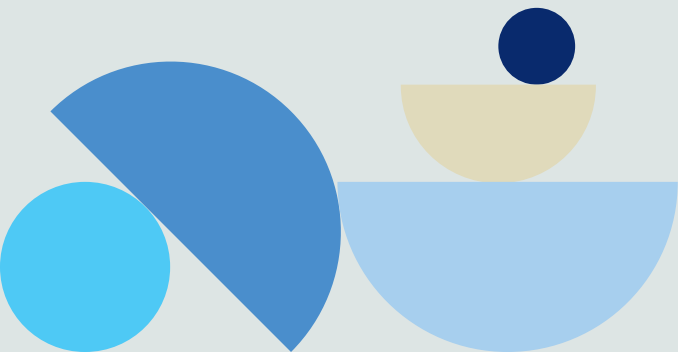


Plan administrator guide to submitting and authorising online leavers



This guide explains the process for plan administrators processing online leavers. This guide assumes the online leaver function is available for your plan and you have the correct level of authorisation rights on Zurich International online (ZIO).

Please note that 'Plan' and 'scheme' are used interchangeably in this guide.

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Notification of leavers

This section details the steps a plan administrator takes to input the left employment details on ZIO for individual plan members. You can notify us that a member is leaving employment via the member details page in ZIO.

ZURICH **SILVERTON**

Administration Plan information Reports Tools Inbox Workflow

Plan information > Members

Member details for Mary Woller

Plan 500003 Silverton Holdings International Pension GBP
Employee ID 9233
Location code [Head Office](#)

[Member is leaving](#)

Member summary

[Edit details](#)

Marital status	Married	Address line 1	Silverton Head Office
Country of nationality	United States of America	Address line 2	Silverton Rise
Sex	Female	Address line 3	Swindon
Date of birth	03 July 1978	Address line 4	UK
Title	Mrs	Address line 5	
Work phone		Address line 6	
Home phone		Post code	UKM2 5SA
Mobile phone		Country	United Kingdom
Home fax		Employment start date	13 May 2010
Home email		Employment end date	
Work email	a@silverton.com	Date joined plan	01 October 2010
		Date left plan	

Show address details as of dd/mm/yyyy [Show details](#)

Please note: Silverton is a fictional company and all member names, scheme numbers and figures within this guide are used for illustrative purposes only.



Notification of leavers

Step one

The employment start date that is held on our system will be displayed on this screen, which you can amend if necessary. Input the employment end date for the member and click 'next'.

The screenshot shows the 'Provide notification of leaver' form in Step one. The header includes the Zurich logo and 'SILVERTON' brand name. A navigation menu contains 'Administration', 'Plan information', 'Reports', 'Tools', 'Inbox', and 'Workflow'. The breadcrumb trail is 'Plan information > Members'. The main heading is 'Provide notification of leaver'. A summary table lists: Plan name: 500003 - Silverton Holdings International Pension GBP; Member name: Woller, Mary; Member location: Head Office; Employee ID: 9233. Below this, instructions state: 'Please update the employment details for the member. Note all fields marked with a * are compulsory.' There are two date input fields: 'Employment start date*' with the value '13/05/2010' and 'dd/mm/yyyy' format, and 'Employment end date*' with 'dd/mm/yyyy' format. A blue 'Next' button is at the bottom right.

Note: If the online withdrawal functionality is available to the member, they will not be able to edit these details. If vesting is applicable, these dates may affect the amount the member will receive.

Step two

If the member's residential address, correspondence address, nationality or marital status differ, you can update them on the screen below.

