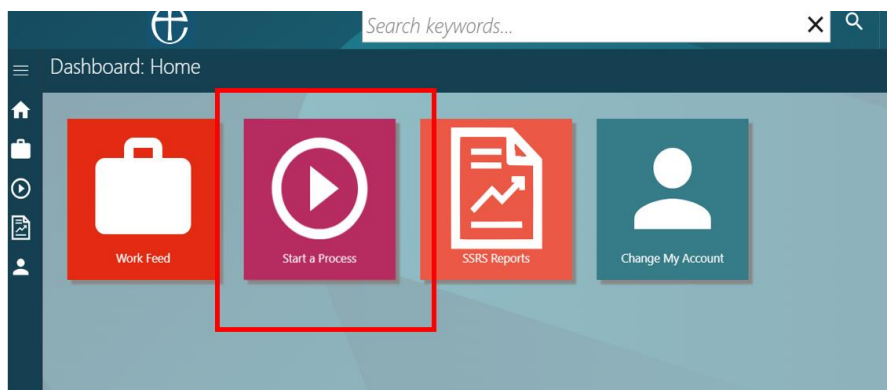


Ask a question or upload a document about an employer

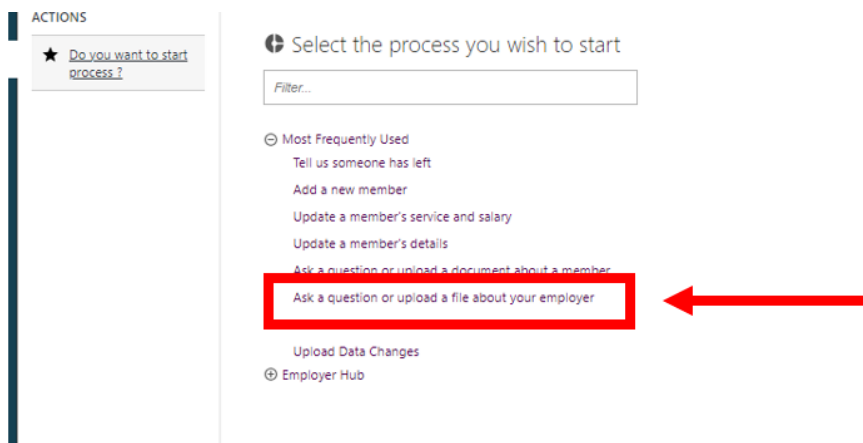
This process is useful if you wish to ask a question about the scheme you administer, such as a question about a member's pension contributions.

We will response to any queries via Hub. All queries and responses are saved in the documents section

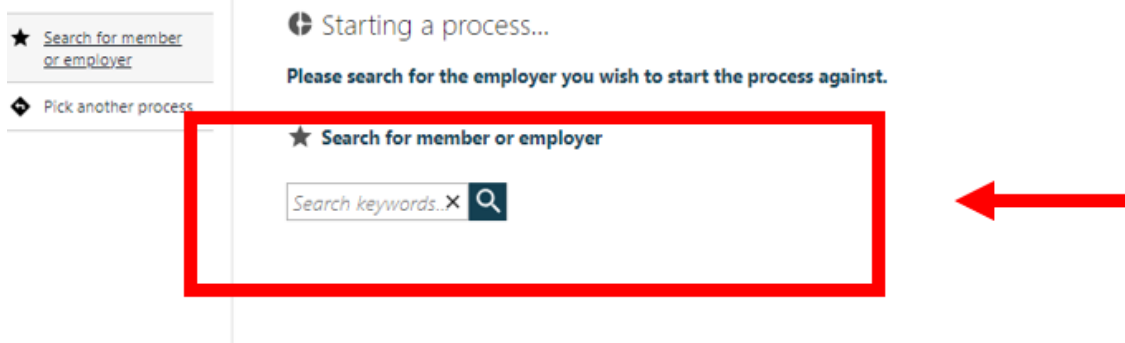
To ask a question or upload a document about an employer, click on the '**start a process**' tile on the home page.



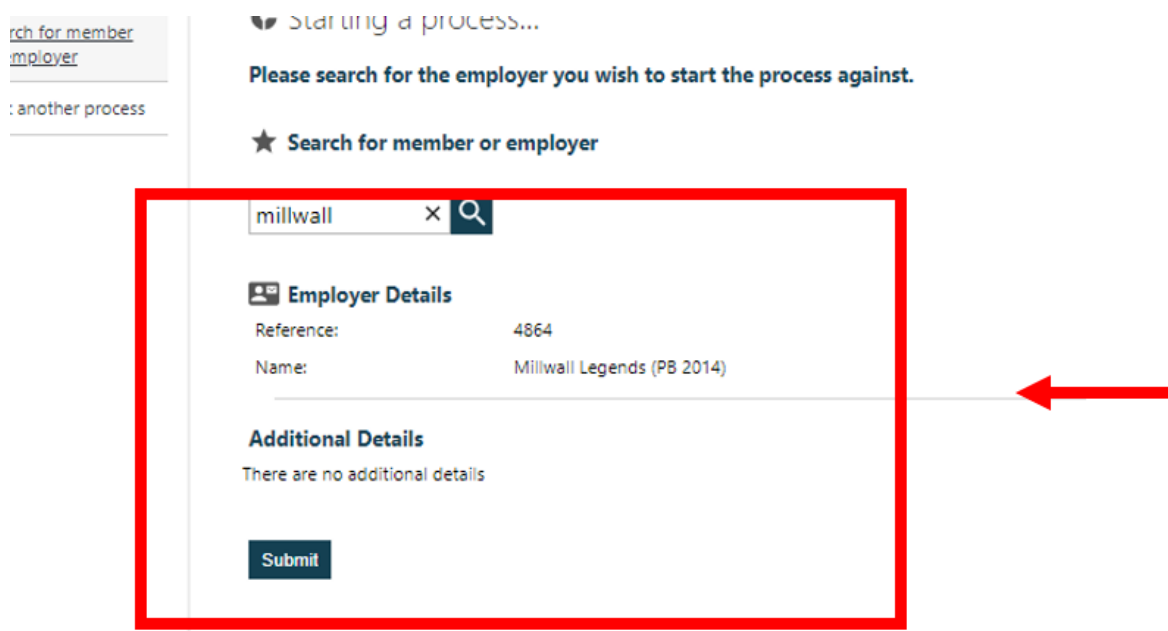
Select '**Ask a question or upload a file about your employer**' from the process list.



