

Trustee Roles and Responsibilities



Section 1 - Core Administration Function Services provided by Aviva as Registered Administrator

It's up to the Trustee to appoint a Registered Administrator to the scheme.

If Aviva are the appointed Registered Administrator, you can see our responsibilities under 'What Aviva will do as Registered Administrators'.

The Trustee will...	What Trustees have to do	What Aviva will do as Registered Administrators
<i>Membership Records</i>		
Keep records of members, dependants and other beneficiaries.	Send any member information/ updates to Aviva so they can keep their member records up-to-date.	Keep our members records up-to-date when we're told about any new instructions from the Trustees/ Intermediary for changes or upgrading that information.
<i>Annual Benefit Statements</i>		
<p>Arrange for the preparation of annual benefit statements (ABS) and statements of reasonable projections (SORP). They'll be provided at least once every Scheme year to each member employed and in the Scheme.</p> <p>The information must not be more than six months older than the statement date.</p>	<p>Forward on the ABS and SORP documentation from Aviva, to the members (Executive/One-man arrangements) in accordance with timelines outlined in Trustee Duty.</p> <p>Send documentation from Financial Broker and issue to members (Group/ Declaration of Trust Schemes).</p>	<p>Send ABS and SORP to Trustees for Executive/One-man arrangements at least once a year with a date not earlier than six months before the statement is issued.</p> <p>Send ABS and SORP to Financial Broker on Group/ Declaration of Trust Schemes at least once a year with a date not earlier than six months before the statement is issued.</p> <p>Send SORPs for any material changes to a Scheme.</p> <p>Respond to all ad hoc requests for an ABS/SORP and issue to the Intermediary/Trustees.</p>
<i>Annual Report</i>		
Prepare the Alternative Annual Report (AAR) for schemes with less than 100 active and deferred members.	Sign and return a copy of the AAR to Aviva and make it available to the Scheme members within nine months of the Scheme year end.	<p>Send an AAR to the Trustees within eight months of the Scheme year end.</p> <p>Keep a signed copy (by the Trustee) of the AAR on file.</p>
Prepare the Trustee Annual Report (TAR) for schemes with more than 100 active and deferred members.	Make the TAR available to the members within nine months of the end of the Scheme year. The TAR must contain audited accounts along with the annual report. The trustees must make sure the audited accounts are prepared.	Send the TAR within eight months of the end of the Scheme year to Trustees.

Section 2 - Administration activities provided by Aviva for and on behalf of the Trustees of the Scheme

Here's what Aviva will provide for Trustees where we administer the scheme and may or may not be the Registered Administrator.

The Trustee will...	What Trustees have to do	What Aviva will do as Registered Administrators
<i>Registration/Tax Approval of Schemes</i>		
Register Schemes with the Pensions Authority within six months after it's started.	Make sure Aviva receive all documentation needed to register the scheme for the Trustee.	Arrange approval of Schemes by the Revenue Commissioners. Arrange registration of Schemes with the Pensions Authority for the Trustees.
<i>Payment of Fees</i>		
Pay an annual fee to the Pensions Authority.		Use funds from the Policies to pay the Pensions Authority fee for the Trustees. Normally we'll do this by cancelling units from the Policies, but this depends on the Policy Conditions.
<i>Receipt of Contributions</i>		
<p>Make sure employer/employee contributions are paid into the Scheme within 21 days following the end of the month when deductions were made.</p> <p>If payments are made by cheque, direct debit, EFT, bank draft or giro, they must be made by the participating employer of the Scheme.</p>	<p>Make sure Aviva receive employer/employee contributions on time.</p>	<ol style="list-style-type: none"> 1. Apply contributions to the Policies. 2. If regular contributions are not paid, we will remind the employer at approximately 21 days, 30 days and 59 days after they were due, 3. Let the Pensions Authority know if contributions continue to remain unpaid.
<i>Investment of Funds</i>		
<ol style="list-style-type: none"> 1. Make sure the resources are properly invested in-line with the Scheme rules. They will also confirm what investment options are available to the scheme members. 2. If a scheme has over 100 active or deferred members, the Trustees should prepare a Statement of Investment Policy Principles (SIPP) for the fund. 	<p>Instruct Aviva about any Policy investment decisions decided by the member/s. Including:</p> <ul style="list-style-type: none"> • investment alternatives, the default investment strategy, fund switches, and any other investment transactions. <p>It's up to the Trustee to decide the investment split and asset classes of the Policies.</p>	Update the Policies based on the any investment decisions received from the Trustees.
<i>Payment of Benefits</i>		
Make sure members' benefits are paid and members receive all relevant payment information.	<ol style="list-style-type: none"> 1. Let Aviva know when a member, retires, dies, leaves employment or leaves the Scheme. 2. Provide instructions which are within the rules of the Scheme. 3. Send Aviva the completed Discharge forms. 	<ol style="list-style-type: none"> 1. Send payment options information to members and Discharge forms to Trustees when benefits need to be paid. 2. When we've received the information we need from the members and Trustees, we'll pay the benefits as instructed, in line with Policy Conditions. 3. Calculate how much tax the member is liable to pay. We'll also directly pay the Revenue Commissioners any tax due on refunds of members' contributions.

