Renewal Process Guidance

General Overview

To enable us to produce the Statutory Money Purchase Illustration (SMPI) for your members' we need to update our systems with each members' pensionable salary or total earnings and contribution information.

Record keeping and updating

A key part of the exercise is to ensure that Fidelity's records match up with your employee records as far as possible. Any mismatches we find, for example a change of name will need to be raised and resolved.

Ahead of submitting the renewal file, we ask you to:

- ➤ Review your records for any leavers from the scheme that may not have been advised to Fidelity and submit the Exit file or use Individual Entry through PlanViewer.
- ➤ Review the personal data held - key changes may include name and title changes and updates to staff or National Insurance Numbers. Our records should also be updated with their current home address. Please submit a Maintenance file or use Individual Entry through PlanViewer to make the changes.
- ➤ We strongly encourage you to update work and personal email addresses on member records. Details of the email addresses we hold on record can be found under Membership Analysis Report on PlanViewer, which can be found under Reports > Reports Options > Membership Reports

How to complete the Renewals Data?

The template provided must include all data for Active members of your plan as at the Scheme Annual Renewal Date. There are several columns that you need to complete, and the following notes are intended for your guidance in providing this information:

Column Name	Instructions and Notes
NI Number	Temporary National Insurance Numbers cannot be accepted.
Surname	Member's surname
Initial	Member's initial
Member Date of Birth ((DD/MM/YYYY)	Member's DOB
Annual Pensionable Salary	The pensionable salary should be the annual rate of salary which contributions are based on as at the renewal date
Member Current Category Code	Category should be member's current category on which contributions are based. If you have any queries related to the category structures while providing the renewal data, do let us

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	know and we will provide the structures held as per our system.
Current Employer Contribution % Current Employee Contribution % Current Monthly Salary Sacrifice/Exchange	The Contribution rates should be completed using the percentage that is being paid to the scheme as at Renewal Date.
AVC Salary Exchange % AVC Salary Exchange £	Only one of the SAAV columns needs to be completed for each member if paid regularly every month. Single premium contributions must not be included as these will not be used for projection purposes. • If the member pays a fixed monthly amount then please enter this in the SAAV amount column • If the member pays a percentage of salary then please complete the SAAV percentage column
Notes	Please add any comments that may be required

How to upload the data on PlanViewer?

To submit the file on PlanViewer, please log in using your administrator access and follow the steps below:

1. Convert the file to a .csv format in your computer drive.

2. Log in to PlanViewer.

   - If you are submitting renewal data for the first time, please follow the below instructions before proceeding to the next step:

   - Under the Administration Tab go to Manage Email Notifications and tick to receive renewal notifications by choosing Client notification - Renewal File Submitted. This task will only have to be performed once and allow you to submit the renewal file.

3. Navigate to the submission area under the Administration tab

4. Select the 'Renewals' option

5. Locate the file by attaching your .csv spreadsheet from your directory.

6. Click Submit.

7. A confirmation email that the file has been submitted successfully will be sent to you.

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What happens next?

Upon receipt of the data, Fidelity will load and verify the information. If applicable, we will refer any data queries for your review prior to the issue of the benefit statements.

If a member is opted into our 'paperless service' and we hold a work or personal email address (active members) or personal email address only (deferred members), then we will send the member an email to let them know their statement is ready to view online. Alternatively, they will be sent by post.

What is an earnings cap?

Some schemes choose to impose an Earnings Limit Cap, which is the upper limit of pensionable salary that contributions will be based on.

If your scheme does have an Earnings Limit Cap, it is important for us to have this information to ensure statement accuracy, hence we ask for a confirmation of:

➢ Does an Earning Cap apply to any category under the scheme?
➢ Earnings Limit Cap amount applicable for each category under the scheme.
➢ The date the Earnings Cap Limit is effective from.

Further Considerations and Important notes

We will use the data you supply and cannot be responsible for any errors or omissions in the data provided by you. We also confirm that the data you supply to us will solely be used for the purpose of providing pension administration services to your scheme.

Unless we are informed otherwise for the purpose of these calculations, we will make the assumption that the contribution matrix for the scheme we have on our records is correct.

If we do not receive the data within the timescales described and there is a danger that the statutory deadline will be breached, statements will be produced based on the last set of renewal data received which will be out of date.

If you encounter any issues or require further clarification or assistance in relation to the Renewal of the scheme, please contact the Service Delivery Managers Team on 01737 838 517 or via an email on service.delivery@fil.com.

You can also visit the Fidelity Help & Support Page which provides further information on how to administer the pension plan and be able to download the PlanViewer Guide to assist you with the member record updates: Help & Support (fidelity.co.uk)

Process Flow