

## Annual Return on time



Meet Annie,

Annie has arranged a meeting with her financial advisor to start planning for her retirement. In order for her advisor to provide the best advice, she needs a copy of her annual benefit statement (ABS).

### Employer

Annie's employer dedicated time to the annual return exercise and ensured they submitted all returns for all active employments before the deadline.



### SPPA

SPPA received the annual return and used the information to update Annie's pension record and to produce an ABS.



### Annie

Annie logged onto the [MyPension Online](#) web portal and downloaded her latest ABS, allowing her financial advisor to help Annie plan for her retirement.



## Missing Annual Return



Meet Sanjeev,

Sanjeev is looking to buy a new family home. His financial advisor has asked him to provide copies of his ABS to confirm affordability.

### Employer

Sanjeev's employer submitted an annual return before the deadline for his main contract. Sanjeev is also a bank worker, but hasn't worked within the financial year. His employer did not provide a nil return for this post.



### SPPA

The SPPA received the annual return and updated Sanjeev's pension record and attempted to generate an ABS. The production of the ABS failed as one of the member's contracts had not been bought up to date. A work task was generated for the Record Maintenance Team to investigate the reason for the failure. They then had to contact the employer to request the missing annual return. The SPPA had to report a failure to produce an ABS to the Pensions Regulator.



### Sanjeev

Sanjeev logged onto [MyPensions Online](#) but could not see his statement. He was alarmed that his record was out of date. He had to postpone his meeting with his financial advisor and was concerned that any further delays could jeopardise his ability to purchase his new home.

