

Pensions Complaints Analysis 2018/19

Month	Number of new cases	Compliment	Delay	Correspondence not received /wrong address	Charges /fees	Non-receipt of pension/late payment	ABS error	Incorrect figures /information	Unhappy with regs	Abatement	User error/HOL or website	Member expectations not met	Dispute over amount
April	9		4	1		1	1	1			1		
May	15	3	8	1		1					1	1	
June	9	9	4	1				1				3	
July	6	6	4			1					1		
August	8	8	3					1				2	2
Septembe	9	9	4		1						1	1	2
October	6		3								1	2	
November	13		7	1							1	4	
December	2		2									2	
January													
February													
March													
Totals	77	35	39	4	1	3	1	3	0	0	6	15	4