



**CASE
STUDY**

**RESTORING ACCESS AND ACCURACY:
A NEST PENSION ACCOUNT CASE
STUDY FOR PLATINUM RESIDENTIAL
PROPERTY LTD**

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Introduction

Platinum Residential Property Ltd approached Corient with a critical issue related to their NEST pension account. Following the passing of the account holder, the client's father, access to the account was lost, and subsequent contributions were incorrectly submitted. This case study outlines how Corient navigated this complex situation to restore access and correct the contributions.

The Problem?

The client was unable to access the NEST pension account, which was in her father's name. After eventually gaining access, incorrect contributions were submitted for the period from July 2023 to March 2024. The client needed assistance from our outsourced payroll services to resolve these issues and ensure proper management of the pension account.

Corient Solution

To address the problem, Corient identified and implemented the following solution:

- **Contact with NEST Support:** We communicated with NEST support to explain the situation and seek guidance.
- **Client Instructions:** NEST support advised that the client should call them with her father's personal details and proofs of her relation to the account holder.

**The best accountants
are the architects of
financial legacies.**

– Laura Anderson

Challenges Faced

During the solution implementation, several challenges were encountered:

- **Lack of Delegate Access:** Corient did not have delegate access to the client's pension account, leading to a lack of cooperation from NEST support executives.
- **Verification Requirement:** NEST required personal details and proof of relationship from the client, complicating the process of obtaining information and making corrections.

Overcoming the Challenges

To overcome these challenges, Corient:

- **Third-Party Contact:** Acted as a third party, explaining the situation to NEST support, who noted the request on the client's account.
- **Client Coordination:** Advised the client to contact NEST directly with the required personal details and proofs to verify her relationship with the account holder.

Results Achieved

The efforts led to significant results:

- **Access Restored:** The client successfully regained access to the NEST account after providing the necessary personal details and proofs.
- **Credentials Shared:** The client provided Corient with the account credentials.
- **Updated Contributions:** Corient updated the contributions to bring them current, ensuring accurate records from July 2023 to March 2024.



**Behind every good
business is a great
accountant.**

– Anonymous





Client Benefits

The client experienced several benefits from Corient's intervention:

1. **Restored Access:** Gained access to the NEST account, ensuring continued management of pension contributions.
2. **Corrected Contributions:** Accurate records were restored, eliminating the discrepancies in contributions for the specified period.
3. **Future Preparedness:** The client was better prepared to manage the account going forward.



Conclusion

Corient successfully navigated the complex issue of accessing and correcting the NEST pension account for Platinum Residential Property Ltd. Through effective communication and strategic coordination, we restored access and ensured accurate contributions, highlighting the importance of thorough verification processes and dedicated client support in managing sensitive financial matters.



**The road to success and the road to failure
are almost exactly the same.**

– Colin R. Davis