The screenshot shows the 'Provide notification of leaver' form in Step two. The header is identical to Step one. The breadcrumb trail is 'Plan information > Members'. The main heading is 'Provide notification of leaver'. A summary table lists: Plan name: 500003 - Silverton Holdings International Pension GBP; Member name: Woller, Mary; Member location: Head Office; Employee ID: 9233. Below this, instructions state: 'Please update the correspondence details for the member. Note all fields marked with a * are compulsory.' The form is divided into two columns of input fields. The left column includes: Marital status* (dropdown menu with 'Married' selected), Title* (dropdown menu with 'Mrs' selected), Work phone, Home phone, Mobile phone, Home email, Work email (with value '@silverton.com'), and Country of nationality* (dropdown menu with 'United States of America' selected). The right column includes: Address line 1* (with value 'Silverton Head Office'), Address line 2 (with value 'Silverton Rise'), Address line 3 (with value 'Swindon'), Address line 4 (with value 'UK'), Address line 5, Address line 6, Post code (with value 'UKM2 5SA'), and Country* (dropdown menu with 'United Kingdom' selected). Below the input fields, there are two radio button options: 'Is the member's residential address different from the correspondence address listed above?' with 'Yes' and 'No' options. A checkbox option is present: 'We confirm, as employer, that the current residential address of the member is as stated above.' At the bottom, there is a 'Last contribution date' input field with 'mm/yyyy' format. Two blue buttons, 'Previous' and 'Next', are at the bottom right.

Note: If the residential address declaration is not ticked, the member will be required to provide a proof of address document when they come to withdraw their funds.



Notification of leavers

Step three

You are able to control which members are allowed to use the online withdrawal functionality using the screen below. Here you can also pre-approve their withdrawal.

If the withdrawal is not pre-approved, it will require authorisation from you once the member has input their details.

If the online withdrawal functionality is not made available to the member, a paper withdrawal form will need to be completed.

The screenshot shows the 'Provide notification of leaver' form in the Zurich Silverton system. The form is titled 'Provide notification of leaver' and is part of the 'Plan information > Members' section. It contains the following fields and options:

- Plan name:** 513814 - Company One
- Member name:** Member 2, Plan
- Member location:** Location 1
- Employee ID:** 246824
- Left employment date:** 02 August 2017
- Note:** Note all fields marked with a * are compulsory.
- Make member online withdrawal functionality available?*** (radio buttons for Yes/No)
- Pre-approve member withdrawal?*** (radio buttons for Yes/No)
- Additional comments:** A text area for providing any relevant additional instructions/comments including any deviations from the agreed plan rules (including charges/fees).
- Navigation:** 'Previous' and 'Next' buttons.

Step four

The details you have entered will appear on a summary screen. Make sure you are happy with the information and click 'Submit request'.

The screenshot shows the summary screen for the 'Provide notification of leaver' form in the Zurich Silverton system. The form is titled 'Provide notification of leaver' and is part of the 'Plan information > Members' section. It contains the following details:

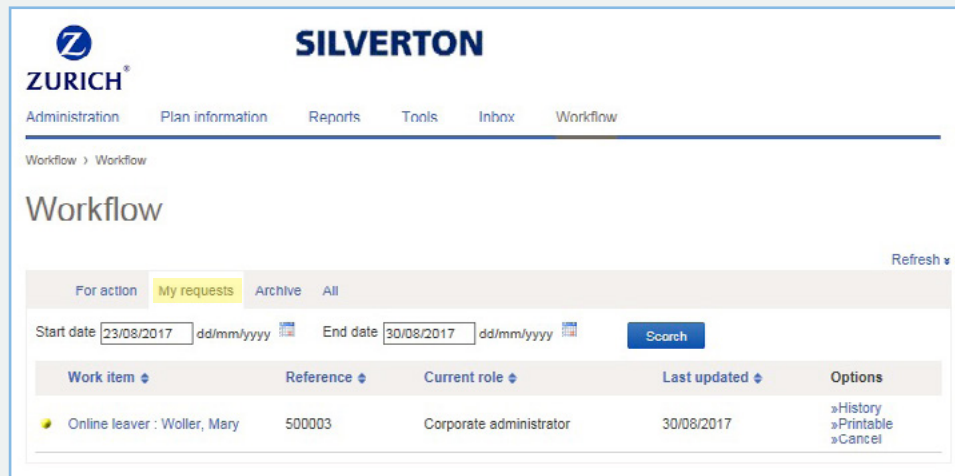
- Plan name:** 500003 - Silverton Holdings International Pension GBP
- Member name:** Woller, Mary
- Member location:** Head Office
- Employee ID:** 9233
- Employment start date:** 13 May 2010
- Employment end date:** 01 August 2017
- Title:** Mrs
- First name:** Mary
- Surname:** Woller
- Marital status:** Married
- Country of nationality:** United States of America
- Work phone:**
- Home phone:**
- Mobile phone:**
- Home email:**
- Work email:** a@silverton.com
- Correspondence address:** Silverton Head Office, Silverton Rise, Swindon, UK, UKM2 5SA, United Kingdom
- Residential address:** Silverton Head Office, Silverton Rise, Swindon, UK, UKM2 5SA, United Kingdom
- Confirmation:** We confirm, as employer, that the current residential address of the member is as stated above.
- Last contribution date:**
- Make member online withdrawal functionality available?** Yes
- Pre-approve member withdrawal?** Yes
- Additional comments:**
- Navigation:** 'Previous' and 'Submit request' buttons.



