

Complaints - 1 January to 31 March 2022			
Case Number	Date Received	Root Cause	Details of Complaint
SUR037648	24/03/2022	Service Quality/Delivery	Member retired in 2021 and requested confirmation of entitlement to the statutory underpin. 1 month later a response was sent to the member but didn't include the breakdown of figures requested. 1 month later the member requested the breakdown. Again a response was sent but didn't include the breakdown. Member rang Helpdesk and was told information was awaited from the employer. Member is unhappy that it has taken 3.5 months to get the information requested.

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