



Case Study: Resolving Access and Contribution Issues for Client

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The Problem?


The client reached out due to a complex issue involving their NEST (National Employment Savings Trust) pension account, which was initially registered under the father's name. Following her father's death, the client was unable to access the account. Additionally, once access was regained, incorrect pension contributions were submitted for the period of July 2023 to March 2024.

Corient Solution

- **Challenge 1: Account Access**
- **Problem:** The client lacked access to the NEST account as it was registered under her deceased father's name.
- **Solution:** Direct communication with NEST support was necessary. The NEST team advised that the client call them with her father's personal details and proof of their relationship to verify her identity and connection to the account holder.
- **Challenge 2: Implementation Difficulties**
- **Problem:** As an intermediary, we did not have delegate access to the client's NEST account, and the NEST support executives were reluctant to provide any information without direct interaction with the client.
- **Solution:** We contacted NEST as a third party, explaining the situation in detail. The NEST support team recorded our request in the client's account and requested that the client contact them directly with the necessary personal details and proof of her relationship to the account holder.

How Did We Overcome These Challenges?

- **Initial Contact:** Contacted NEST support to explain the client's inability to access the account due to the account being under her father's name.

In the world of finance,
the best accounting is
like poetry—precise,
impactful, and timeless.

– Daniel Adams 

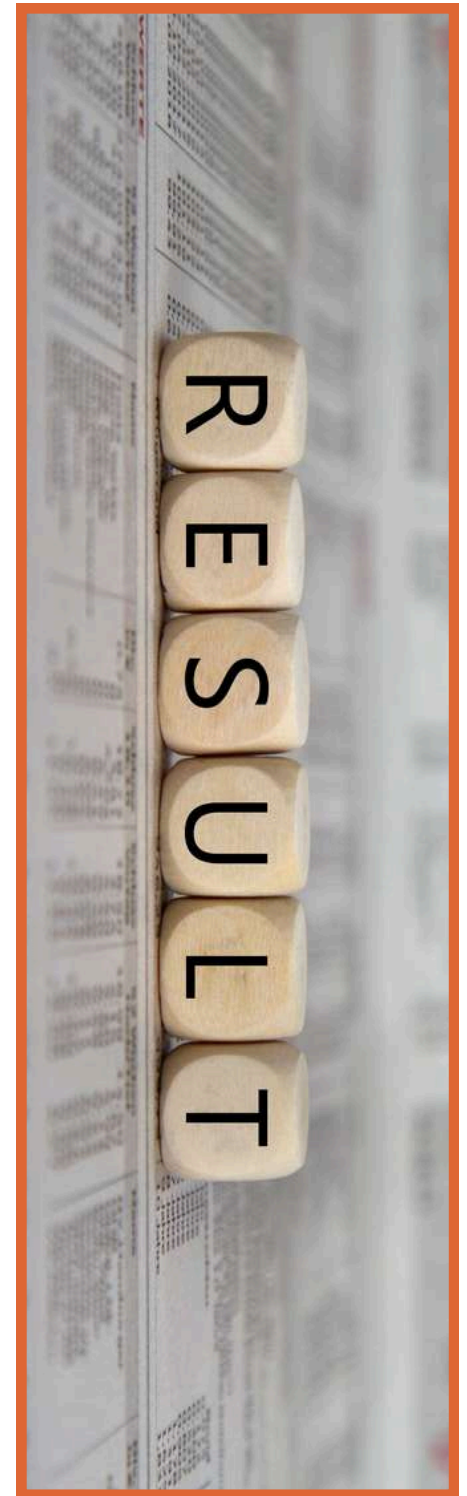
- Guidance from NEST: Received instructions from NEST to have the client call with personal details of her father and proof of their relationship.
- Client Involvement: Communicated with the client, informing her of the need to call NEST directly, providing specific details and proof to verify her identity.
- Verification and Access: The client followed the instructions, contacted NEST, and was verified as the legitimate party. She obtained the credentials needed to access the account.
- Credential Transfer: Once access was granted, the client provided us with the account credentials.
- Correction of Contributions: Used the newly acquired credentials to update and correct the pension contributions for the months from July 2023 to March 2024.

What Results Were Achieved?

- Account Access Restored: The client successfully regained access to the NEST account after verification.
- Credential Management: The client provided us with the account credentials, enabling us to manage the account on her behalf.
- Corrected Contributions: We rectified the pension contributions for the period of July 2023 to March 2024, aligning the account details accurately with the actual contributions due.
- Client Satisfaction: The client was satisfied with the resolution of both the access and contribution issues, ensuring her account was current and accurate.

Conclusion

This case exemplifies the challenges of managing inherited financial accounts and the importance of direct client involvement in account verification processes. Effective communication and detailed follow-up with the support team, combined with thorough client instruction, enabled successful resolution. Ensuring accurate contributions to the NEST pension account was crucial for maintaining financial compliance and client satisfaction.



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**Accounting is the art
of turning chaos into
clarity and confusion
into financial wisdom.**

– Michael Carter
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