OCP	CP2	D	26
S0001,01,2021,S0001w01,OCP,CP2,F,8	S0001	01	2021	S0001w01	OCP	CP2	F	8
S0001,01,2021,S0001w01,OCP,CP2,A,66	S0001	01	2021	S0001w01	OCP	CP2	A	66
S0001,01,2021,S0001w01,OCP,CP2,C,40	S0001	01	2021	S0001w01	OCP	CP2	C	40
S0001,01,2021,S0001w01,OCP,CP2,D,26	S0001	01	2021	S0001w01	OCP	CP2	D	26
S0001,01,2021,S0001w01,OCP,CP2,F,8	S0001	01	2021	S0001w01	OCP	CP2	F	8
S0001,01,2021,S0001w01,OCP,CPRR,G02,8	S0001	01	2021	S0001w01	OCP	CPRR	G02	8

### 3.3.3 Example 3

The following is a csv example showing a full electronic submission for an organisation reporting for multiple brands that operate as **Ceding Parties** only in the Occupational Pensions SLA Product Group.

.CSV	Excel							
Group,Month,Year,Brand,Product,Metric,Sub Metric, Value	Group	Month	Year	Brand	Product	Metric	Sub Metric	Value
S0001,01,2021,S0001w01,OCP,CP2,A,345	S0001	01	2021	S0001w01	OCP	CP2	A	345
S0001,01,2021,S0001w01,OCP,CP2,C,275	S0001	01	2021	S0001w01	OCP	CP2	C	275
S0001,01,2021,S0001w01,OCP,CP2,D,70	S0001	01	2021	S0001w01	OCP	CP2	D	70
S0001,01,2021,S0001w01,OCP,CP2,E,10	S0001	01	2021	S0001w01	OCP	CP2	E	10
S0001,01,2021,S0001w01,OCP,CP5,A,100	S0001	01	2021	S0001w01	OCP	CP5	A	100
S0001,01,2021,S0001w01,OCP,CP5,C,80	S0001	01	2021	S0001w01	OCP	CP5	C	80
S0001,01,2021,S0001w01,OCP,CP5,D,20	S0001	01	2021	S0001w01	OCP	CP5	D	20
S0001,01,2021,S0001w01,OCP,CP5,F,5	S0001	01	2021	S0001w01	OCP	CP5	F	5
S0001,01,2021,S0001w01,OCP,CPRR,G05,3	S0001	01	2021	S0001w01	OCP	CPRR	G05	3
S0001,01,2021,S0001w01,OCP,CPRR,G03,1	S0001	01	2021	S0001w01	OCP	CPRR	G03	1
S0001,01,2021,S0001w01,OCP,CPRR,G09,1	S0001	01	2021	S0001w01	OCP	CPRR	G09	1
S0001,01,2021,S0001w01,OCP,CPSR,H07,12	S0001	01	2021	S0001w01	OCP	CPSR	H07	12
S0001,01,2021,S0001w01,OCP,CPSD,J07,14.6	S0001	01	2021	S0001w01	OCP	CPSD	J07	14.6
S0001,01,2021,S0001w01,OCP,CPSR,H01,13	S0001	01	2021	S0001w01	OCP	CPSR	H01	13
S0001,01,2021,S0001w01,OCP,CPSD,J01,3.0	S0001	01	2021	S0001w01	OCP	CPSD	J01	3.0
S0001,01,2021,S0001w02,OCP,CP2,A,120	S0001	01	2021	S0001w02	OCP	CP2	A	120
S0001,01,2021,S0001w02,OCP,CP2,D,20	S0001	01	2021	S0001w02	OCP	CP2	D	20
S0001,01,2021,S0001w02,OCP,CP5,A,100	S0001	01	2021	S0001w02	OCP	CP5	A	100
S0001,01,2021,S0001w02,OCP,CP5,C,80	S0001	01	2021	S0001w02	OCP	CP5	C	80
S0001,01,2021,S0001w02,OCP,CP5,E,5	S0001	01	2021	S0001w02	OCP	CP5	E	5
S0001,01,2021,S0001w02,OCP,CP5,F,2	S0001	01	2021	S0001w02	OCP	CP5	F	2
S0001,01,2021,S0001w02,OCP,CPSR,H03,3	S0001	01	2021	S0001w02	OCP	CPSR	H03	3
S0001,01,2021,S0001w02,OCP,CPSD,J03,23.5	S0001	01	2021	S0001w02	OCP	CPSD	J03	23.5
S0001,01,2021,S0001w02,OCP,CPSR,H05,7	S0001	01	2021	S0001w02	OCP	CPSR	H05	7
S0001,01,2021,S0001w02,OCP,CPSD,J05,17.2	S0001	01	2021	S0001w02	OCP	CPSD	J05	17.2
S0001,01,2021,S0001w02,OCP,CPSR,H08,5	S0001	01	2021	S0001w02	OCP	CPSR	H08	5
S0001,01,2021,S0001w02,OCP,CPSD,J08,11.0	S0001	01	2021	S0001w02	OCP	CPSD	J08	11.0
S0001,01,2021,S0001w02,OCP,CPRR,G06,1	S0001	01	2021	S0001w02	OCP	CPRR	G06	1
S0001,01,2021,S0001w02,OCP,CPRR,G12,1	S0001	01	2021	S0001w02	OCP	CPRR	G12	1

## 4 Examples of Individual Step Reporting

### 4.1 Example 1 – New Cash Transfer – Valid Request

- The Ceding Party receives a valid request to transfer on Monday 15/11/2021.
- An Instruction is sent to the Asset Managers to sell the Assets on Wednesday 17/11/2021.
- This will be reported against an SLA of three Business Days (Step 4), and would be reported as “Actioned within SLA”.

