

Date Received	Summary of complaint	Current Position/ Outcome	Synopsis	Response
08/04/2020	Contact from Ombudsman as ill health had been refused by employer and member went straight to them	Provided manager's contact details to Ombudsman for further evidence to support refusal		Nothing further received
14/01/2021	Member had benefits with 3 other Funds and we wrote seperately about each one. Member confirmed they wanted one kept separate but didn't respond for the other 2 and we autoaggregated them.	Ombudsman contacted us for formal response which was provided on 24/01/2021.	NYPF have followed the auto-aggregation rules but the member ahs suffered a financial loss on one of the records combined due to a drop in pay when joining NYCC.	Nothing further received