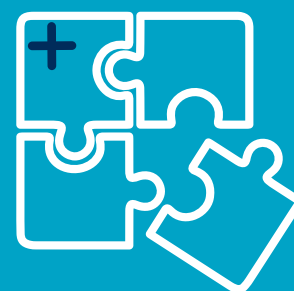


# Understanding the administration capabilities of your chosen insurer



June 2022

**As you progress through your exercise to select an insurer, you need to be confident that they have the right people, processes and technology to deliver high-quality administration to policyholders once your scheme moves to buy-out.**

**Our Pensions Management Consulting team have the expertise and industry knowledge you need to assess your shortlisted insurers' potential.**

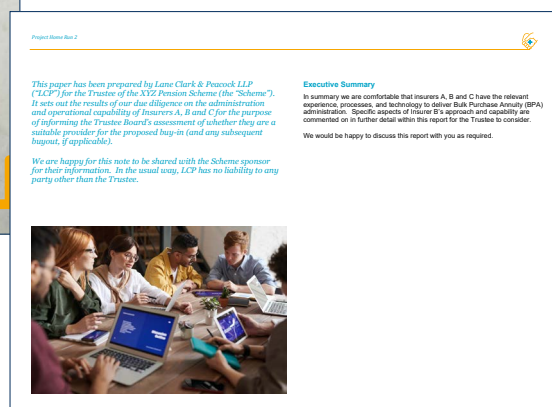
## How can LCP help?

We carry out regular market research on insurers and their administrative capabilities. This ensures that we can present you with the most up-to-date advice and information.

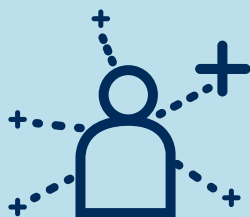
To streamline your options, our Pensions Management Consulting team works collaboratively to:

- 1** *Provide relevant information*  
 Through our comprehensive research, we can provide initial information to support you in deciding which insurer best suits your scheme's needs when it comes to administration.
- 2** *Generate a report on the admin capabilities of the insurers*  
 Collating our research, we will summarise your options in a clear and concise report.
- 3** *Provide confirmation to the Trustee*  
 As you progress to the final stages of your selection, we can provide an additional confirmation to summarise our findings on your preferred insurer, giving you further comfort as you finalise your selection.

Example Report:



## Our experience



We have completed and presented over 20 insurer administration reports between 2019 and 2021.

## Market awareness



We research and work closely with all eight bulk annuity insurers to give you certainty around administration aspects when making your decision on your choice of provider.

|                            | In-house or outsourced? | Location   |
|----------------------------|-------------------------|------------|
| <b>Aviva</b>               | In-house                | Norwich    |
| <b>Canada Life</b>         | Outsourced (Mercer)     | Various    |
| <b>JUST</b>                | Outsourced (Mercer)     | Orpington  |
| <b>Legal &amp; General</b> | In-house                | Hove       |
| <b>PIC</b>                 | Outsourced (Capita)     | Darlington |
| <b>Rothsay Life</b>        | Outsourced (panel)      | Various    |
| <b>Scottish Widows</b>     | Outsourced (Mercer)     | Chichester |
| <b>Standard Life</b>       | Outsourced (Equiniti)   | Crawley    |

Not all BPA insurers carry out admin processes in-house. Often, these activities are outsourced to a professional Third-Party Administrator (“TPA”).

Our job is to find the right insurer administration service for your scheme.

## Want to find out more?

To discuss how we can help you find the right insurer administration provider, please contact Priya, Mathew, Chris or Dan:



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