



TeX Member Expectations 2024



Being a committed TeX member, TeX members will:

- continue to be members of TeX, paying their annual fees promptly, registering against any relevant category (Service Provider, Asset Manager, Multi-Role Member and Pension Provider), and encourage others to join.
- be active in supporting appropriate Councils – SLA & Operations, Legal Advisory and Development Partners – sharing their expertise, best practice and opinions.
- commit to their representatives having time available (typically 3 – 5 hours per quarter including preparation and active contribution). Representatives to share learnings and actions across their own organisation to maximise benefits of membership.
- provide monthly MI on time, ensuring it is complete, accurate and truthfully reflects performance.
- keep their TeX Register entry complete, accurate and up to date.
- engage with TeX and other Members to resolve issues with transfers cases, supporting escalations by making themselves available. Use the standard contact first and then escalate if not resolved. Escalated contact to respond within 24 hours during working hours.



Delivering excellent Transfers customer service, TeX members will:

- take a pride in delivering excellent transfer customer service for all their clients.
- use the FCA's Consumer Duty as a lever to continuously improve transfers customer service.
- commit to resourcing their Transfers Out teams as effectively as their Transfers In teams – seeking to deliver outstanding service through both teams.
- encourage product and process excellence across the people in their Transfers teams.
- manage, prioritise and resource bulk transfer projects effectively to ensure that the end-to-end customer journey is kept to a minimum.



Investing in the best automated Transfers services, TeX members will:

- invest in automated solutions for ISA, GIA and Pensions transfers.
- commit to delivering re-registration / in-specie transfers wherever possible, including supporting share-class conversions where needed.
- develop and implement straight-through processing wherever possible to speed up transfers and minimise errors.
- drive activity to reduce the number of transfer request rejections, including data capture and input accuracy, and improving data validations.
- deliver solutions that enable customers to initiate, track and engage with their transfers