Notification of leavers

Step five

Once processed you can check the status via **'Workflow'**, **'My requests'**. The Current role column indicates the role currently associated with the request and the definitions for each role together with a key for the different colour coding is given opposite.



The screenshot shows the SILVERTON ZURICH Workflow interface. The page title is 'Workflow' and the current role is 'Corporate administrator'. The table below shows the details of the request.

Work item	Reference	Current role	Last updated	Options
Online leaver : Woller, Mary	500003	Corporate administrator	30/08/2017	»History »Printable »Cancel

Note: In order to find out more information about the status of the leaver request, you can click **'History'** to provide a full audit.

Role definitions and colour codes

Plan administrator 2 – the online leaver is waiting for approval from a second plan administrator before it is sent to the Zurich Corporate HelpPoint team for processing.

Corporate administrator – authorisation has been received from the required number of plan administrators and is with the Zurich Corporate HelpPoint team for processing.

The following **colour codes** show the status of the work item in workflow during authorisation:

Yellow – awaiting authorisation by a plan administrator, trustee administrator or corporate administrator

Red – when rejected by a second plan administrator, trustee administrator or corporate administrator

Blue – when all required authorisation has been received

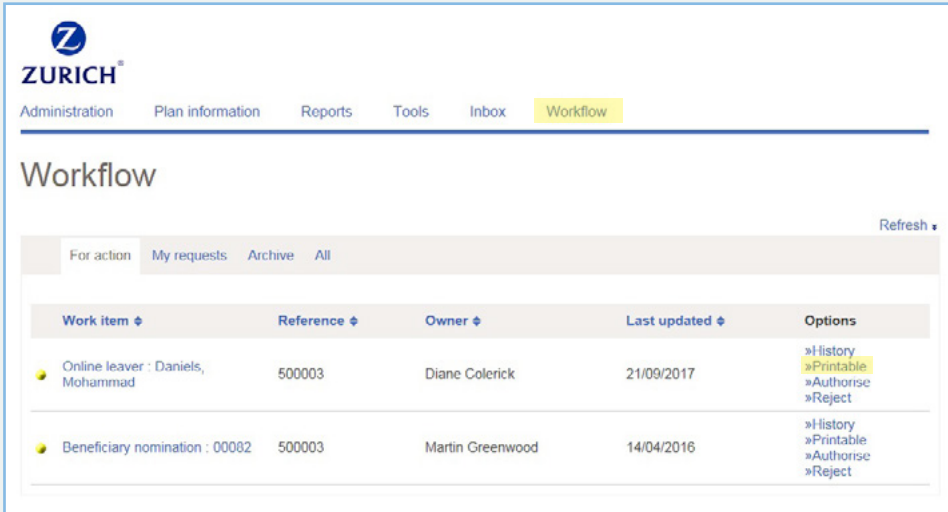
Green – when the online leaver is being processed by the Zurich Corporate HelpPoint team.



