



Pensions Management Institute

Moving pensions forward

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Professionalism & Governance

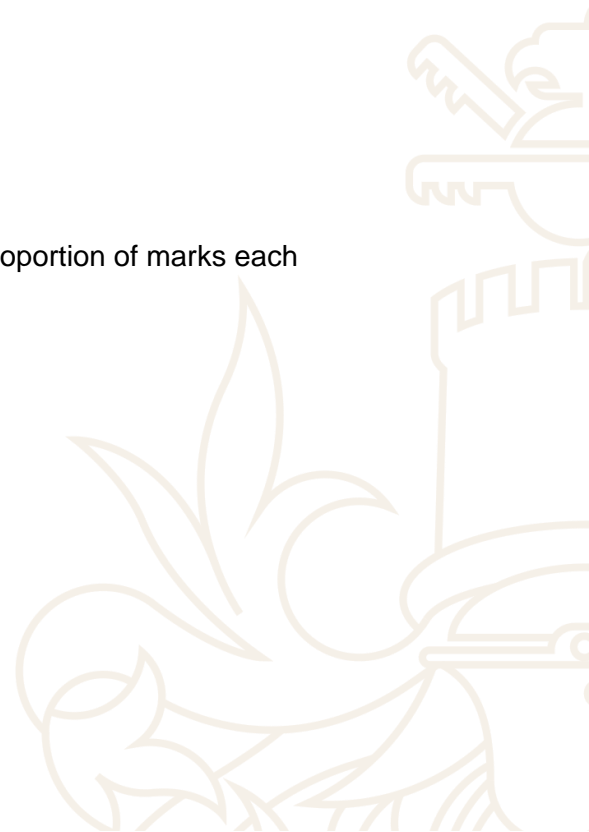
WEDNESDAY 12 April 2023 **2-5 PM**

TIME ALLOWED: **3 HOURS**

Pass Mark - 55

PMI Number	
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1. This contains several short answer questions. Attempt **ALL** questions. The total marks for this paper are 100.
2. Type all your answers in the answer box provided.
3. It is suggested to allocate your time according to the proportion of marks each question attracts.



Question Number: 1

You are the Communications Manager for a large defined contribution master trust. The trustees have asked you to draft a report briefing them on how they can deliver their compliance led scheme reporting to members in a way which is more likely to lead to engagement. (12 marks for Communication)

Your report should cover:

- The rationale for creating better communications to schemes and how this relates to compliance reporting
- Assessing the main compliance reporting statements, what they include and why
- Conclusions and recommendations for the trustees to take forward

Total Marks**60****Question Number: 2**

- a) Discuss the importance of professionalism for PMI in embedding and promoting best practice in professional standards and the role of the Code in achieving this. (10 marks)
- b) Identify why confidentiality is a critical component to professionalism and describe why this is the case? (3 marks)

Total Marks**13****Question Number: 3**

You are a contractor brought into project manage an investment switch for a large defined contribution (DC) scheme. An agreed part of the project was a global unit reconciliation between the investment manager and the administration system. This identified a shortfall in the units held by the investment manager with a value of £10,500. No analysis to identify the reason for the discrepancy has been conducted yet. When you raised this with the pension manager, and your immediate report, their response was to make this shortfall up by buying additional units using the money held in the trustee reserve account. This worries you as you believe the underlying reason for the issue should be understood and you also know the pension manager only has authority to authorise payments up to a value of £5,000.

- a) What actions should you take, and why? (12 marks)
- b) What are the relevant sections of the Code? (3 marks)

Total Marks**15**

Question Number: 4

You are the Service Delivery Manager for a large scheme. One of your team members has come to you very upset, because a beneficiary they have been dealing with on a death case, has been very abusive to them on the phone whilst also abruptly ending the call. The administrator has asked you to call the person back and tell them their behaviour is unacceptable.

- a) What is the optimum way of resolving the issue? (7 marks)
- b) What are the relevant sections of the Code? (5 marks)

Total Marks**12**