Step	Step SLA	Step Owner	Step Trigger	Date Rec'd	Action Taken	Date Action Taken	In SLA	Out of SLA	Rejected	Rej Reason	STC	STC Reason	STC Period	Complete
4B	2BD	CP	Request to transfer received from AP	Mon 15-Nov	Asset Managers Instructed to Encash Assets	Wed 17-Nov	Y							Y

This case will report :

Metric	Sub-Metric	Value
CP2	A - (Number of steps Actioned)	1
CP2	C - (Number of steps Actioned in SLA)	1
CP2	D - (Number of steps Actioned out of SLA)	0
CP2	E - (Number of steps actioned resulting in a Stop the Clock Event)	0
CP2	F - (Number of Steps actioned resulting in a Rejection)	0



## 4.2 Example 2 – New Cash Transfer – Invalid Request

- The Ceding Party receives a valid request to transfer on Monday 15/11/2021.
- A request is sent to the customer/adviser to inform them that the Adviser Permission check has failed on Friday 19/11/2021.
- This will be reported against an SLA of three Business Days (Step 4), and would be reported as “Actioned outside of SLA” and as a “Rejection”.

Step	Step SLA	Step Owner	Step Trigger	Date Rec'd	Action Taken	Date Action Taken	In SLA	Out of SLA	Rejected	Rej Reason	STC	STC Reason	STC Period	Complete
4A	1BD	CP	Request to transfer received from AP	Mon 15-Nov	Request returned to Adviser/ Customer as Adviser Permission Check Failed	Wed 17-Nov		Y	Y	G12				

This case will report :

Metric	Sub-Metric	Value
CP1	A - (Number of steps Actioned)	1
CP1	C - (Number of steps Actioned in SLA)	0
CP1	D - (Number of steps Actioned out of SLA)	1
CP1	E - (Number of steps actioned resulting in a Stop the Clock Event)	0
CP1	F - (Number of Steps actioned resulting in a Rejection)	1
CPRR	G12- (Number of Rejections with that Reason)	1

### 4.3 Example 3 – New Cash Transfer: Stop the Clock - Fund Suspended

- The Ceding Party receives a valid request to transfer on Monday 15/11/2021, but one of the Funds the Customer has invested in has been suspended.
- The Customer and AP are contacted to advise them of the delay on Thursday 20/11/2021, the Work Item is Pended on the Workflow.
- The suspension is lifted on Monday 22/11/2021 and an Instruction is sent to the Asset Managers to sell the Assets on the same day.

Step	Step SLA	Step Owner	Step Trigger	Date Rec'd	Action Taken	Date Action Taken	In SLA	Out of SLA	Rejected	Rej Reason	STC	STC Reason	STC Period	Complete
4B	2BD	CP	Request to transfer received from AP	Mon 15-Nov	Request returned to Adviser/Customer as Adviser Permission Check Failed	Wed 18-Nov		Y			Y	H08	4	
4B	2BD	CP	Fund Suspension Lifted	Mon 22-Nov	Instruction Additional Info Requested from Adviser	Mon 22-Nov	Y							Y

This case will report against:

Metric	Sub-Metric		Value
CP2	A - (Number of steps Actioned)		2
CP2	C -(Number of steps Actioned in SLA)		1
CP2	D - (Number of steps Actioned out of SLA)		1
CP2	E - (Number of steps actioned resulting in a Stop the Clock Event)		1
CP2	F - (Number of Steps actioned resulting in a Rejection)		0
CPSR	H08 - (Number of Stop the Clock Events with that Reason)	H08	1
CPSD	J08 - (Average number of calendar days from date STC reason set, (day 0) to date Step re-opened)	J08	4

## 4.4 Example 4 – New Re-Registration Request Received with Stop the Clocks & Rejection

- The AP receives a Transfer Application on Monday 1 April, and requests Discovery information from the CP on 2 April.
- The AP receives the request back from the CP as they could not match the Account number. The AP requests correct details from the Adviser on 10 April, the Work Item is Pended on the Workflow.
- The CP informs the AP that the Client has requested the Transfer to be delayed, on 29 April the Work Item is Pended on the Workflow.
- The AP receives confirmation from the client on the 30 April and closes the workflow with the Rejection reason “Member/Adviser Requests Cancellation”.

Step	Step SLA	Step Owner	Step Trigger	Date Received	Action Taken	Date Action Taken	In SLA	Out of SLA	Rejected	Rej Reason	STC	STC Reason	STC Period	Complete
1	2BD	AP	App Received	Mon 01-Apr	Discovery Info Requested from CP	Tue 02-Apr	Y							Y
1	2BD	AP	Info Request Rejected by CP	Thu 04-Apr	Additional Info Requested from Adviser	Wed 10-Apr		Y			Y	H03	15	
1	2BD	AP	Adviser Returns Info	Thu 25-Apr	Discovery Info Requested from CP	Fri 26-Apr	Y							Y
1	2BD	AP	Info Request Rejected by CP	Mon 29-Apr	Customer Delay requested	Mon 29-Apr	Y				Y	H09	3	
1	2BD	AP	Request From Adviser to Cancel Transfer	Tue 30-Apr	Transfer Cancelled	Wed 31-Apr	Y		Y	G07				

Metric	Sub-Metric	Value
AP2	A - (Number of steps Actioned)	5
AP2	C - (Number of steps Actioned in SLA)	4
AP2	D - (Number of steps Actioned out of SLA)	1
AP2	E - (Number of steps actioned resulting in a Stop the Clock Event)	2
AP2	F - (Number of Steps actioned resulting in a Rejection)	1
APRR	G07 - (Number of Rejections with that Reason)	1
APSR	H03 - (Number of Stop the Clock Events with that Reason)	1
APSR	H09 - (Number of Stop the Clock Events with that Reason)	1
APSD	J03 - (Average number of calendar days from date STC reason set, (day 0) to date Step re-opened)	15
APSD	J09 - (Average number of calendar days from date STC reason set, (day 0) to date Step re-opened)	3

## 4.5 Example 5 – New Transfer Request Received with simultaneous Stop the Clock Reasons

For this type of scenario, It has been agreed that only one Stop the Clock reason should be selected by the reporting party (at their own discretion) to avoid adding additional complexity.

