



# DEWS

## LEAVER GUIDE



**ZURICH**<sup>®</sup>  
Workplace Solutions

# End of employment

## What to do when an employee leaves your company

### 1. Pay their final contribution

Include the employee's final whole month contribution in your Upload File as normal in the 'Employer Contribution Amount' column of the Upload File. If the employee then has a small part-month contribution due you can either pay this into DEWS at the same time by including a second row in your Upload File or you can pay this to the employee directly as part of their final settlement. For example:

An employee leaves service on 3<sup>rd</sup> November 2020.

October's contribution should be uploaded and paid into DEWS in the usual way

November's pro-rata contribution (3 days) can be paid to the employee directly or into DEWS. If paid into DEWS this should be completed when uploading the October file by including a second row for that same employee.

### 2. Update their personal details

In your Upload File containing the employee's final contribution(s):

Replace their work email address with their personal email address. This ensures they will receive their automated leaver email when you complete your upload (see step 4);

Update their telephone number to a personal telephone number; and

Update their address to reflect their personal residential address (company addresses are not acceptable).



**It is critical that you provide the latest and most accurate personal details in order for us to ensure that the employee can be contacted with regard to their DEWS plan.**

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### 3. Include an exit date

Enter the employee's last day of service in the 'Exit Date' column in the format DD/MM/YYYY. If you are uploading contributions for a whole month and a part-month in the same file, please include the exit date in the part-month row only.

### 4. Enter the exit reason

We understand there are different reasons for exit. In the 'ExitReason' column please include either: 'Leaver' to indicate a termination or 'Death' to indicate loss of life, to enable us to provide the best support.

### 5. Upload your file

Once you have completed all of the above steps, upload your file into the DEWS portal. For leavers, an automated leaver email will then be sent to the employee to inform them that we have been notified of their termination of service and to provide information on their next steps. We will then liaise directly with the employee to complete their withdrawal as required. In the event of death/loss of life, our approach will be tailored to the circumstances.

### 6. Going forward

Please remove the employee from any future Upload Files.

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## What to do if something needs to be corrected

### 1. I have uploaded an incorrect employee as a leaver

Please let us know as soon as possible so that we can reverse this for you. Please note that the employee will have received our automated leaver email – kindly inform them of the situation.

### 2. A leaver has decided to remain with our company/has been re-deployed

That is great news. Please let us know as soon as possible so that we can reverse this and ensure the employee remains active. Please note that the employee will have received our automated leaver email – so kindly ensure you inform them that this is no longer applicable.

### 3. I have received error messages when uploading my file

Review the table on the next slide for common error messages and how to resolve them.

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## What to do if something needs to be corrected

Message	How you can do
Employee membership already successfully ceased	<p>This means you have already successfully uploaded an Exit Date for this employee. If you want to check it was the correct date then go to Menu &gt; Scheme Setup &gt; Employees and refer to the 'Leaver Date' column.</p> <p>If you have uploaded an Exit Date before making a final contribution or updating the employee's personal details then please let us know as soon as possible so that we can help you to resolve this.</p>
Value for ExitDate is invalid	Please upload your Exit Date in the format YYYY-MM-DD or DD-MM-YYYY or DD/MM/YYYY or YYYY/MM/DD
ExitDate cannot be on or before EmploymentStartDate	An employee's Exit Date must logically be after their Employment Start Date. Please amend the Exit Date in your file to reflect the employee's last day in service which must be after their employment start date.

For any other generic error messages please refer to our [Upload File Error Resolution Guide here](#) for further details.

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