



**27 November 2018**

## **MyCSP achieves PASA Accreditation**

The Pensions Administration Standards Association (PASA), the independent body dedicated to driving up standards in pensions administration, today announced MyCSP, the administrator for the Civil Service Pensions arrangements providing pensions to over 1.5 million people, as the latest organisation to achieve PASA accreditation.

**Lorraine Harper, Chair of PASA’s Accreditation Committee, commented:** “MyCSP has now achieved the gold standard in high quality pension administration. The PASA accreditation process is extremely rigorous, making it even more of an accomplishment for those who are able to strive towards it. MyCSP has demonstrated outstanding service and high-quality administration that when displayed across the industry, helps to create a higher standard we can all aim for. Running the third largest defined benefit scheme in the UK, MyCSP has clients ranging from the House of Commons to the DWP, and it is a testament to the standing of the PASA accreditation that firms of this calibre are actively seeking and working towards this achievement. Administration is a crucial issue and we are seeing it become an increasing priority for trustees and schemes.”

**Matt Thurstan, Chief Executive at MyCSP, commented:** “This achievement is hugely rewarding for the entire team who have worked to ensure our members receive the highest standard of service. Achieving independent accreditation from PASA allows us to genuinely demonstrate to members that they are receiving the highest standards of care, and that we are actively and continuously working to improve our standards for them.”

**ENDS**

## Notes to Editors

The Pensions Administration Standards Association (PASA) was created to provide an independent infrastructure which will set, develop, guide and assess administration standards.

PASA will act as a focal point and engage with industry and government to create protocols for understanding good administration - but also appreciates there is no one size that fits all. PASA will develop evidential accreditation practices which will allow benchmarking across and between the industry regardless of how the administration is being delivered.

As well as raising the profile of pension administration generally, PASA will focus on three core activities.

1. Defining good standards of pensions administration relevant to all providers, whether in-house, third party or insurers
2. Publishing guidance to support those standards
3. Being an independent accreditation body, assessing the achievement of good standards by schemes (regardless of provider)

There is no organisation providing such services across schemes, yet there is a demand for evidence of service quality from scheme trustees, sponsors, administrators, insurers, scheme members and regulators.

### About PASA Accreditation

PASA Accreditation is open to all corporate members of PASA (DB, DC, trust-based and contract-based schemes). PASA Accreditation is granted following an independent evaluation and assessment process, which includes on-site visits and the review of documentation to evidence controls, procedures, process, staff development and contractual positions with clients.

Full details on PASA can be found by visiting [www.pasa-uk.com](http://www.pasa-uk.com).

Full details on PASA Accreditation can be found by visiting <http://www.pasa-uk.com/pasa-accreditation>

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