

A leading UK retail bank

Pension compliance review



The task

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.

The solution

Momenta was engaged to contribute to a pilot programme that involved testing of all proposed operating procedures. We were then selected to provide expert operational teams with the capability to:

- Review the cases – both simple and complex
- Develop processes and procedures for the main review and for remediation
- Provide expert technical support for difficult cases
- Manage and supervise the workflow
- Develop customer communications. At its peak, the Momenta associate team numbered 150 people..

The 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. As a result of the successful delivery of this project Momenta has been awarded two further pieces of work – both of which have been delivered on time and on budget, and were viewed by the client as 'model' remediation projects.

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54,000
pension scheme
transfers reviewed



150 Momenta
Associates on project

About us

Momenta is a global contingent resource solutions company, providing skilled professionals to the financial services, legal, technology and training and development sectors for over 30 years. Our people selection process is recognised through ISO 9001:2015 accreditation ensuring we provide our clients with the right people, with the right skills, at the right time and cost effectively. We are building the workforce of the future. Today.

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