

LoA Performance Index

The organisations with the highest volume of LoA responses

Responding LoA Organisation	2025 Q1	2024 Q4	2024 Q3
Anon Org Bravo	8.2	5.1	5.2
Anon Org Charlie	8.6	7.6	6.4
Anon Org Echo	10.6	11.6	9.2
Anon Org Delta	11.4	9.9	8.6
Anon Org Alpha	14	8.1	4.5
Anon Org India	15.1	16	16.3
Anon Org Foxtrot	15.4	13.3	11.6
Anon Org Golf	16	15.6	15.9
Anon Org Juliet	17.8	20.4	39.9
Anon Org Hotel	18	16	16.3
Anon Org Kilo (new)	18.1	17.4	
Calendar Days			

Pension Lab's LoA Performance Index (LPI) tracks the number of days responding providers, platforms and pension schemes take to supply their initial LoA (Letter of Authority) response. Performance is measured over a three-month period for each calendar quarter and averaged to ensure fairness and consistency.

By helping organisations understand and measure their performance against peers, we can work together to improve their LoA processes.

Pension Lab aims to support better outcomes for both advisers and consumers.

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FAQs

What are the typical timescales without Pension Lab's system?

Research published in October 2023 states that this varies at best from 9.5 days to 59.5 days at worst.

Clients, through case study research, have reported an 80% time reduction when using Pension Lab's LoA service.

Is the variability in LoA timescales a reflection of Pension Lab's system?

Our system is proven to reduce overall LoA timescales by up to 80%. However, the LoA process inherently depends on the performance of the responding party (provider, platform, scheme, or TPA), much like transfers.

Our system has reinvented and digitised processes to optimise efficiencies at every step. However, the remaining delays highlight areas where the wider industry can still improve.

What are you doing to improve LoA timescales?

We're committed to driving meaningful change across the industry. Here's what we've done so far:

- Launched initiatives like the #LogYourLoAPain campaign.
- Published our research and white paper, "What Lies Beneath Letters of Authority."
- Established the industry-wide Fix LoA Action Group (FLAG).

Additionally, we recently launched our enhanced digital LoA service, LoA 2.0.

Why aren't you naming and shaming underperforming providers?

Our goal is to foster collaboration, not alienation. By working constructively with providers, we aim to build momentum for real, lasting improvements that benefit all stakeholders.

We also recognise that LoA improvements require effort from both the responding and requesting parties, which is why we champion the adoption of Criterion's LoA standards.

Can organisations make their LoA performance results public?

Yes, we encourage added transparency. If organisations choose to share their results, we fully support them doing so on their own terms.

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How many LoAs does Pension Lab process?

We process thousands of LoAs each month. While exact volumes are commercially sensitive, this volume reflects our significant footprint in supporting the LoA process across the industry.

Why are there only 10-11 organisations listed?

These organisations are our most frequently contacted for LoA responses. We operate and have connections with hundreds of different organisations. We may, in time, consider extending the index to cover more organisations.

About Pension Lab

Pension Lab is an FCA-authorised provider of innovative pension transfer and consolidation technology, simplifying complex processes and enabling better outcomes for consumers. Our solutions are built to support industry-wide collaboration, ensuring providers and advisers can deliver efficient, compliant, and consumer-focused services.

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