

What can trustees do?

As part of their governance responsibilities, trustees should ensure that the fund has the following measures in place:



☐ **A documented unclaimed benefits policy**

covering the identification, preservation, tracing and payment of benefits, together with reporting requirements to the boards.



☐ **Regular management reporting**

on the number, value and age of unclaimed benefits, tracing activities undertaken, successful payments and unresolved cases.



☐ **Processes to meet FSCA reporting requirements**

and ensure that required information is submitted accurately and on time.



☐ **Strong record-keeping**

including the retention of historical records, because historical records make it easier to identify former members, dependants and beneficiaries when a claim arises.



☐ **Ongoing member communication**

reminding members to update their contact details, keep benefit statements, update beneficiary nomination forms, and tell a trusted family member where their fund documents are kept.

