

Trafalgar House completes full admin transition for EDFG Pension Scheme

Press release: 10 October 2024

Trafalgar House, a specialist third-party pensions administrator, today announced the completion of the full administration transfer for The EDF Group of the ESPS (EDFG) pension scheme, a Defined Benefit (DB) and Defined Contribution (DC) arrangement comprising of over 30,000 members. * The installation programme, which ran from 1 August 2023 to 1 July 2024, involved key projects such data cleansing and automation.

EDF is Britain's biggest generator of zero carbon electricity¹ and supplies millions of customers with electricity and gas.

Daniel Taylor, Client Director at Trafalgar House, commented: "The EDFG is a large and complex scheme, a significant challenge in terms of management and administration. Working closely with EDF's Pensions Management Team and Trustees throughout, we were able to not only ensure a smooth and transparent process but also that their expectations of collaboration, managing member expectations, client and service management together with best practice in administration were not only met but surpassed.

"Good admin is the bedrock of a well-run scheme, and critical to the member experience, but an administration transfer process can be long, onerous and complicated if not managed correctly. Unfortunately, this can put many schemes off undertaking reviews. We are proud to have completed this transition, and we hope this clearly demonstrates that with strong collaboration, well defined objectives within a strong governance structure, and open communication, it is entirely achievable - no matter the scale or complexity of the scheme. "

Clive Potheary, Pensions Liaison Manager at EDF, added: "Our priority was to improve the member experience by enhancing processes, ensuring data accuracy, and driving automation. To achieve this, we needed an administration partner not only capable of delivering high-quality services that aligned with our corporate and Trustee shared goals, but also shared our commitment and focus on the member experience.

"Working with Trafalgar House was a true partnership. Their proactive approach, combined with their ability to deliver a highly automated service with a truly member focused experience really stood out, as did their open and transparent communication throughout. We thoroughly enjoyed working with the team and looking forward to further developing the relationship, and what we can offer our members."

-ENDS-

¹ <https://edfenergy.com/energy>

*As of 30 September 2022

Notes to editors:

Trafalgar House is a specialist pensions administrator.

Founded in 2006, our mission is to set the highest standard of pensions administration by any recognised measure. We achieve this through sustained investment in our people, processes and systems.

We started life as an in-house administrator. Our foundations are in quality and member experience. Since our creation, we have grown as a third-party administrator. Adopting technology and innovation from across the market, we have emerged as a business of administration experts.

We have offices in London and Farnborough, over 30 clients and 170 staff. We hold internationally recognised accreditations for quality, security, development, customer service and environmental protection.

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