The AP receives a Transfer Application on Monday 1 April, Additional information is required from the Ceding Party and the Adviser to proceed on 29 April the Work Item is Pended on the Workflow and the AP chooses a reason of “Details required from Ceding Party” to be set.

When the info is received from the Adviser the Work Item is Pended on the Workflow and a reason of “Details required from Ceding Party” is reset.

Step	Step SLA	Step Owner	Step Trigger	Date Received	Action Taken	Date Action Taken	In SLA	Out of SLA	Rejected	Rej Reason	STC/ Delayed	STC/ Delay Reason	STC/ Delay Period	Complete
3	2BD	AP	App Received	Mon 01-Apr	Additional Info Requested from Adviser. <b>AND</b> Additional Info Requested from CP.	Tue 02-Apr	Y				Y	H05	2	
3	2BD	AP	Info Received from Adviser	Thu 04-Apr	Await Receipt of info from the CP	Wed 10-Apr		Y			Y	H05	6	
3	2BD	AP	CP Info Received.	Tue 16-Apr	Transfer Request sent to CP	Fri 19-Apr		Y						Y

Reported As

Metric	Sub-Metric	Value
AP2	A - (Number of steps Actioned)	3
AP2	C - (Number of steps Actioned in SLA)	1
AP2	D - (Number of steps Actioned out of SLA)	2
AP2	E - (Number of steps actioned resulting in a Stop the Clock Event)	2
AP2	F - (Number of Steps actioned resulting in a Rejection)	0
APSR	H05 - (Number of Stop the Clock Events with that Reason)	2
APSD	J05 - (Average number of calendar days from date STC reason set, (day 0) to date Step re-opened)	4

## 4.6 Example 6 – Reporting of a Step that spans over more than one month

In this example the Step runs over April, May and June to complete due to a Regulatory Delay & a Fund Suspension.

Therefore reporting will be required in each month.

Step	Step SLA	Step Owner	Step Trigger	Date Received	Action	Date Action Taken	In SLA	Out of SLA	Rejected	Rej Reason	STC/ Delayed	STC/ Delay Reason	STC/ Delay Period	Complete
2	2BD	CP	Request For Info Received	22-Apr	Request Rejected – Unable to match member/account	25-Apr		Y	Y	G02				
2	2BD	CP	Updated Request Received	28-April	Regulatory Delay required	30-Apr	Y				Y	H08	9	
2	2BD	CP	Regulatory Delay Ended	09-May	Transfer Value unavailable - Temporary Fund Suspension	12-May		Y			Y	H07	16	
2	2BD	CP	Fund Suspension Ends	28-May	Requested Info Sent to AP	01-June	Y							Y

### April Reporting

Metric	Sub-Metric	Value
CP2	A - (Number of steps Actioned)	2
CP2	C - (Number of steps Actioned in SLA)	1
CP2	D - (Number of steps Actioned out of SLA)	1
CP2	E - (Number of steps actioned resulting in a Stop the Clock Event)	1
CP2	F - (Number of Steps actioned resulting in a Rejection)	1
CPRR	G02 - (Number of Rejections with that Reason)	1

### May Reporting

Metric	Sub-Metric	Value
CP2	A - (Number of steps Actioned)	1
CP2	C - (Number of steps Actioned in SLA)	0
CP2	D - (Number of steps Actioned out of SLA)	1
CP2	E - (Number of steps actioned resulting in a Stop the Clock Event)	1
CPSR	H07 - (Number of Stop the Clock Events with that Reason)	1
CPSR	H08 - (Number of Stop the Clock Events with that Reason)	1
CPSD	J07 - (Average number of calendar days from date STC reason set, (day 0) to date Step re-opened)	16
CPSD	J08 - (Average number of calendar days from date STC reason set, (day 0) to date Step re-opened)	9

**June Reporting**

<b>Metric</b>	<b>Sub-Metric</b>	<b>Value</b>
CP2	A - (Number of steps Actioned)	1
CP2	C - (Number of steps Actioned in SLA)	1
CP2	D - (Number of steps Actioned out of SLA)	0

## 4.7 Example 7 – Step 4B – Re-Registration request for a single Asset requiring a Conversion

The End point of Step 4 is the last instruction for an Asset to be sold, traded or converted.

This example demonstrates that the instruction to convert is considered the end of the action for that Asset. A subsequent Trade of the converted fund is considered a new action.

Step	Step SLA	Step Owner	Step Trigger	Date Received	Action	Date Action Taken	In SLA	Out of SLA	Rejected	Rej Reason	STC/ Delayed	STC/ Delay Reason	STC/ Delay Period	Complete
4B	2BD	CP	Request To Re-register Received	22-Apr	Conversion Requested	25-Apr	Y							Y
4B	2BD	CP	Conversion Confirmed	28-April	Trade Placed	30-Apr	Y							Y

Metric	Sub-Metric	Value
CP2	A - (Number of steps Actioned)	2
CP2	C - (Number of steps Actioned in SLA)	2
CP2	D - (Number of steps Actioned out of SLA)	0
CP2	E - (Number of steps actioned resulting in a Stop the Clock Event)	0

