

## Leaver Form On Time



Meet William,

William decided to take a career break from 07/08/2017 and go travelling for a year.

### Employer

His employer sent in the leaver form at this date.



### SPPA

As his employer sent in his leaver form the month after he left the scheme he received a leaver letter allowing him to know his pension rights.



### William

He decided to preserve his pension rights so he could continue paying into his pension upon his return.



## Missing Leaver Form



Meet Mark,

Mark is employed for one year when he decides to take a career break and chooses not to continue to contribute during his time off.

Unfortunately the employer did not send the leaver form to the SPPA.

### SPPA

The SPPA are not aware the member has went on a career break and left the scheme. A work task had to be generated for the Record Maintenance Team to investigate why the record sits out of date but still active and they had to request the missing leaver from the employer.



### Employer

The leaver form was not sent within six weeks of the member leaving the scheme, so the employer was in breach of the Public Service Pensions (Record Keeping and Miscellaneous Amendments) Regulations 2014.



### Mark

The SPPA didn't send Mark a leaver letter, which included vital information about leaving the scheme. As SPPA had not received the leaver form he would be unable to receive a refund, and if he requested a transfer out this had to be actioned within three months of the request.

