



An Bord Pinsean  
The Pensions Board

## **Customer Charter 2011 - 2015**

[www.pensionsboard.ie](http://www.pensionsboard.ie)

### **The Pensions Board**

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## **Introduction**

The Pensions Board is committed to treating all our customers equally and to delivering the highest quality of customer service in an open and transparent manner.

This Charter describes:

- what to expect when you contact us in relation to a request for information or making a comment or a complaint
- how we will deal with your enquiry
- where you can get more information.

The Board is committed to:

- providing you with full, clear and correct replies to your questions about occupational pensions, trust Retirement Annuity Contracts (RACs) and Personal Retirement Savings Accounts (PRSAs)
- ensuring our information, which is available on our website or directly from our office, is in plain language and easy to understand
- providing more detailed technical information through our Trustee Handbook and Guidance Notes to those who require it
- where more appropriate, directing your correspondence to another body if the matter raised comes within their remit and informing you accordingly
- keeping our website [www.pensionsboard.ie](http://www.pensionsboard.ie) up to date.

## **Contacting the Board**

The Board provides details of the role of the Board's staff on our website and specific contact information in all correspondence. If you contact us, we promise to treat you in a polite, courteous and fair manner.

The Board is committed to:

- being available to promptly answer your calls between the hours of 9am and 5pm Monday to Friday (excluding public holidays)
- identifying ourselves to you
- getting back to you within an agreed timeframe if we cannot respond to your enquiry immediately.

### **Contact by letter / email**

The Board is committed to:

- acknowledging your correspondence within 2 working days of receipt
- identifying by name the staff member who will be your initial point of contact for your enquiry
- giving you a full response to all routine correspondence within 6 working days
- providing an interim reply to non-routine correspondence within 14 working days, where a full response is not possible, which will explain the position, advise on progress and advise when you can expect to receive a further response to the issues raised
- providing priority attention if your enquiry is urgent.

### **Access to the Board's office**

The Board is committed to:

- ensuring that our office is open to callers from 9am – 5pm Monday to Friday (excluding public holidays)
- having our office accessible to all
- respecting your privacy when you call to our offices.

### **Comments and complaints**

The Board is committed to:

- answering any complaint you refer to us within 14 working days
- guaranteeing that your comment/complaint will not affect how we treat you
- handling complaints from people with disabilities encountering difficulties in accessing the Board's services by having a dedicated access officer and inquiry officer available.

You can obtain a comment and complaint form from the website on [www.pensionsboard.ie](http://www.pensionsboard.ie) or by phoning or calling to our office. You can also make a comment/complaint directly by phoning our office with the details.

In cases where you are not satisfied with the manner in which your complaint has been handled you have the right to appeal. Appeals can be sent by post, email or fax to the Office of the Chief Executive.

The Board is within its rights to close a case where it has made a determination or where it has demonstrated that it has no jurisdiction under the Pensions Act.

The Board reserves the right to close a case where it believes it has in its opinion provided all the information it can reasonably be expected to provide to the enquirer.

The Board also reserves the right to decline enquiries which it considers are of a frivolous or repetitive nature. The Board will inform the enquirer in such circumstances that it is of the view that the enquiry is frivolous or repetitive.

### **Customer tips**

How you can help us to assist you:

1. Please ensure that you have as much information available to you as possible before contacting the Board.

The following questions may help you to assist us:

- what type of a pension scheme do you belong to?
  - do you know the date that you joined, the date that you left (if applicable), and the name of the scheme?
  - were you in another scheme previously?
  - did you initially contact the personnel officer in your company or the trustees (if a company pension), the PRSA provider (if a PRSA) or Social Welfare Office (if a State pension) to try to resolve your enquiry?
  - did you check our website ([www.pensionsboard.ie](http://www.pensionsboard.ie)) and examine any information which may be relevant to your enquiry?
2. To avoid delay in your enquiry being processed, please cooperate fully with us and respond promptly to our requests for any further information.

### **Customer feedback**

We welcome your views on how we can continue to improve our services into the future.

**Contact details:**

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e-mail: [info@pensionsboard.ie](mailto:info@pensionsboard.ie)

**Other useful contact details:**

The Pensions Ombudsman	(01) 647 1650
The Central Bank (Financial Regulator)	(01) 224 6000 LoCall: 1890 777 777
The Financial Services Ombudsman	(01) 662 0899 Lo Call: 1890 88 20 90
Department of Social Protection	(01) 874 8444 LoCall: 1890 500 000
Revenue Commissioners Financial Services Pensions District	(01) 647 0710