## 5 Full Journey Examples

### 5.1 Example 1 - Electronic Cash Transfer

Step	Step SLA	Step Owner	Step Trigger	Date Received	Action	Date Action Taken	In SLA	Out of SLA	Rejected	Rej Reason	STC/ Delayed	STC/ Delay Reason	STC/ Delay Period	Complete
3	2BD	AP	AP receives valid application to Transfer	Mon 01-Apr	AP issues Transfer Instruction to CP	Tue 02-Apr	Y							Y
4A	1BD	CP	CP Receives Transfer instruction from AP	Wed 03-Apr	CP Validates Instruction & Issues Acceptance	Thu 04-Apr	Y							Y
4B	2BD	CP	CP Validates Instruction & Issues Acceptance	Thu 04-Apr	CP Instructs Asset Managers to encash Funds	Wed 05-Apr	Y							Y
6	2BD	CP	Confirmation of Sale of Assets received	Tue 09-Apr	Completion Message including all regulatory information issued	Wed 10-Apr	Y							Y
7	2BD	AP	AP Receives Payment & Transfer documentation	Thu 11-Apr	AP Allocates monies to Customer account and completes transfer	Fri 12-Apr	Y							Y

#### Acquiring Party Reporting

Metric	Sub-Metric	Value
EECE	A - (Number of Transfers Completed)	1
EECE	C - (Mean Calendar days taken to complete)	11
AP2	A - (Number of steps Actioned)	2
AP2	C - (Number of steps Actioned in SLA)	2
AP2	D - (Number of steps Actioned out of SLA)	0

#### Ceding Party Reporting

Metric	Sub-Metric	Value
CP1	A - (Number of steps Actioned)	1
CP1	C - (Number of steps Actioned in SLA)	1
CP1	D - (Number of steps Actioned out of SLA)	0
CP2	A - (Number of steps Actioned)	2
CP2	C - (Number of steps Actioned in SLA)	2
CP2	D - (Number of steps Actioned out of SLA)	0



## 5.2 Example 2 - Electronic Cash Transfer with Stop the Clock

Step	Step SLA	Step Owner	Step Trigger	Date Received	Action	Date Action Taken	In SLA	Out of SLA	Rejected	Rej Reason	STC/ Delayed	STC/ Delay Reason	STC/ Delay Period	Complete
3	2BD	AP	AP receives valid application to Transfer	Mon 01-Apr	AP issues Transfer Instruction to CP	Tue 02-Apr	Y							Y
4A	1BD	CP	CP Receives Transfer instruction from AP	Wed 03-Apr	CP Validates Instruction. Notification issued to AP of an ongoing Corporate Action	Wed 10-Apr		Y			Y	H07	5	
4A	1BD	CP	Corporate Action Ended	Mon 15-Apr	Acceptance Issued to CP	Mon 15-Apr	Y							
4B	2BD	CP	Acceptance Issued to CP	Tue 15-Apr	CP Instructs Asset Managers to encash Funds	Wed 16-Apr	Y							Y
6	2BD	CP	Confirmation of Sale of Assets received	Fri 19-Apr	Completion Message including all regulatory information issued	Wed 23-Apr	Y							Y
7	2BD	AP	AP Receives Payment & Transfer documentation	Wed 24-Apr	AP Allocates monies to Customer account and completes transfer	Fri 26-Apr	Y							Y

### Acquiring Party Reporting

Metric	Sub-Metric	Value
EECE	A - (Number of Transfers Completed)	1
EECE	C - (Mean Calendar days taken to complete)	25
AP2	A - (Number of steps Actioned)	2
AP2	C - (Number of steps Actioned in SLA)	2

### Ceding Party Reporting

Metric	Sub-Metric	Value
CP1	A - (Number of steps Actioned)	2
CP1	C - (Number of steps Actioned in SLA)	1
CP1	D - (Number of steps Actioned out of SLA)	1
CP1	E - (Number of steps actioned resulting in a Stop the Clock Event)	1
CP2	A - (Number of steps Actioned)	2
CP2	C - (Number of steps Actioned in SLA)	2
CPSR	H07 - (Number of Stop the Clock Events with that Reason)	1
CPSD	J07 - (Average number of calendar days from date STC reason set, (day zero) to date Step re-opened)	5

### 5.3 Example 3 - Manual Cash Transfer with Combined Steps

Step	Step SLA	Step Owner	Step Trigger	Date Received	Action	Date Action Taken	In SLA	Out of SLA	Rejected	Rej Reason	STC/ Delayed	STC/ Delay Reason	STC/ Delay Period	Complete
3	2BD	AP	AP receives valid application to Transfer	Mon 01-Apr	AP issues Transfer Instruction to CP	Fri 05-Apr		Y						Y
4A/4B & 6	5BD	CP	CP Receives Transfer instruction from AP	Wed 10-Apr	<ul style="list-style-type: none"> <li>CP Validates Instruction 11-Apr</li> <li>CP Instructs Asset Managers to encash Funds 12-Apr</li> <li>CP Sends transfer documentation, payment &amp; payment advice to AP 17-Apr</li> </ul>	Wed 17-Apr	Y							Y
7	2BD	AP	AP Receives Payment & Transfer documentation	Thu 22-Apr	AP Allocates monies to Customer account and completes transfer	Fri 23-Apr	Y							Y

#### Acquiring Party Reporting

Metric	Sub-Metric	Value
EECM	A - (Number of Transfers Completed)	1
EECM	C - (Mean Calendar days taken to complete)	22
AP2	A - (Number of steps Actioned)	2
AP2	C - (Number of steps Actioned in SLA)	1
AP2	D - (Number of steps Actioned out of SLA)	1

#### Ceding Party Reporting

Metric	Sub-Metric	Value
CP5	A - (Number of steps Actioned)	1
CP5	C - (Number of steps Actioned in SLA)	1
CP5	D - (Number of steps Actioned out of SLA)	0