Section 2 - *Continued*

Trustee Duty	Trustee Action Required	Aviva Responsibilities
<i>Preservation and Transfer of Benefits</i>		
<p>Arrange for early leavers to:</p> <ul style="list-style-type: none"> keep or transfer their benefits (in line with the provisions of Part III of the Pensions Act). have all the relevant information and options on leaving their employment (in line with Part V of the Pensions Act). <p>The Trustee should provide this information within two months of the member</p>	<p>Let Aviva know when a member leaves employment so they can issue statutory requirements within two months of the member leaving employment.</p>	<ol style="list-style-type: none"> Send Forms of Discharge to the Trustees for member's options. When we've received the information we need from the members and Trustees, we'll implement the options and directions in line with the Policy Conditions. If we've been told a member is leaving employment, we'll send a SORP within two months (if the member is not taking any immediate benefits).
<i>Wind Up of Scheme</i>		
<ol style="list-style-type: none"> Promptly apply the resources of the Scheme in discharging its liabilities. Let members, their trade unions and Pensions Authority know within 12 weeks of the decision to wind up the Scheme. Prepare a report for the Pensions Authority (only where there are less than 100 member schemes). 	<ol style="list-style-type: none"> Let Aviva and members know of the wind-up of Scheme as soon as possible (in line with statutory timelines). Confirm with Aviva how they'll pay members' benefits and how they'll send all relevant information to members. Provide instructions which are within the rules of the Scheme. Prepare wind-up resolution. Return signed Forms of Discharge to Aviva. 	<ol style="list-style-type: none"> Let members know of their benefit rights and options in a timely manner. Agree with the Trustees how best to pay members' benefits and send the members all the information they are entitled to. When the scheme is wound up, send the Trustees the relevant Forms of Discharge to complete. When we've received the information we need from the members and Trustees, we'll implement the options and directions, in line with the Policy Conditions. Calculate how much tax the member is liable to pay. We'll also directly pay the Revenue Commissioners any tax due on refunds of members' contributions. If we're told by the Trustees in a timely manner, we'll notify the Pensions Authority within 12 weeks of decision by Trustees to wind up scheme. We will notify the Pensions Authority about the scheme "in wind-up" and when "wound-up".
<i>Disclosure of Information</i>		
<p>Arrange for members, prospective members, their spouses, other Scheme beneficiaries and authorised trade unions which represent members of the Scheme to receive:</p> <ul style="list-style-type: none"> Details about how the Scheme is made-up and how it works. Basic information about the Scheme, and details of an individual's benefit entitlement under the Scheme. 	<ol style="list-style-type: none"> Let Aviva know when an event that requires disclosure occurs. Provide basic scheme information to new members within two months of joining and to any member within four weeks of a request for such information. Let Aviva know if the Scheme changes. 	<ol style="list-style-type: none"> Send a copy of the Letter of Exchange/Declaration of Trust; Scheme Rules and Members Explanatory Booklet to the Intermediary/Trustees of the Scheme on issue of the Policy. Send SORP on commencement of Policy. Send ABS/SORPs to the Trustees on behalf of the Trustees on Executive / One-man arrangements and issue them at least one month before the date the Trustees are required to issue them to the members. Send to Financial Broker on Group/Declaration of Trust Schemes.

