

**Media Release
17 September 2008**

For immediate release

Xafinity Paymaster raises standards with the launch of a new Pensions Training Service

Xafinity Paymaster, one of the UK's largest and most experienced providers of outsourced pensions administration, has today launched a new Pensions Training Service for pensions practitioners and supporting roles, across both the private and public sectors.

In today's fast moving environment, the need to keep up to date with changing legislation, regulation and best practice has never been more important. With the increasing pressure on resources to meet service levels, pensions technical training is an area which can often be neglected.

With The Pensions Advisory Service (TPAS) reporting a 16% increase in the number of complaints about poor administration relating to occupational schemes last year, it is clear that standards are still falling short of those expected by members. Complaints about mal-administration accounted for 31% of all complaints.

Xafinity Paymaster's service is designed to build greater technical knowledge raising standards, and improving the service provided to scheme members.

The extensive range of courses caters for a wide variety of roles and is highly flexible, with standard courses and the option to create bespoke learning programmes to meet precise needs.

Courses cover pensions basics right through to more demanding topics such as divorce. Xafinity Paymaster has also developed content for early retirement and ill health – the two subject areas which saw the biggest increase in complaints made to TPAS last year.

Xafinity Paymaster Director, Robert Branagh, commented:

“The industry is heading towards a two-tier approach to administration. We will have those people who will push buttons and those who will actually understand the concepts and calculations behind the complex aspects of administering a pension fund which is obviously the better option of the two.

Our aim at Xafinity Paymaster is to address this shortfall in pensions knowledge in the industry by providing a range of pension training options for anyone involved in managing and administering pension schemes”.

In addition to their standard and bespoke courses, the pension experts in Xafinity Paymaster’s Pension Training Services Division can offer examination support to those who are currently studying for their formal pension qualifications.

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Notes to Editors

Attached: Xafinity Paymaster Training Services brochure (pdf)
Photo of Robert Branagh

The main qualifications for staff engaged in the administration of trust-based pension schemes are:

- the Qualification in Pensions Administration (QPA);
- the Qualification in Public Sector Pensions Administration (QPSPA);
- the Diploma in Pension Calculations (DPC); and
- the Retirement Provision Certificate (RPC).

Xafinity Paymaster has a number of pension professionals keeping abreast of ever changing legislation, regulation and governance requirements that impact on the administration of employee benefits.

The move to Defined Contribution, Hybrid and Career-average schemes, the growing use of technology in member communications and the increasing pace of corporate change all present challenges for administrators; this leads to new patterns of working and the need to develop fresh skills.

It is this constantly changing environment, which drives the need for schemes and third-party administrators (TPAs) to invest in training and education.

For those who manage their schemes in-house, all aspects of pensions administration including retirement calculations, dealing with divorce, legislative updates and technical aspects of administration are all included in the new training programmes offered by Xafinity Paymaster.

Xafinity Paymaster's award-winning Pension Training Services are conducted by pensions experts at their training centres or bespoke courses are held at company's premises.

Xafinity Paymaster last year signed up to the RSPA's General Statement of Administration Standards.



Xafinity Paymaster is one of the UK's largest providers of outsourced pensions administration, payments and collections, complaints handling and resourcing services for hundreds of public and private sector organisations.

Xafinity Paymaster has an unparalleled 170 years' experience in large-scale financial administration. Founded in 1836, Xafinity Paymaster has an unparalleled 170 years' experience in large-scale financial administration. Over 2 million members throughout the

world rely on Xafinity Paymaster to pay their pensions, with transaction values exceeding £10 billion every year.

www.xafinitypaymaster.com



Xafinity is one of the UK's leading specialist providers of pensions, employee benefits and payments expertise, with 170 years' experience and handling £2 trillion annually.

The group provides consulting, software, resourcing, training and business process outsourcing services that enable public and private sector organisations to deliver employee benefits more efficiently.

In 2008, we were voted Pensions Administration System Provider of the Year and won the Pensions Administration Software Award, as well as winning Best Pensions Software provider in 2007. We are the accredited software supplier to the UK Principal Civil Service Pension Scheme.

With 1,500 people nationwide, we have operational and relationship management centres across the UK, in Bath, Cardiff, Crawley, Fleetwood, Leeds, London, Reading, Stafford, Stirling and Waterlooville.

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