## 5.4 Example 4 - Manual In-Specie Transfer/Re-Registration – including Combined Steps

Step	Step SLA	Step Owner	Step Trigger	Date Received	Action	Date Action Taken	In SLA	Out of SLA	Rejected	Rej Reason	STC/ Delayed	STC/ Delay Reason	STC/ Delay Period	Complete
1	2BD	AP	AP receives valid application to Transfer	Mon 01-Apr	AP Requests Discovery Information from CP	Tue 02-Apr	Y							Y
2	2BD	CP	CP Receives Request for Discovery information	Thu 04-Apr	CP Sends valuation information to AP	Mon 08-Apr	Y							Y
3	2BD	AP	AP receives valid application to Transfer	Mon 10-Apr	AP receives valuation information containing assets that cannot be held. Ap contacts advisor to confirm the action required.	Tue 10-Apr	Y				Y	H07	5	Y
3	2BD	AP	Advisor confirms non-transferrable assets are to be sold and remaining assets to be transferred in-specie	Mon 15-Apr	AP issues Transfer Instruction to CP	Tue 16-Apr	Y							Y
4A	1BD	CP	CP Receives Transfer instruction from AP	Wed 18-Apr	CP Validates Instruction & Issues Acceptance	Thu 19-Apr	Y							Y
4B/6	4BD	CP	Advisor Request to delay the transfer received	Wed 22-Apr	CP puts hold on Transfer	Wed 22-Apr	Y				Y	H06	4	
4B/6	4BD	CP	Advisor requests Transfer to proceed	Fri 26-Apr	CP sends transfer documentation, payment and payment advice to AP	Mon 29-Apr	Y							Y
7	2BD	AP	AP Receives Payment & Transfer documentation	Thu 02-May	AP Allocates monies to Customer account and completes transfer	Fri 03-May	Y							Y

### Acquiring Party Reporting - April

Metric	Sub-Metric	Value
AP2	A - (Number of steps Actioned)	3
AP2	C - (Number of steps Actioned in SLA)	3
AP2	E - (Number of steps actioned resulting in a Stop the Clock Event)	1
APSR	H07 - (Number of Stop the Clock Events with that Reason)	1
APSD	J07 - (Average number of calendar days from date STC reason set, (day 0) to date Step re-opened)	5

**Ceding Party Reporting April**

<b>Metric</b>	<b>Sub-Metric</b>	<b>Value</b>
CP1	A - (Number of steps Actioned)	1
CP1	C - (Number of steps Actioned in SLA)	1
CP1	D - (Number of steps Actioned out of SLA)	0
CP2	A - (Number of steps Actioned)	1
CP2	C - (Number of steps Actioned in SLA)	1
CP2	D - (Number of steps Actioned out of SLA)	0
CP4	A - (Number of steps Actioned)	2
CP4	C - (Number of steps Actioned in SLA)	2
CP4	D - (Number of steps Actioned out of SLA)	0
CP4	E - (Number of steps actioned resulting in a Stop the Clock Event)	1
CPSR	H06 - (Number of Stop the Clock Events with that Reason)	1
CPSD	J06 - (Average number of calendar days from date STC reason set, (day zero) to date Step re-opened)	5

**Acquiring Party Reporting - May**

<b>Metric</b>	<b>Sub-Metric</b>	<b>Value</b>
EESM	A - (Number of Transfers Completed)	1
EESM	C - (Mean Calendar days taken to complete)	32
AP2	A - (Number of steps Actioned)	1
AP2	C - (Number of steps Actioned in SLA)	1
AP2	D - (Number of steps Actioned out of SLA)	0

## 5.5 Example 7 - Electronic Cash Transfer with Rejection

Step	Step SLA	Step Owner	Step Trigger	Date Received	Action	Date Action Taken	In SLA	Out of SLA	Rejected	Rej Reason	STC/ Delayed	STC/ Delay Reason	STC/ Delay Period	Complete
1	2BD	AP	AP receives valid application to Transfer	Mon 01-Apr	AP Requests Discovery Information from CP	Tue 02-Apr	Y							
2	2BD	CP	CP Receives Request for Discovery information	Thu 04-Apr	CP Rejects Transfer Reason 10 – Incorrect Product Provider	Tue 09-Apr		Y	Y	G10				

### Acquiring Party Reporting

Metric	Sub-Metric	Value
AP2	A - (Number of steps Actioned)	1
AP2	C - (Number of steps Actioned in SLA)	1
AP2	D - (Number of steps Actioned out of SLA)	0

### Ceding Party Reporting

Metric	Sub-Metric	Value
CP2	A - (Number of steps Actioned)	1
CP2	C - (Number of steps Actioned in SLA)	0
CP2	D - (Number of steps Actioned out of SLA)	1
CP2	F- (Number of steps Rejected)	1
CPRR	G10 - (Number of Rejections with that Reason)	1

## 6 Appendix A: Definition of Terms Used

<b>Acquiring Party (AP)</b>	The Scheme or Provider that the member is transferring their Pension to.
<b>Business Day</b>	A day when the London Stock Exchange is open. The day is from 00.00 to 23:59.
<b>Calendar Day</b>	Any working or non-working day (from 00.00 to 23:5999).
<b>Cash Transfers</b>	This is a Transfer where Funds and Assets are Encashed by the CP, and the Value is sent to the AP with no Re-registration element.
<b>Ceding Party (CP)</b>	The Scheme or Provider that the member is transferring their Pension from.
<b>Customer</b>	The Customer is the End Client and/or their Adviser.
<b>Discovery</b>	This refers to an optional phase within the Electronic Transfer process where the AP asks the CP for details of the existing Plan before requesting the Transfer. It is most commonly used for In-Specie transfers but can also be used for Cash Transfers (process Steps 1 and 2 are considered "Discovery Steps").
<b>Electronic Transfers</b>	Electronic transfers are defined as transfers where the Request to Transfer message from AP to CP can be delivered electronically at a portfolio level using an electronic messaging set (not, for example by email). It is noted that electronic portfolio transfers may include some manual elements in the transfer of underlying assets.
<b>In-Specie Transfers / Re-Registrations</b>	This is a Transfer where the Funds or Assets are re-registered to be held by the AP rather than encashed, to prevent them being out of market for any time.
<b>Manual Transfers</b>	This is a Transfer that is requested by means of a Paper or online Application Form not submitted using an electronic messaging set.

