

xâfinity paymaster 



The UK's specialist in pensions
administration, collections and payments.





Welcome to the UK's premier specialist in pensions administration, collections and payments

Founded in 1836 – with an unparalleled 170 years' experience in large-scale financial administration.

Handling over £2 trillion worth of banking transactions each year.

Paying over £7 billion annually to more than 1.5 million pensioners in 189 countries.

Administering annuities to over a quarter of a million insurance company customers every year.

Managing financial and pensions administration, payroll and banking for more than 1,100 public sector organisations.

Collecting pension contributions from over a million members of one of Europe's largest pension schemes.

Carrying out 42m BACS and 100,000 CHAPS transactions a year.

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Leading the way in financial business process outsourcing

Focusing on core business – while outsourcing volume processes to a reliable, competent, cost-optimised partner – is today recognised as a vital element of business strategy.

In the area of pensions administration, collections and payments it can transform the process economics, provided the right partner, with the right experience can be found.

And there is one UK organisation that has 170 years of track record behind it.

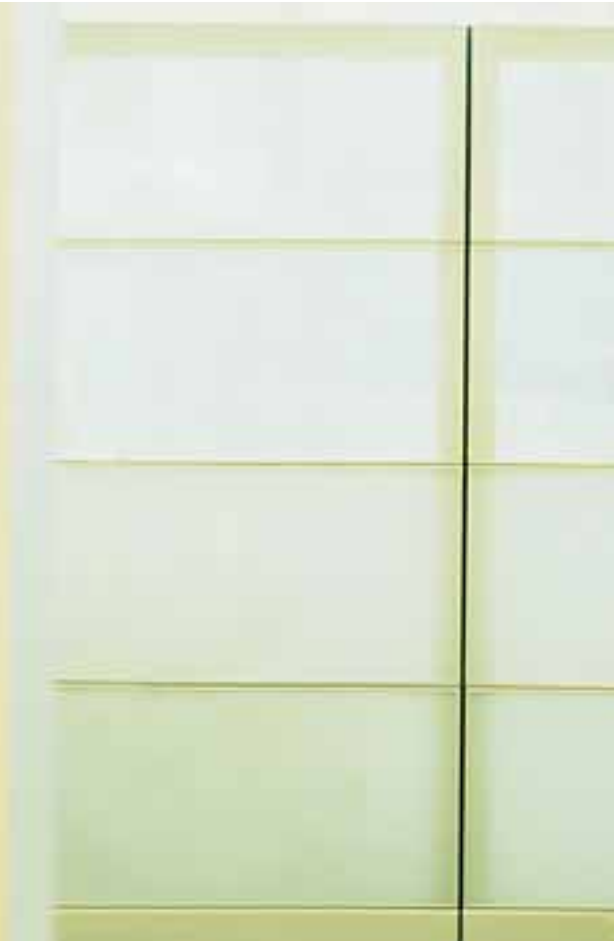
Founded in 1836 as the Office of His Majesty's Paymaster-General and in the private sector since 1997, Xafinity Paymaster is today one of the country's largest, and certainly the most experienced provider of outsourced financial administration services.

From our network of operational centres, over 800 staff manage financial transactions amounting to

a staggering £2 trillion every year, as well as paying around £7 billion in pensioner payroll and collecting contributions on behalf of the NHS pension fund – one of Europe's largest, with over a million members.

In financial processing, to achieve the necessary economies of scale and skill, a perfect blend of people, processes and platforms are required.

With our own unequalled experience, access to award winning and market-leading specialist software and consulting expertise brought to us by membership of the Xafinity group, Xafinity Paymaster is ideally placed to transform the economics of pension administration, collections and payments for public and private sector organisations of all sizes.



Blending people, processes and platforms to optimise administration economics



At Xafinity Paymaster, we have one focused aim: to relieve our customers of the burden and cost of large scale, repetitive but nonetheless highly important tasks and so enable them to focus on their core business, without worry.

In pensions and financial processing, every transaction, every case, every member, every payment or collection

is vital. So administering thousands or millions of these every year – without error – requires a level of skill, understanding and resources that few organisations can deliver.

Our specialist expertise is supported by the best technology and process expertise in the UK market, and focused on three main areas of financial administration.

Pensions Administration

As legislative and regulatory burdens rise, pension deficits drive down costs, occupational pension schemes migrate towards defined contributions and new flexible benefit structures emerge, many organisations opt to entrust their pensions administration to a specialist.

