



# CAPITA HARTSHEAD

## **Capita Hartshead takes over Capita Tracing Solutions to add integrated data and tracing services**

It is announced today that Capita Tracing Solutions (CTS) has become part of Capita Hartshead. This move will allow Capita Hartshead to offer a fully integrated pensions data analysis, cleansing and tracing service and follows the recent announcement that the firm will provide free access to its data+ essentials service to all UK pension schemes.

Mike Addenbrooke, Managing Director at Capita Hartshead said: "With the increasing focus on analysing and improving the integrity of pension schemes' data, the rationale for making CTS part of the Capita Hartshead business have become very persuasive. We will be the only third party administrator able to offer clients a one-stop-shop, whether they simply want to certify the quality of their data via data+ essentials to comply with the Pensions Regulators targets or need a more complex programme of cleansing, tracing and positive verification."

He went on to say: "From a business and client point of view it is a natural development to offer tracing alongside our pensions administration and data integrity services. It makes sense to pool resources, information and experiences, as these services share a lot of common ground."

Penny Maystone at CTS said "Capita's customers will benefit from combining the CTS specialist data cleansing, mortality screening, "gone aways" and ID & Verification services with Capita Hartshead's expertise and administration services in the life and pensions market."

CTS specialises in tracing and verifying individuals that organisations have lost contact with, to save costs, more accurately calculate the value of scheme liabilities, release reserves, enable compliance with regulations, facilitate future communication, re-unite individuals with their 'lost' benefits or assets, and prevent fraud. The 25-strong team, transferring to Capita Hartshead from CTS will be based in the Ludgate House office in Blackfriars.

- Ends-

Date: 1 March 2010

Press enquiries: Ellen Gracey or Sally Ling at GR Communications on 020 3159 5001

Attached: Notes for editors

Press Release



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## Notes for editors

**Capita Hartshead** initially evolved from a team set up in 1974 to administer the Local Government Pension Scheme on behalf of the water authorities. In 1997, we became part of The Capita Group Plc, a FTSE 100 company and one of the UK's most experienced professional support service businesses. More recently, we have expanded our core service offering via a number of strategic acquisitions including boutique consultancy firms including Gissings, in June 2009, Higham Dunnett Shaw and Aspen (Actuaries and Pension Consultants) plc.

Our workforce comprises over 1,650 employees operating from 12 locations across the UK and Ireland. The pensions administration team alone looks after over 650 clients with more than 3.5 million members. In total, our clients have pension scheme assets of over £50bn.

We place great importance on building relationships and this has helped us achieve a 98% client retention rate.

The results of Capita Hartshead's 16th Annual Pensions Administration Survey are now available online at <http://www.pensionsadminsurvey.co.uk/>

Further information on Capita Hartshead and client testimonials can be found at: <http://www.capitahartshead.co.uk>

Press Release