



Actuarial solutions

Our Actuarial team provides a range of policy servicing, corporate reporting and project solutions.

For life and pensions providers who need expert and cost effective actuarial solutions our highly skilled and experienced teams can help. With a large team of actuarial specialists, including qualified actuaries, students and industry experts, our flexibility means we can help you create bespoke services that promote quality and control while maximising efficiency.

Operating as a specialist service within the wider Capita Insurance & Benefits Division allows us to draw on a wide range of skills and experience to implement innovative and cost effective solutions for our clients.

What we do

- Actuarial policy servicing and product governance
- Actuarial project solutions
- Corporate reporting and modelling
- Alternative resource solutions.

Actuarial policy servicing

We are well placed to support you in maintaining an excellent service to your policyholders. Through our relationships with a number of providers we are able to pool knowledge, experience and ideas but are also conscious of the often unique nature of policy conditions and system processes.

We work alongside operations teams to provide bespoke actuarial calculations and bulk figures for policyholder communications, as well as building robust user developed applications to streamline processes. With a focus on excellence we develop a strong understanding of our clients' products and systems, and drawing on our extensive industry experience, we provide flexible and efficient policy servicing solutions.

Actuarial project solutions

Our industry is rapidly changing and with a constant stream of regulatory change alongside a challenging economic climate, we know implementing change in a timely and cost effective way is vital to your business.

As an FCA regulated business we ensure project activity is in safe hands. Working with you and adapting to meet your needs we provide expertise and support, contributing to all stages of the change life-cycle. With flexible resourcing solutions, we have the capability to deliver specific actuarial led projects or support wider change initiatives which require actuarial assistance.



Corporate reporting

We know the provision of accurate financial results and analysis is vital to your business, not only to be able to fulfil your regulatory obligations, but also to inform management decisions. Our corporate reporting team take responsibility for the regular production of financial MI and its analysis, allowing you to focus on interpretation and decision making. The breadth of our expertise means we can run your reporting function efficiently while also helping to standardise and improve existing processes to reduce reporting timelines, costs and risks.

We can also support you in the development and maintenance of the actuarial models underlying the reporting process.

An alternative resource solution

Our alternative resource model helps you react quickly to deal with peaks and troughs in demand and the range of expertise we have means we can provide the right solution at the right time. What's more we provide predictable cost models at competitive rates. We are a flexible alternative to recruitment or contract support and with an ongoing relationship you can rely on our delivery.

With extensive actuarial expertise across a range of clients, systems, activities and products we are able to work collaboratively with you to provide a bespoke solution that suits you. Whether you need ongoing outsourced services, a managed delivery for project activity or a short-term resource solution, we can help.

We deliver

We have an outstanding track record in delivering consistently high service levels even in the most challenging and complex regulated environments. We also have a strong history of delivering on time and on budget across a wide range of project activities.

We have helped our clients in a variety of ways by working closely with them to understand their needs.

Listen
Create
Deliver

For example we have:

- implemented significant improvements in quarterly reporting timelines for one of our closed-book clients alongside a reduction in cost and improved analysis of results
- successfully moved an actuarial policy servicing team into Capita delivering an improved end-customer experience while also reducing costs for our client. In addition, controls have been improved and risks reduced through the application of our robust Operational Control Frameworks
- supported our clients by providing actuarial expertise on administration platform developments, implementations and migrations
- improved the efficiency and reduced the risk of policy processes through the development of bespoke tools for use within actuarial and customer services teams, often making significant savings against alternative IT solutions
- supported our clients through a range of regulatory changes including administration system updates, actuarial model developments, process reviews and tool implementations
- supported large scale policy remediation programmes, developing and implementing system solutions alongside calculating complex redress payments
- supplied clients with additional resource to meet peaks in demand in various teams, including valuation, modelling, testing and pricing.

We adopt a good practice approach that uses structured methodology, governance and improved controls. Operational Control Frameworks ensure a robust and consistent approach is adopted whilst also encouraging innovation and service improvement.

For more information:
www.capitalifeandpensions.co.uk

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