

# Major Retail Bank – Pension Compliance Review

## The Task

Our client was completing a comprehensive proactive review of **54,000 pension scheme transfers**, to identify possible non compliance and speed up the Bank's communication with customers who might be at risk.

Momenta was engaged to contribute to a pilot programme that involved testing of all proposed operating procedures and the provision of operating teams.

## Our Solution



Momenta deployed over 150 experienced resources across multiple roles to deliver the programme



We developed processes, procedures and training material for the review, implementing several process efficiencies



Our team provided expert technical support to advise on the scope and strategy for the programme



We developed and deployed an effective workflow solution to ensure the operation could function effectively, and our client could report accurately on the progress of the programme

Met key regulatory  
requirements & deadlines

Delivered correct  
customer outcomes  
for our client

Multiple process  
efficiencies implemented

## Client Outcome



At the completion of the project, all customers who suffered financial detriment received compensation in accordance with both the client's values and the Regulator's requirements



The project was delivered on time and within budget, and described by our client as a 'model remediation project'



Over 54,000 pension transfers  
reviewed