



## Actuarial policy remediation

Our specialists provide a cost-effective Actuarial solution to meet the challenge of investigating and resolving complex policy issues.

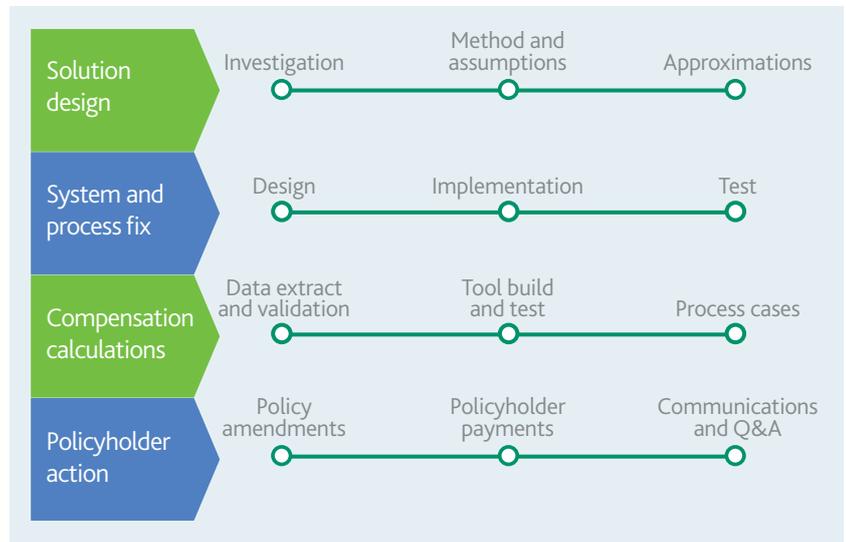
Many providers face challenges arising from products that are no longer fit for purpose, and from policies that aren't performing as originally intended. These problems are often caused by issues with legacy systems and are exacerbated by complex product design, incomplete data and constrained actuarial resource.

With a renewed focus from the FCA and the media it's important that any potential concerns are dealt with quickly and effectively.

### How can we help?

We combine our actuarial expertise and product knowledge with our policy administration experience to provide a comprehensive solution.

We provide support across all stages of resolving product issues. We deliver through robust project practices to ensure that documentation is maintained and stakeholders are well-informed throughout.



## Approach

Our core model is to deliver remediation activities with our specialist teams who can provide a rapid response. Using our extensive experience, we draw out key details early in the project in order to understand the scope and allow for accurate planning and budgeting. This also helps to determine an appropriate approach that balances accuracy with pragmatism. We react quickly to urgent requests, drawing on our team across the UK, and as our clients testify we provide valuable input from the moment we are engaged.

## Related services

We provide similar solutions in a range of areas such as reinsurance and product reviews. Capita also offer wider back office customer remediation and resourcing solutions for regulated businesses, as well as customer tracing solutions.

“Overall, the support provided by Capita was excellent and enabled us to deliver against challenging timescales. I would not hesitate to use them on similar projects in future”.

Head of Product Management, Phoenix Group

| We provide a managed service



| We balance pragmatism with accuracy



| We provide flexible and cost-effective, rapid-response solution



For more information:  
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