

ADMINISTRATION SERVICES

Administration is the foundation for running an efficient and compliant pension plan. Our approach reflects the needs of our clients who tend to be smaller plans looking for an administration service that is both **affordable** and **personable**.

We focus on two areas:



Promoting the member experience

With so much misunderstanding about pensions, it has never been more important to get member communication right. We work with our clients to ensure that they are provided with meaningful communication material and tools to understand their benefits fully.

Our highly expert and knowledgeable staff can readily answer any member queries in a friendly and approachable manner and are kept up to date with plan developments through our integrated team approach.

- A personal rapport with the client and members
- Access to informed and friendly staff
- In depth knowledge of their plans

Member feedback and client feedback is built into our systems



Providing Trustees Peace of Mind

We believe that plans should be managed in partnership with the client and that it is vital that they understand how the administration is being carried out. We offer a slightly different approach to most of our competitors.

Expert staff with actuarial involvement throughout

- Majority of our administration staff are PMI or QPA qualified or are studying for professional qualifications. Compared to industry standard of less than 25%.
- Actuaries act as client managers and are involved throughout.

Small integrated teams promote knowledge sharing

- Integrated team approach means developments can be analysed quickly and the impact on each individual plan assessed.

Bespoke reporting procedures

- Annual plan health checks ensure that all parties are kept fully up to date and that any issues and possible improvements can be quickly identified and discussed.
- Work with the client to design a bespoke reporting system which provides the Trustees with the information that they need.

Our Key Differentiators

By appointing Atkin you will enjoy direct access to our very experienced team – they will be your partners in addressing the challenges of managing a DB pension plan. The cornerstones of our services are:



Thinking Approach

We adopt a **thinking approach to avoid automations** which do not always increase efficiency and can easily lead to a key issue being overlooked.



Real Passion

Our staff have a **real passion for the job**, which we maintain by keeping them involved in all areas of the business to achieve a rounded approach to our advice.



Small scheme specialists

We **specialise in dealing with smaller plans** and has an unparalleled understanding of the problems they face.



Bespoke and personal service

We **focus on your specific circumstances** to avoid a one size fits all solution which is often incorrect.