## 7 Appendix B: Process Steps and their SLA

### 7.1 Cash Transfer

Process Step	Description	Owner	Mandatory/Optional	Trigger	End Point	SLA
1	AP receives, validates, and processes Member's Transfer request	AP	Optional – Step 1 & 2 not required for a Cash Transfer	AP receives a valid Application Form.	<ul style="list-style-type: none"> <li>Valuation details Requested or</li> <li>Transfer Instructed or</li> <li>Additional Info requested or</li> <li>Application rejection issued.</li> </ul>	2 Business Days
2	CP Provides Estimated Valuation for AP's Information and scheme specific scam documentation	CP	Optional – Step 1 & 2 not required for a Cash Transfer	A Request for Information is received.	Confirmation to proceed sent to AP	2 Business Days
3	AP completes and returns scheme information to CP	AP	Mandatory	Pension details received from CP or Receipt of Valid Transfer Instruction (If no Step 1/2).	<ul style="list-style-type: none"> <li>Request for Discharge Form/Additional Info issued</li> <li>Details sent to CP</li> <li>Discharge Form Issued</li> <li>Details sent to Member/Adviser</li> <li>Issue rejection to CP/ Member/ Adviser</li> </ul>	2 Business Days
4	CP validates AP and scam information and instructs Asset managers	AP	Mandatory	Valid Request to Transfer/ Re-registration received.	<ul style="list-style-type: none"> <li>Instruction to sell issued to all Asset Managers/ Transfer Agents/Asset Holders</li> <li>Member Cancellation of Request received</li> <li>Transfer Rejected</li> </ul>	2 Business Days
5 / 5A	Asset Manager Completes the Sale of Assets	Asset Manager	Not Reportable			N/A
6	CP transfers funds to AP or Trustee by payments system (e.g., BACS)	CP	Conditional – Not Required for Cash Transfers consisting solely of In-house Investment Funds	Confirmation that all Funds Sold/Payments Received from all Asset Managers/ Transfer Agents/Asset Holders.	<ul style="list-style-type: none"> <li>Cash Advice Issued</li> <li>Transfer Completion Issued</li> </ul>	2 Business Days
7	AP allocates any monies to Member account and confirms completion on sale of assets re-registration process.	AP	Conditional – Mandatory if Investments are into AP In house investments only.	Confirmation of Payment and Appropriate Documentation received. Receipt of Cash/Uncleared Cheque or Cleared Assets	<ul style="list-style-type: none"> <li>Monies allocated according to Member Instructions, and Confirmation issued to Member that Transfer Complete.</li> </ul>	2 Business Days
7A	AP allocates any monies to Member account	AP	Conditional – Mandatory if any Investments are out	Confirmation of Payment and Appropriate Documentation received.	Investment Instruction issued to Investment Manager(s)	2 Business Days

Process Step	Description	Owner	Mandatory/Optional	Trigger	End Point	SLA
			with AP In- house investments	Receipt of Cash/ Uncleared Cheque or Cleared Assets		
8	Investment Manager completes investment instruction and confirms asset purchase	Asset Manager	Not Reportable			N/A
9	AP Confirms completion of the Purchase of Assets	AP	Conditional – Mandatory if any Investments are out with AP In- house investments	Receipt of Asset Purchase confirmation from all investment managers	Confirmation issued to Member that Transfer is Complete.	2 Business Days

**Combined Process Steps**

Process Step	Description	Owner	Mandatory/ Optional	Trigger	End Point	SLA
4 + 6	CP validates AP and scam information, instructs Asset managers to transfers funds to AP or Trustee by payments system (e.g., BACS)	CP	Optional – May be measured against Individual Step SLA's	Valid Request to Transfer/ Re-registration received.	<ul style="list-style-type: none"> <li>• Cash Advice Issued</li> <li>• Transfer Completion Issued</li> <li>• Transfer Rejected by CP</li> </ul>	4 Business Days

## 7.2 In- Specie Transfer/Re- Registration

Process Step	Description	Owner	Mandatory/ Optional	Trigger	End Point	SLA
1	AP receives, validates, and processes Member's Transfer request	AP	Optional – Step 1 & 2 not required for a Cash Transfer	AP receives a valid Application Form.	<ul style="list-style-type: none"> <li>• Receipt of confirmation Liquid Funds available</li> <li>• Request valuation details and Transfer Information</li> <li>• Instruct Transfer</li> <li>• Request for further Information issued to Member/ Adviser</li> <li>• Re-registration Rejected</li> </ul>	2 Business Days
2	CP Provides Estimated Valuation for AP's Information and scheme specific scam documentation	CP	Optional – Step 1 & 2 not required for a Cash Transfer	A Request for Information is received.	<ul style="list-style-type: none"> <li>• Member Valuation sent to AP</li> <li>• Rejection of Re-registration request Issued to AP</li> </ul>	2 Business Days



