

COVID-19



EQUINITI PAYMASTER SERVICING PRIORITIES

Priority 1	Priority 2	Priority 3	Priority 4
Monthly Payroll (including HMRC payments)	Retirement finalisations (paperwork resolution)	Transfer-out quotations	Expression of wish forms (any pending updates checked for all death cases)
Pension set-ups	Divorce (paperwork resolution)	Transfer-out (paperwork resolution)	Address changes (subject to impacting higher priorities)
Cashflow management /funding to pay pensions	Death notifications	Member name changes	General enquiries
Spouse/dependant payments	Subject access requests (SAR)	Retirement quotations (6 months to retirement)	Gone away management
Unsuspending of pensioners	Transfer out finalisations	IDRP and complaint responses	IFA queries where not requesting transfer out quotation
Pension overpayment suspension	Payment of supplier invoices	Leavers (and refunds)	Benefit statement copy request
Death finalisations	Complaint acknowledgment		P60 / payslip requests
Retirement pension set up and pay PCLS	Trustee discretion cases		Chasers
Divorce finalisations – payments			Annual allowance queries from members
Serious Ill-Health finalisation (paperwork resolution)			
Bank account changes			

Priority 1	Priority 2	Priority 3	Priority 4
AVC Payments to providers			
Death-in-Service cases			