

Action for Children outsource pensions administration to Trafalgar House

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Trafalgar House, the pensions administration specialist, today announced that it has been appointed to provide pensions administration services to the Action for Children Pension Fund, which has more than 7,000 members and over £600m of assets. As part of the appointment, which took effect from 1 December 2018, Trafalgar House also transferred two members of the in-house pensions team, to ensure continuity of service to pension scheme members.

Nick Wood, Pensions Manager at Action for Children, said: “Action for Children has a long tradition of in-house member care, so we wanted to ensure that the administrator we selected would continue to uphold that aim. It was clear from the outset of the process that Trafalgar House shared these values and could offer our members a seamless transition. We found the transition process an efficient and well-managed exercise that has got the relationship off to a great start. We look forward to working with them to continue to develop the service.”

Dinesh Visavadia, Trustee Director for the Action for Children Pension Fund, said: “When looking for suitable administrators, the Trustee working group put the member experience at the heart of the service. Having a solid platform to continue the same care that the in-house team provided in dealing with members was important. At the same time, it was important to have a strong foundation to enhance the member experience going forward through the use of technology. After an extensive selection process, the Trustees felt that Trafalgar House had the right values and approach to serving the Action for Children pension members.”

(ENDS)

Notes to editors:

Trafalgar House is a pensions administration specialist, providing expert administration, payroll, accounting & treasury and trustee secretarial services to all types of occupational scheme.

We deliver services through a single team of named contacts – no functional teams or offshoring – enabling clients and their scheme members to enjoy a personal service from a team of UK-based experts. Our highly-experienced team is also supported by state-of-the-art systems. Alongside direct contact with our administration experts, pension scheme members can access My Work Pension, a cutting-edge online self-service solution. Working in partnership with specialist communication consultants we have also crafted a suite of highly-engaging core communications that are available to all clients.

Our long track record of excellent service delivery is evidenced by our Investor in Customers Gold Award, held for the last two years. Trafalgar House was also named Third-Party Administrator of the Year at the Professional Pensions UK Pension Awards 2018 and Administrator of the Year at the Pensions Age Awards 2019. Trafalgar House is an AAF 01/06 accredited operation.

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