Process Step	Description	Owner	Mandatory/ Optional	Trigger	End Point	SLA
3	AP completes and returns scheme information to CP	AP	Mandatory	Pension details received from CP	<ul style="list-style-type: none"> <li>• Instruction to Proceed with Re-Registration issued to CP</li> <li>• Discharge Form CP</li> <li>• Stock Transfer Form</li> <li>• Issue rejection to CP/ Member/ Adviser</li> </ul>	2 Business Days
4	CP validates AP and scam information and instructs Asset managers	CP	Mandatory	Valid Request to Transfer/ Re-registration received.	<ul style="list-style-type: none"> <li>• Instruction to Re-register issued to all Asset Managers/ Transfer Agents/Asset Holders,</li> <li>• Agree Trading &amp; Settlement Dates</li> <li>• Member Cancellation of Request</li> <li>• Death</li> <li>• Instruction issued to Member to complete Re-Reg on Platform</li> </ul>	2 Business Days
5	Asset Manager completes the Re-Registration of Assets	Asset Manager	Not Reportable			N/A
6	CP transfers funds to AP or Trustee by payments system (e.g., BACS)	CP	Conditional – Not Required for Cash Transfers consisting solely of In-house Investment Funds	Confirmation that all Funds Sold / Payments Received from all Asset Managers/ Transfer Agents/Asset Holders	<ul style="list-style-type: none"> <li>• Cash Advice Issued</li> <li>• Transfer Completion Issued</li> </ul>	2 Business Days
7	AP allocates any monies to Member account and confirms completion on sale of assets re-registration process.	AP	Conditional – Mandatory if Investments are into AP In house investments only.	<ul style="list-style-type: none"> <li>• Confirmation of Payment and Appropriate Documentation received.</li> <li>• Receipt of Cash/ Uncleared Cheque or Cleared Assets</li> </ul>	• Monies allocated according to Member Instructions, and Confirmation issued to Member that Re-registration Complete.	2 Business Days
7A	AP allocates any monies to Member account	AP	Conditional – Mandatory if any Investments are out with AP In- house investments	<ul style="list-style-type: none"> <li>• Confirmation of Payment and Appropriate Documentation received.</li> <li>• Receipt of Cash/ Uncleared Cheque or Cleared Assets</li> </ul>	• Monies allocated according to Member Instructions, and Confirmation issued to Member that Re-registration Complete.	2 Business Days
8	Investment Manager completes Re-registration of Assets	Asset Manager	Not Reportable			N/A

Process Step	Description	Owner	Mandatory/ Optional	Trigger	End Point	SLA
9	AP Confirms completion of the Purchase of Assets	AP	Conditional – Mandatory if any Investments are out with AP In- house investments	Receipt of Asset Purchase confirmation from all investment managers	<ul style="list-style-type: none"> <li>• Monies allocated according to Member Instructions, and Confirmation issued to Member that Re-registration Complete.</li> </ul>	2 Business Days

### Combined Process Steps

Process Step	Description	Owner	Mandatory/ Optional	Trigger	End Point	SLA
4 + 6	CP validates AP and scam information, instructs Asset managers then transfers funds to AP or Trustee by payments system (e.g., BACS)	CP	Optional – May be measured against Individual Step SLA's	Valid Request to Transfer/Re-registration received.	<ul style="list-style-type: none"> <li>• Cash Advice Issued</li> <li>• Transfer Completion Issued</li> <li>• Transfer Rejected</li> </ul>	4 Business Days

## 8 Appendix C – Rejection Reasons

*Guidance Note 2:* The requirement here is to report the “Code NN”. STAR are aware that a number of organisations have chosen to collect the details at the “Examples” level as they believe that it will provide greater insight. This could become a future improvement, so the suggestion is that this should be considered when developing their solution.

Code NN	Description	Examples
G01	Failed Due Diligence	<ul style="list-style-type: none"> <li>G01.1 Failed Due Diligence</li> <li>G01.2 Failed Bankruptcy checks</li> <li>G01.3 Pension on Divorce Checks Failed</li> </ul>
G02	Unable to Match member/account	<ul style="list-style-type: none"> <li>G02.1 Member Details do not Match</li> <li>G02.2 Discrepancies/Incorrect info received</li> <li>G02.3 Invalid Information Received</li> <li>G02.4 Invalid customer details</li> <li>G02.5 Incorrect account number</li> </ul>
G03	Scheme or Product rules prevent transfer	<ul style="list-style-type: none"> <li>G03.1 Trustee has Declined Transfer</li> <li>G03.2 Unable to support product/Scheme Transfer</li> <li>G03.4 Cannot complete partial transfer</li> </ul>
G04	Valuation Invalid	<ul style="list-style-type: none"> <li>G04.1 Query Mismatched Expectation</li> <li>G04.2 10% Valuation change</li> <li>G04.3 Valuation no longer Valid</li> </ul>
G05	Issue with Payment	<ul style="list-style-type: none"> <li>G05.1 Incomplete/Wrong Payment details provided</li> <li>G05.2 Returned Payment</li> <li>G05.3 Unable to bank cheque/allocate funds</li> <li>G05.4 Payment received with wrong/no payment ref</li> <li>G05.5 Cannot match funds to member within 5 days</li> <li>G05.6 Payment reference not recognised</li> </ul>
G06	Death	<ul style="list-style-type: none"> <li>G06.1 Death</li> </ul>
G07	Member/Adviser Requests Cancellation	<ul style="list-style-type: none"> <li>G07.1 Member/Adviser Requests Cancellation</li> </ul>
G08	Duplicate Request	<ul style="list-style-type: none"> <li>G08.1 Duplicate Request</li> <li>G08.2 Account Already Closed</li> <li>G08.3 Duplicate information/transfer request</li> </ul>
G09	Insufficient Information to Proceed	<ul style="list-style-type: none"> <li>G09.1 Insufficient Information to Proceed</li> </ul>
G10	Incorrect product/Provider	<ul style="list-style-type: none"> <li>G10.1 Request received for incorrect brand/provider</li> <li>G10.2 Incorrect product requested</li> </ul>
G11	Fund Unavailable	<ul style="list-style-type: none"> <li>G11.1 Closed Fund</li> <li>G11.2 Corporate Action</li> <li>G11.3 Asset Purchase Information Incorrect</li> </ul>
G12	Adviser permission fails	<ul style="list-style-type: none"> <li>G12.1 Adviser has insufficient Authorisations</li> <li>G12.2 Adviser permission fails</li> <li>G12.3 Advice/Information timeout</li> </ul>
G13	Other	<ul style="list-style-type: none"> <li>G13.1 This Rejection reason is available to capture exceptional scenarios that are not covered by the reasons above. Its use will be monitored by the Accreditation Steering Group.</li> </ul>