Notification of leavers

Step six

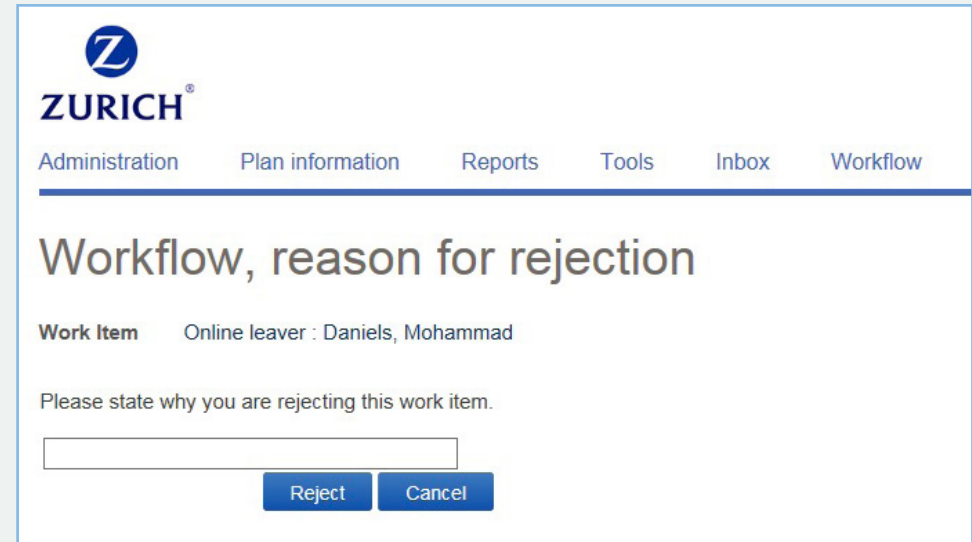
If more than one level of authorisation is required, all plan administrators with the correct authorisation rights will receive an email prompting them to authorise the leaver. The second administrator should log onto ZIO select **'Workflow'** and then **'For action'** and search for the member. Clicking the **'Printable'** option will display the leaver details. The request can be cancelled at any time until it has been authorised by the corporate administrator.



The screenshot shows the Zurich ZIO 'Workflow' page. The navigation menu includes Administration, Plan information, Reports, Tools, Inbox, and Workflow. The 'Workflow' section is active. Below the navigation, there are tabs for 'For action', 'My requests', 'Archive', and 'All'. A table lists work items with columns for Work item, Reference, Owner, Last updated, and Options. The first row shows an 'Online leaver : Daniels, Mohammad' with reference 500003, owner Diane Colerick, and last updated 21/09/2017. The second row shows a 'Beneficiary nomination : 00082' with reference 500003, owner Martin Greenwood, and last updated 14/04/2016. The 'Options' column for the first row includes '» history', '» Printable', '» Authorise', and '» Reject'.

Work item	Reference	Owner	Last updated	Options
Online leaver : Daniels, Mohammad	500003	Diane Colerick	21/09/2017	» history » Printable » Authorise » Reject
Beneficiary nomination : 00082	500003	Martin Greenwood	14/04/2016	» history » Printable » Authorise » Reject

Once reviewed, the second plan administrator can authorise or reject the leaver; if rejected, a reason must be given.



The screenshot shows the Zurich ZIO 'Workflow, reason for rejection' page. The navigation menu includes Administration, Plan information, Reports, Tools, Inbox, and Workflow. The 'Workflow' section is active. The page title is 'Workflow, reason for rejection'. Below the title, it says 'Work Item Online leaver : Daniels, Mohammad'. There is a text input field for 'Please state why you are rejecting this work item.' and two buttons: 'Reject' and 'Cancel'.

The notification of leavers process is now complete.

Once the leaver has been authorised by Zurich, the Zurich Corporate HelpPoint team will be in contact with the member to provide them with their leaver options. The online withdrawal option is now available for the member if applicable.