At Xafinity Paymaster, we ensure that our customers' pension schemes benefit from:

- lower processing costs
- assured performance levels
- latest administration system technology
- continuous regulatory compliance
- highest standards of customer care

Using the award winning and market-leading Compendia platform from our sister company Xafinity Claybrook, we are able to provide highly efficient and accurate administration for schemes of all sizes.

The first fully web-based solution and an integrated, straight-through processing platform, Compendia enables us to provide the highest levels of visibility, self-service access, member documentation and management reporting.

More than 100 of the UK's largest employers partner with Xafinity Paymaster to deliver the standards of pension administration that support the quality of their corporate brands.

Payments and Payments Processing

Having spent 170 years paying the UK armed forces and government employees, our experience in this area is second to none.

Payments processing can be a major logistical challenge for large organisations or those with large and complex payments matrices.

Our ability to handle everything from individual transactions to large volumes of payments accurately and securely – in terms of both processing and actual banking payments – enables customers to streamline their own operations, and even develop new business models with confidence.

Annuity payments, for instance, are a critical factor in the economics of insurance-based pensions, but often struggle to keep up with industry-leading standards without major back-office investment. Xafinity Paymaster overcomes this.

Whether we are paying annuities, salaries, pensioner payroll or banking payments, our sophisticated systems offer a wide range of payment methods and frequencies, flexible increases and all aspects of tax and NI.

Our comprehensive range of payments services include:

- Annuity payments
- Overseas payments
- Payments processing
- Pensions payroll
- Salary payments

"Norwich Union chose to work with Xafinity Paymaster because of its reputation for service, delivery and robust systems in the area of large volume pension payment services."

Tony Martin, Corporate Pensions Manager, Norwich Union

"You should congratulate yourselves on achieving high quality team results – well done. I know that you use your initiative to get results. This is not just about SLAs but looking after the customer."

Mike Acred, Pensions Manager,
Liverpool Victoria

"Xafinity Paymaster are very knowledgeable about pensions administration and their expertise provides us with a high-quality service, whilst at the same time reducing our costs. Xafinity Paymaster is now responsible not only for maintaining the system to support the service, but also for keeping abreast of PCSPS and legislative changes. We would certainly recommend them to other departments."

John Ellery, Head of Personnel, Central Office of Information (COI)



Collections

Integral to pension administration and payments, collections is nonetheless a complex and critical skillset in its own right, which can challenge individual finance departments. Problems in this area can seriously impact cashflow and potentially cause significant issues with pensioners, suppliers or employees.

Xafinity Paymaster is highly experienced in collections, and has the skills and dedicated systems required to handle the process smoothly and efficiently – and at low unit cost.

As the organisation responsible for collecting contributions for one of the largest pension schemes in Europe – that of the UK National Health Service – we have a degree of experience in this field that is hard to see matched anywhere else in the market.

Bespoke Services

Across all three areas of administration, payments and collections, Xafinity Paymaster has the breadth of expertise and systems to design our services exactly as customers require them.

Specific needs ranging from complex foreign exchange remittances to salary settlements for the judiciary, from pensions training to collections insourcing are already catered for, to support the requirements of individual customers.

With our robust and flexible technology platform and wide ranging skill-base, we are ideally suited to tailor solutions to specific requirements; and achieve the cost and process efficiencies businesses seek, while maintaining high standards of customer service.

Solutions can be fully branded to blend seamlessly into the customer's organisation and scaled easily to match varying levels of demand.

Xafinity Paymaster clients

Among our 150 clients are:

EDS
Generali
GlaxoSmithKline
HM Treasury
Liverpool Victoria
Mineworkers Pension Scheme
National Australia Group
NHS Business Services Authority
Pensions Division
Norwich Union
Office of HM Paymaster General
Police Forces
Sun Life Financial of Canada
Service Personnel and Veterans Agency
telent plc

If you would like more information on how Xafinity Paymaster can help you transform your pensions administration, collections and payments, please call us on 01293 560999 or visit www.xafinitypaymaster.com

Xafinity: the UK's pensions and benefits specialist

Xafinity Paymaster is a member of the Xafinity group, one of the UK's leading specialist provider of pensions and employee benefits expertise, with 170 years' experience and handling £2 trillion annually.

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

We were voted the Flexible Benefits Advisor of the Year 2006 and the Best Pensions Software provider 2007, and are the accredited software supplier to the UK Principal Civil Service Pension Scheme.

With 1,100 people nationwide, we have operational and relationship management centres across the UK, in Bath, Birmingham, Crawley, Fleetwood, Leeds, London, Reading, Stafford and Waterlooville.

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of the Pensions Management Institute