## 9 Appendix D – Stop the Clock Reasons

*Guidance Note 3:* The requirement here is to report the “Code NN”. STAR are aware that a number of organisations have chosen to collect the details at the “Examples” level as they believe that it will provide greater insight. This could become a future improvement, so the suggestion is that this should be considered when developing their solution.

Code	Description	Examples
H01	In Flight Transaction	<ul style="list-style-type: none"> <li>H01.1 In Flight Transaction</li> </ul>
H02	Outstanding Payment/Income to be applied	<ul style="list-style-type: none"> <li>H02.1 Awaiting income payment</li> <li>H02.2 Awaiting final premium</li> </ul>
H03	Info required from Adviser/customer	<ul style="list-style-type: none"> <li>H03.1 Customer Authorisation</li> <li>H03.2 Exit Fee Handling</li> <li>H03.3 Awaiting retirement date</li> <li>H03.4 Bankruptcy</li> <li>H03.5 Delivery of risk warnings</li> <li>H03.6 Divorce</li> <li>H03.7 Exceeding LTA with/without protection</li> <li>H03.8 Pension sharing</li> <li>H03.9 Valuation query requires customer/adviser input</li> <li>H03.10 Outstanding fees &amp; charges</li> <li>H03.11 Lifetime allowance threshold breach</li> <li>H03.12 Change event - customer confirmation required</li> <li>H03.13 Customer/IFA query/unexpected differences</li> </ul>
H04	Details Required from Acquiring Party	<ul style="list-style-type: none"> <li>H04.1 Awaiting outstanding info</li> </ul>
H05	Details Required from Ceding Party	<ul style="list-style-type: none"> <li>H05.1 Awaiting outstanding info</li> <li>H05.2 Incorrect funds sent date</li> <li>H05.3 Query on valuation</li> <li>H05.4 Multiple portfolio valuations required</li> </ul>
H06	Customer/Adviser Requested Delay	<ul style="list-style-type: none"> <li>H06.1 Customer Delay Request</li> <li>H06.2 Adviser Delay Request</li> </ul>
H07	Illiquid Assets	<ul style="list-style-type: none"> <li>H07.1 Disinvestment delay</li> <li>H07.2 Ongoing corporate action</li> <li>H07.3 Unable to Transfer From existing Fund/Asset</li> <li>H07.4 Temporary fund suspension</li> <li>H07.5 Property Sale Required</li> </ul>
H08	Regulatory information/delay required	<ul style="list-style-type: none"> <li>H08.1 Additional checks required</li> <li>H08.2 Awaiting Advice Certificate</li> <li>H08.3 Pension review</li> <li>H08.4 Mandatory advice required (income guarantee/safeguarded benefits)</li> <li>H08.5 Regulatory notifications/waiting periods (e.g., safeguarded benefits) Scam/pension liberation checking</li> <li>H08.6 Adviser permission checks identified issue</li> <li>H08.7 Awaiting “Nudge” Response</li> </ul>
H09	Awaiting Trustee Authority	<ul style="list-style-type: none"> <li>H09.1 Awaiting Trustee Authority</li> <li>H09.2 Awaiting Joint Trustee Authority</li> </ul>
H10	Auto Enrolment – Cooling Off/Opt Out Period	<ul style="list-style-type: none"> <li>H10.1 Await End of AE Opt-Out Period</li> <li>H10.2 Pending Scheme Opt-out prior to transfer</li> <li>H10.3 Still Contributing to current scheme</li> </ul>
H11	Other	<ul style="list-style-type: none"> <li>H11.1 This reason is available to capture exceptional scenarios that are not covered by the reasons above. Its use will be monitored by the Accreditation Steering Group.</li> </ul>

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## 10 Customer Communications

TRIG outlined the importance of Acquiring Parties setting appropriate customer expectations regarding the Transfer Process. Every effort should be made to reflect the impact of complex investments, the method of transfer and the varying response times of Ceding Parties and any Third Parties involved.

The Working Group also reviewed the Customer Communications that participating organisations currently issue throughout the Transfer Journey, as reflected in the Process Capture Document, and identified where they felt that it was “Good Practice” for the Customer to be informed.

STAR members will be required to confirm their adherence to these Guidelines for Accreditation, but this will be collected separately as part of the submission process.

TRIG outlined the importance of Acquiring Parties setting appropriate customer expectations regarding the Transfer Process. Every effort should be made to reflect the impact of complex investments, the method of transfer and the varying response times of Ceding Parties and any Third Parties involved.

The Working Group also reviewed the Customer Communications that participating organisations currently issue throughout the Transfer Journey and identified where they felt that it was “Good Practice” for the Customer to be informed. These Guidelines are available [here](#).

STAR members will be required to confirm their adherence to these Guidelines for Accreditation, but this will be collected separately as part of the additional supplementary information detailed in [Section 2.3.9](#)