Section 2 - *Continued*

Trustee Duty	Trustee Action Required	Aviva Responsibilities
<i>Pension Adjustment Orders (PAO)</i>		
<ol style="list-style-type: none"> 1. Make sure benefits are paid correctly in accordance with the PAO. 2. Make sure information is sent as required by Disclosure Regulations. 3. Within two months of a PAO being put in place issue details of the amount of the benefit, the contact name & address for enquires, explain that further information can be obtained from the Pensions Authority, and advise that notification should be given to Trustees of any changes of address, to both the member and spouse. 4. Within two months of the following events, notification of granting of pension adjustment order, termination of member's employment or on request provide details to the non member spouse. 	<ol style="list-style-type: none"> 1. Send to Aviva all notifications and other PAO documents received by the Trustees. 2. Return signed Forms of Discharge where PAO results in a transfer of benefits. 3. Exercise discretions vested in the Trustees where appropriate and instruct Aviva accordingly. 	<ol style="list-style-type: none"> 1. On receipt of notification of impending PAO send acknowledgement and copy to the Trustees. 2. On receipt of draft PAO send standard response and copy in the Trustees. 3. On receipt of request for member information with appropriate authority of member/Trustees and court order send relevant information in accordance with statutory requirements and copy in the Trustees. 4. On receipt of original Court certified copy PAO, record the PAO on the Scheme records and administer benefits in accordance with the PAO. 5. On receipt of directions as to how any discretion of the Trustees has been exercised, implement those directions.
<i>Complaints/Internal Disputes Resolution (IDR)</i>		
<p>The IDR procedure must be used voluntarily before a complaint is referred to the Financial Services and Pensions Ombudsman. Trustees should ensure that scheme members are fully aware of their rights under the Pensions Act, the scheme rules and the Internal Disputes Resolution procedure as well as their right to refer to the Financial Services and Pensions Ombudsman and Pensions Authority. Actual or potential beneficiaries are entitled to make a complaint.</p> <p>An actual or potential beneficiary is a member, an external member, any person who has been a member, any surviving dependant of a deceased member, a personal representative of a deceased member or a widow or a widower of a deceased member.</p>	<ol style="list-style-type: none"> 1. Set up an Internal Disputes Resolution procedure. 2. Notify Aviva of any complaints received by Trustees or of which the Trustees otherwise become aware. 	<ol style="list-style-type: none"> 1. Notify Trustees of any member complaints received by Aviva. 2. Respond to complaints in accordance with the Pensions Act and the Consumer Protection Cod
<i>Contact with Employer</i>		
Ensure benefits payable are within Revenue Limits		Aviva will complete Revenue maximum checks at new business and claim payment stage.
<i>Duties of Registered Administrators</i>		
<p>Will only terminate a contract between Aviva and the Trustees where 90 days written notice has been given.</p> <p>The exception to this is where Aviva's registration as Registered Administrator has been terminated or not renewed by the Pensions Authority.</p>	Give 90 days notice in the event of terminating a contract with Aviva as Registered Administrator.	
<i>Equal Pension Treatment</i>		
Trustees must ensure that the scheme complies with the Principle of Equal Pension Treatment.	<p>The Trustees should ensure that discrimination (either direct or indirect) does not exist based on Gender, Marital Status,</p> <p>Family Status, Sexual orientation, Religious belief, Age, Disability, Race or Membership of the Traveller Community.</p>	