



Defined Contribution

For simple and effective DC processing

Incorporating workflow technologies, Civica Pensions provides a single product solution to address the demands placed upon pension administration departments. Both flexible and user-friendly, it offers a host of functionality to streamline processes for even the most demanding of schemes.

Why Civica's DC pension solution?

Civica's Universal Pensions Management Defined Contribution solution (UPM DC) enables all tasks involved with administering a DC pension scheme to be processed efficiently. The fully integrated workflow controls everything from a simple refund to a multi-investment manager lifestyle switch, and ensures that work is completed accurately and within the specified time frames.

The UPM DC pension solution enables schemes to operate more effectively and benefit from significant cost and time saving efficiencies:

- A tried and tested multi-investment manager switching workflow process ensures that all transactions are dealt with efficiently.
- Web based worktrays allow DC processes to be started and validated before they arrive in the pensions office; contribution files can be loaded and validated by the pay location.
- Business processes are streamlined to reduce the need for workarounds and outdated procedures.
- Clients have the ability to amend and create processes, removing reliance on the system supplier.

- Intelligent processing allows flexible business processing for a multi skilled workforce.
- Facilitates consistent working methods within and across teams or offices so work can be completed on time, every time.
- Full management control and performance reporting ensures adherence to SLAs (service level agreements) and disclosure requirements.
- Member access online reduces the number of queries received and increases member satisfaction. Members are able to obtain a fund value online.
- All documentation is scanned, ultimately eliminating the requirement for paper and microfilm storage and management. Electronic documents are available to multiple users simultaneously.
- Incoming documentation can be indexed directly onto a member's record using bar-coding and can automatically initiate the appropriate workflow process.

Civica's UPM DC pension solution provides the technology to accurately control, manage and fully automate every aspect of DC pensions administration, including the most complex of tasks.

The solution enables you to provide the best possible service to your scheme members whilst reducing cost and managing risk.

Civica UK Limited

Vanguard House, Dewsbury Road, Leeds LS11 5DD
Tel: 0113 244 1404 Fax: 0113 244 0835
Email: enquiries@civica.co.uk
Web: www.civica.co.uk

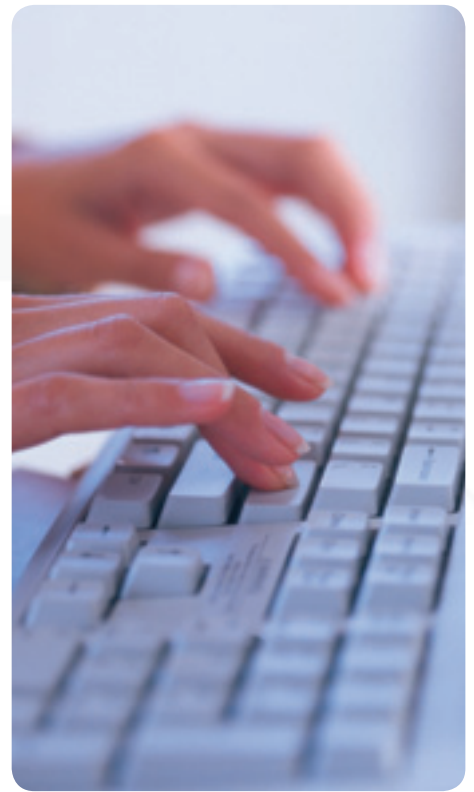
Features and Functionality

The UPM DC pension solution enables you to administer your DC pension scheme in the most efficient way possible.

Our integrated workflow solution allows you to repeatedly perform standard processes time after time and ensures that each one is completed to the highest standards.

The benefits of choosing UPM DC are:

- A complete set of process maps including multi-investment manager switching, delivered as standard, to ensure that all work is done correctly and on time.
- Fully audited – all changes to the database are logged. Every transaction can be traced back to the originating member and process. Audit reports can be produced at any time.
- Funds can be rebalanced and redirected using standard processes.
- Details of all members, investment managers and any associated contacts can be held in one easily accessible location.
- Ability to lifestyle, freestyle and individual lifestyle by contributions type.
- Automatically produces transaction reports and reconciles with contract notes.
- Quickly and easily produces SLA reports and archives them within the system for future reference.
- Automatically stores all outgoing paper and electronic documents.
- Provides members with online access to their benefit details.
- Includes comprehensive data entry validation on all DC processing.
- Ability to manage all incoming telephone calls and link them to their associated processes.
- Call scripting functionality ensures all relevant information is taken during a telephone call.



About Civica

Civica is one of the UK's most experienced providers of consulting, software and managed services, with particular focus on the public sector and regulated services.

The group works with more than 1,800 organisations in local government, social housing, criminal justice, education, defence and healthcare, including 89% of the UK's local authorities and more than 90% of the UK's police forces. It has a 20-year history in the UK, Australia, Singapore and the USA.

For the latest solutions information, visit: www.civica.co.uk

For further information or to book a meeting/demonstration, telephone 0113 244 1404 or e-mail marketing@civica.co.uk

The screenshot shows the 'View DC Member Profile' window. The 'Split' tab is selected, showing a tree view of investment splits. The tree includes categories like 'Employee Regular', 'Employee Additional Variable', and 'PREST Employee Regular', each with a 'DAM Balanced: 100%' indicator. To the right, there are fields for 'Employer / Employee: Employee', 'Life Style / Free Style: Lifestyle', and 'DC Life Style Matrix: Max=60/40'. Below this is a 'Current Investment Split' table with columns for 'Fund' and 'Percentage'. The table shows 'DAM Balanced' at 100%. At the bottom, there is a 'DC Member Contribution Profile Details' table with columns for 'Contribution Type', 'Contribution Rate Type', and 'Contribution Rate'.

Contribution Type	Contribution Rate Type	Contribution Rate
Employee Regular	Percentage of Salary	2.5
Employee Additional Variable	Percentage of Salary	0
Employee Regular	Percentage of Salary	2.5
PREST Employee Regular	Percentage of Salary	2.5
PREST Employee Regular	Percentage of Salary	2.5

Contribution splits within a member's investment profile.

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