



**Sandra Fitzgerald  
Client Manager  
Prudential**

Date: 27 May 2021  
My Ref: Pen/IH - Prudential  
Your Ref:  
Contact: Ian Howe  
Phone: 0116 305 6945  
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Dear Sandra

Prudential – Leicestershire Local Pension Board

I write in reply to the letter you sent to me on the 20 May 2021, from your Director Claire Bousfield. This reply is sent on behalf of Fund Officers and the Leicestershire Pension Board.

I presented the report, that I had previously shared with you, to the Leicestershire Local Pension Board on the 24 May 2021.

The Board were extremely disappointed the Prudential did not feel able to attend the open meeting but have agreed to meet with you and your colleagues in a closed forum.

Of the dates and times offered by the Prudential, we accept Monday 7 June between 1pm and 2pm.

However, in preparation of the meeting, the Board wish to raise several points.

Please ensure the Prudential provide a full and clear reply on each point.

- Prudential must provide a full and clear improvement plan with timescales prior to the meeting. The issues should be resolved or significantly improved, by the 30 June 2021.
- How will the Prudential honour their commitments to the improvement plan?
- What actions will the Prudential take if they are unable to meet the improvement plan?
- How will the Prudential ensure that compensation is paid to Leicestershire Fund members impacted, without them needing to go through the Fund's formal Internal Dispute Resolution Procedure (IDRP) process, and does not

**Corporate Resources**

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**Chris Tambini, Director of Corporate Resources**

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- disadvantage members who have been delayed, but have been less vocal in their demands, waiting to see the situation improve?
- Prudential must provide full and total assurance, that no scheme member will be negatively financially impacted by the delays investing members contributions. Officers had received assurance of this, but the wording in Ms Bousfield's letter brings this into question.
  - Prudential to provide evidence the service levels have improved to an average 14 days for processing a retirement claim. How does that relate to the Leicestershire Fund?
  - Will the Prudential write to all the Leicestershire Fund's employers and AVC payers, to explain the situation and what action is being taken to resolve this?
  - Why will the Prudential not meet with the Leicestershire Pension Board in an open forum?
  - What protection is available to AVC scheme payers in the Leicestershire Fund, should the Prudential go bankrupt, and is there sufficient cover in place via the Financial Services Compensation Scheme?

The Board and Fund Officers remain extremely concerned by the current situation. They look forward to receiving your reply, and meeting with you and your colleagues, to discuss how improvements can be made to resolve each of the current issues.

The Board and Fund Officers recognise the long partnership the Leicestershire Fund has with the Prudential and wish to emphasise there is a strong desire to resolve the issue positively for the benefit of the Fund's scheme members.

Yours sincerely

*Ian Howe*

Ian Howe  
Pensions Manager

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