



What our clients say...

"The Trustees of the Society of Chemical Industry Pension Scheme employed Xafinity Paymaster to provide administrative support and guidance for the wind - up of the Scheme funds and trusts. Xafinity were flexible to negotiate their fees for this extensive and long winded exercise.

The quality of the support was excellent - timely, considered and proactive. It was great to know that we could rely on Xafinity to keep a watchful eye on the process, deliver on time and avoid any potential pitfalls. We also had the benefit of additional advice to watch out for compliance not included in the SLA.

The service package provided was very good value and I would recommend Xafinity to others for consideration."

Discontinuance Testimonial – Hamza Ali, Director of Finance, Society of Chemical Industry, November 2010

"Based on ITS's experience of dealing with the Xafinity Stirling Discontinuance team I would have no hesitation in endorsing it for Assess & Pay work. Indeed the level of commitment, competitive pricing, technical excellence and quality of delivery demonstrated on the Visteon case is such that I would endorse the Stirling team for all forms of PPF assessment period work."

PPF Testimonial – Chris Martin, Managing Director of Independent Trustee Services, November 2010

"Xafinity Paymaster has created an innovative and comprehensive tool with terrific potential for the PPF. The Paymaster PPF Conversion tool seems to be perfect for achieving the PPF goal of five DIL cuts or less. I observed first hand a demonstration of how it produces the conversion calculation, the payroll output files, mail merge files and the DIL file across a myriad of categories of member and complexities. I also observed how it can be used to alter equalisation dates, adopt NISPI GMPs and equalise GMPs programmatically. I would strongly recommend Xafinity Paymaster as a PPF administration services provider."

PPF Testimonial – David Jones, PPF Transition Analyst, November 2010

"I worked on a project with the Stirling Xafinity Paymaster discontinuance team for approximately eighteen months. Throughout that period they demonstrated the utmost professionalism, extensive pensions knowledge, a level of project management that could not be equalled on other projects that I was responsible for; the highest level of clarity and presentation in their written and verbal communication and, an unrivalled strength in developing and utilising ICT facilities to deliver and enhance the clients requirements. All of this was done on one of the most complex projects that I was involved in during that time, and with a background of considerable external influences which surrounded that project, this did not hinder their ability to being a major contributor in its success."

PPF Testimonial – Graham Bowtle, PPF Caseworker, October 2010

"Xafinity Paymaster were the administrators of the Plan and assisted us with the successful transition of the first pension scheme into the Financial Assistance Scheme (FAS) centralised fund. We were delighted with the service provided by Xafinity Paymaster as they responded to demanding data requirements within tight timescales to ensure a smooth transfer to the FAS centralised fund."

FAS Testimonial – Emma Hanley, Temple Trustees Limited, August 2010

"The Trustees of the MSF Staff Pension Scheme (NUIW Section) and the Sponsoring Employer appointed Xafinity Paymaster to carry out the administrative work of winding up the scheme.

Xafinity Paymaster drafted up an initial protocol, which was an agreement between the sponsoring employer and Trustees as to how the wind-up was to be handled. This set out decisions such as responsibilities for meeting winding-up expenses and the tolerance to be used to complete the GMP reconciliation. This helped progress the wind up as roles were clearly defined and the Trustees did not need to be consulted at every turn. The contract to carry out the work was agreed and put in place, this gave both the Trustees and the Sponsoring Employer the comfort and reassurance that the wind up would be progressed in a professional and timely manner, and defined costs.

Xafinity allocated a scheme owner, who was the main point of contact throughout the process and effectively managed the wind up. The Trustees and the Sponsoring Employer were kept fully informed and received a monthly progress report.

The winding up of the scheme was completed within budget and would have been completed within a 2 year timescale, but for external factors that were not in the control of Xafinity.

Overall both the Employer and the Trustees were very pleased with the professional and efficient service they received from Xafinity Paymaster.'

Discontinuance Testimonial – John Cullen, First Actuarial, June 2010

"The Trustees of the Abbot (Kings Langley) 1978 Pension Scheme employed Xafinity Pensions Consulting as their advisers for the closure of the scheme. The initial meeting was clear and informative, outlining the information which was needed and tasks which Xafinity, the Trustees and the Employer would need to perform. The fees were explained and a timescale agreed. Specific requirements of the Trustees were taken into account throughout and any concerns addressed speedily. The Trustees were kept fully informed of progress as time passed and received a monthly schedule of tasks, (performed and outstanding).

We dealt with one contact throughout the process from whom advice was available at any time. If he was unable to advise us he was not only prepared to say so but also usually able to put us in touch with someone who could.

The closure of the scheme was completed well within the budgeted cap and although not on time, the delays were entirely due to outside agencies not in the control of Xafinity or the Trustees. During these delays Xafinity chased the various agencies on our behalf and kept us fully informed.

The Trustees were delighted with the friendly and efficient service."

Discontinuance Testimonial – Mrs. D.L.Chaffin, Chair of Trustees, Abbot (Kings Langley) 1978 Pension Scheme, January 2010

Xafinity Paymaster is a leading business process outsourcing organisation providing pension, payroll and annuity administration for more than 750 schemes covering the full spectrum of sizes and arrangements. Xafinity Paymaster delivers large scale financial administration for more than 130 major public and private sector organisations and makes payments totalling over £11 billion per annum to pensioners, dependants and annuitants in over 180 countries worldwide.

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