

Your Disciplinary Scheme and how it affects you  
Andy Scott and Ben Kemp



## Review of 2009

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### Number of complaints

| Year            | Total      | Faculty   | Institute  |
|-----------------|------------|-----------|------------|
| 2004            | 18         | 3         | 15         |
| 2005            | 18         | 2         | 16         |
| 2006            | 16         | 3         | 13         |
| 2007            | 8          | 3         | 5          |
| 2008            | 35         | 8         | 27         |
| 2009            | 37         | 10        | 27         |
| <b>To Date:</b> | <b>132</b> | <b>29</b> | <b>103</b> |

Total number of Members\*: 20,991

Faculty: 2,849

Institute: 18,092

Joint: 50

\*At 1 March 2010

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## Sources of complaints

|   | 2004      | 2005      | 2006      | 2007     | 2008      | 2009      | Total      |
|---|-----------|-----------|-----------|----------|-----------|-----------|------------|
| Members of the public                     | 7         | 8         | 6         | 4        | 1         | 2         | 28         |
| Other Actuaries                           | 2         | 5         | 4         | 4        | 2         | 10        | 27         |
| Trustees of pension schemes               | 3         | 2         | 5         | -        | 1         | -         | 11         |
| OPRA (now The Pensions Regulator)         | 2         | -         | -         | -        | -         | 1         | 3          |
| Pensions fund manager                     | 1         | -         | -         | -        | -         | -         | 1          |
| Pensions Protection Fund                  | -         | -         | -         | -        | -         | 1         | 1          |
| Former employer                           | -         | 1         | 1         | -        | -         | -         | 2          |
| Honorary Secretary of Faculty             | 1         | -         | -         | -        | -         | -         | 1          |
| Honorary Secretary of Institute           | 2         | 2         | -         | -        | -         | -         | 4          |
| Other regulator                           | -         | -         | -         | -        | 2         | 2         | 4          |
| Chairman of Validation Committee          | -         | -         | -         | -        | 2         | -         | 2          |
| Chairman of the Board of Examiners        | -         | -         | -         | -        | -         | 2         | 2          |
| Head of Professional Regulation           | -         | -         | -         | -        | 27*       | 19*       | 46         |
| <b>Total</b>                              | <b>18</b> | <b>18</b> | <b>16</b> | <b>8</b> | <b>35</b> | <b>37</b> | <b>132</b> |
| *These were referred under the CPD Scheme |           |           |           |          |           |           |            |

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## Branch of Practice of Respondent

|                                   | 2004      | 2005      | 2006      | 2007     | 2008      | 2009      | Total      |
|-----------------------------------|-----------|-----------|-----------|----------|-----------|-----------|------------|
| Pensions                          | 16        | 11        | 10        | 6        | 9         | 14        | 66         |
| Life                              | 1         | 3         | 2         | 2        | 9         | 6         | 23         |
| General insurance                 | 0         | 1         | 0         | 0        | 5         | 1         | 7          |
| Consultancy                       | 0         | 1         | 0         | 0        | 0         | 0         | 1          |
| Trustee investment adviser        | 0         | 1         | 1         | 0        | 0         | 0         | 2          |
| Student                           | 1         | 1         | 3         | 0        | 0         | 2         | 7          |
| No information recorded           | 0         | 0         | 0         | 0        | 6         | 7         | 13         |
| Investment management and banking | 0         | 0         | 0         | 0        | 4         | 4         | 8          |
| Health and care insurance         | 0         | 0         | 0         | 0        | 2         | 1         | 3          |
| Other non-actuarial               | 0         | 0         | 0         | 0        | 0         | 1         | 1          |
| Education                         | 0         | 0         | 0         | 0        | 0         | 1         | 1          |
| <b>Total</b>                      | <b>18</b> | <b>18</b> | <b>16</b> | <b>8</b> | <b>35</b> | <b>37</b> | <b>132</b> |

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## Branch of practice of respondents in reserved roles

|                   | 2004      | 2005     | 2006     | 2007     | 2008     | 2009     | Total     |
|-------------------|-----------|----------|----------|----------|----------|----------|-----------|
| Pensions          | 13        | 8        | 4        | 4        | 4        | 7        | 40        |
| Life              | 1         | -        | -        | 1        | 1        | -        | 3         |
| General insurance | -         | 1        | -        | -        | -        | -        | 1         |
| <b>Total</b>      | <b>14</b> | <b>9</b> | <b>4</b> | <b>5</b> | <b>5</b> | <b>7</b> | <b>44</b> |

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## Branch of practice of respondent not in reserved roles

|                                   | 2004     | 2005     | 2006      | 2007     | 2008      | 2009      | Total     |
|-----------------------------------|----------|----------|-----------|----------|-----------|-----------|-----------|
| Pensions                          | 3        | 3        | 6         | 2        | 5         | 7         | 26        |
| Life                              | 0        | 3        | 2         | 1        | 8         | 6         | 20        |
| General insurance                 | 0        | 0        | 0         | 0        | 5         | 1         | 6         |
| Consultancy                       | 0        | 1        | 0         | 0        | 0         | 0         | 1         |
| Trustee investment adviser        | 0        | 1        | 1         | 0        | 0         | 0         | 2         |
| Student                           | 1        | 1        | 3         | 0        | 0         | 2         | 7         |
| No information recorded           | 0        | 0        | 0         | 0        | 6         | 7         | 13        |
| Investment management and banking | 0        | 0        | 0         | 0        | 4         | 4         | 8         |
| Health and care Insurance         | 0        | 0        | 0         | 0        | 2         | 1         | 3         |
| Other non-actuarial               | 0        | 0        | 0         | 0        | 0         | 1         | 1         |
| Education                         | 0        | 0        | 0         | 0        | 0         | 1         | 1         |
| <b>Total</b>                      | <b>4</b> | <b>9</b> | <b>12</b> | <b>3</b> | <b>30</b> | <b>30</b> | <b>88</b> |

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## Outcomes 2004-2009

**No of cases to Adjudication Panel 84**

Number dismissed 38

No sanctions 1

Number where the Respondent  
accepted there had been  
misconduct and accepted  
the sanction from the Panel 28

Referred to a Tribunal 18\*

\*15 Tribunal hearings as three hearings concerned two cases against the  
same Respondent

No Tribunal case dismissed. The most severe sanction was expulsion for a  
period of 5 years and the minimum sanction has been a reprimand.

## Subject matter of complaints

- Breach of guidance or statutory requirements
- Incompetence
- Criminal convictions
- Conflict of interest
- Dishonesty/ lack of integrity
- Failure to renew/ hold practising certificates
- Failure to comply with CPD requirements
- Failure to cooperate appropriately with Regulator