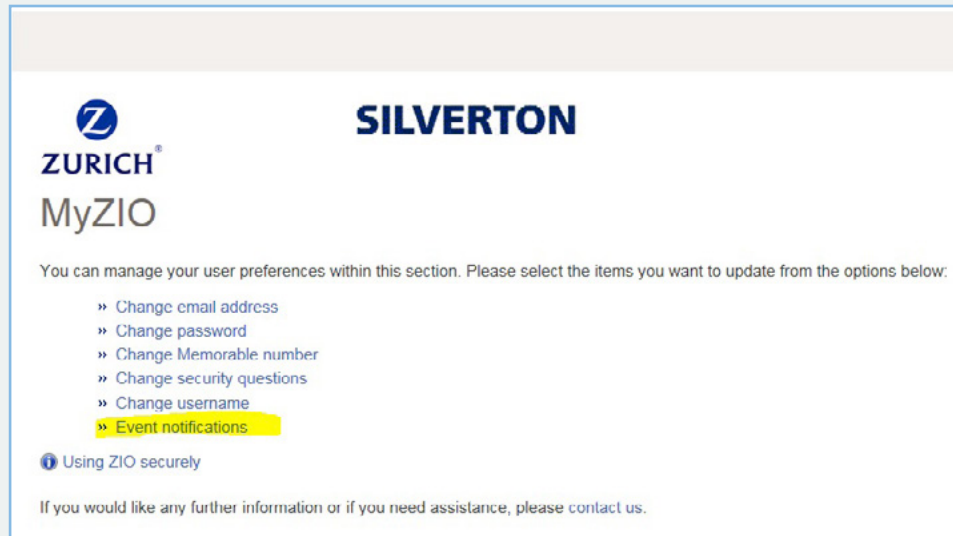


Removing notification emails

Plan administrator

If you do not need to receive leaver and withdrawal notifications, the emails can be switched off by deselecting these items under the **'Event notifications'** found in MyZIO at the top right hand corner of your screen.

Please note that this should be agreed within your company, ensuring that there are remaining plan administrators who will receive notification emails.



ZURICH
MyZIO

SILVERTON

You can manage your user preferences within this section. Please select the items you want to update from the options below:

- » Change email address
- » Change password
- » Change Memorable number
- » Change security questions
- » Change username
- » **Event notifications**

Using ZIO securely

If you would like any further information or if you need assistance, please contact us.

You can now select **'No'** under the **'Message sending enabled'** option for the transactions you no longer wish to be notified about. Please note that this should be agreed within your company, ensuring there are remaining plan administrators who will receive notification emails.



Zurich International online

Home | Scheme enquiry | Reports | Inbox

User administration | Site configuration | Event notification

Event notification

Enable all | Disable all

Event description	Message sending enabled	Email address	
New policy processed	<input type="radio"/> Yes <input checked="" type="radio"/> No		Edit
New policy rejected	<input type="radio"/> Yes <input checked="" type="radio"/> No		Edit
Report completed	<input type="radio"/> Yes <input checked="" type="radio"/> No		Edit
Scheme leaver awaiting authorisation	<input checked="" type="radio"/> Yes <input type="radio"/> No	test.test@ols.com	Edit
Switch authorised	<input type="radio"/> Yes <input checked="" type="radio"/> No		Edit
Switch awaiting authorisation	<input type="radio"/> Yes <input checked="" type="radio"/> No		Edit
Switch processed	<input type="radio"/> Yes <input checked="" type="radio"/> No		Edit
Switch rejected	<input type="radio"/> Yes <input checked="" type="radio"/> No		Edit
Withdrawal awaiting authorisation	<input checked="" type="radio"/> Yes <input type="radio"/> No	test.test@ols.com	Edit

1 2 3



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Telephone +973 1756 3322.

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Telephone: +971 4 425 2300 www.zurich.ae

Zurich International Life Limited, Qatar Branch, which is authorised by the Qatar Financial Centre Regulatory Authority.
Branch offices: Office No. 404, 4th Floor, Qatar Financial Centre Tower, West Bay, Doha, Qatar.
Telephone: + 974 4428 6322.

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Registered in the Isle of Man number 20126C.

Registered office: Zurich House, Isle of Man Business Park, Douglas, Isle of Man, IM2 2QZ, British Isles.

Telephone +44 1624 662266 Telefax +44 1624 662038 www.zurich.com