Type in the name of the employer that the query relates to, into **the search field**. You usually you can just type part of the name and **click search (the little magnifying glass)** and it will find the relevant employer.



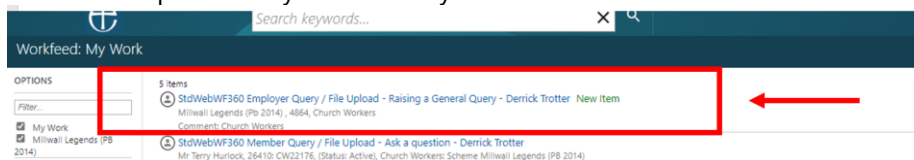
You will be shown the basic details of that employer. If this is the correct employer, **click 'submit'**.



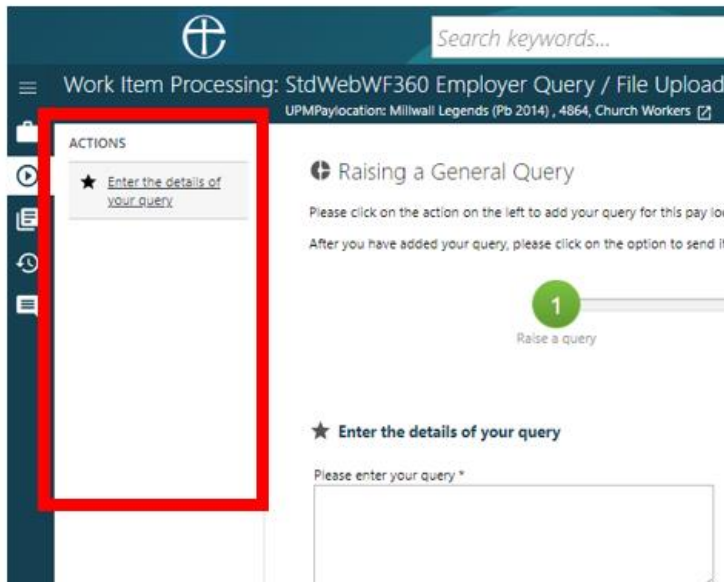
Once you have clicked on submit, you have created a 'work item' or 'process' on Hub. See **Work Feed guide** on how to navigate through the Work Feed and assigning work items/processes to users.

Once the process has been assigned into your work tray, you can action it.

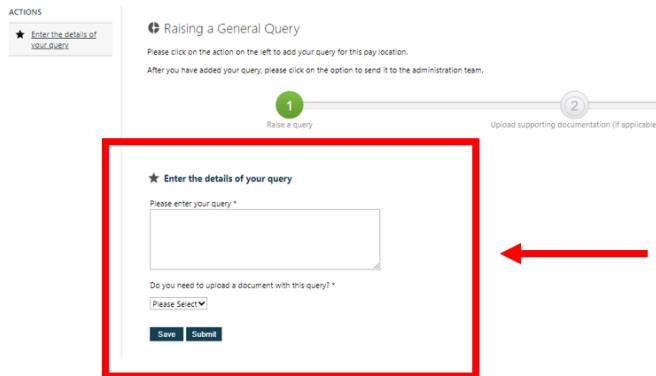
Click on the process in your work tray.



To help you through the process, **you'll be guided down the 'action pane' on the left-hand side.**

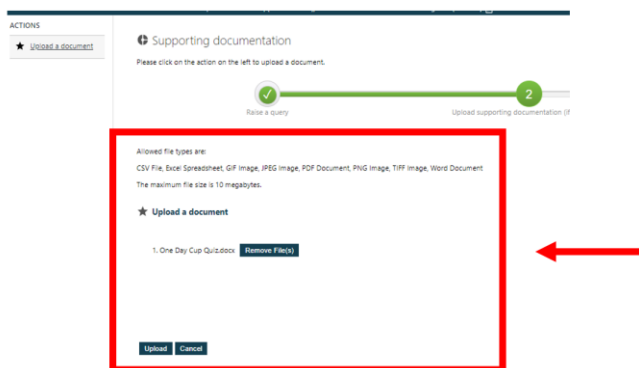


Type in your question which you'd like to ask. You will then need to specify if you are uploading a document.

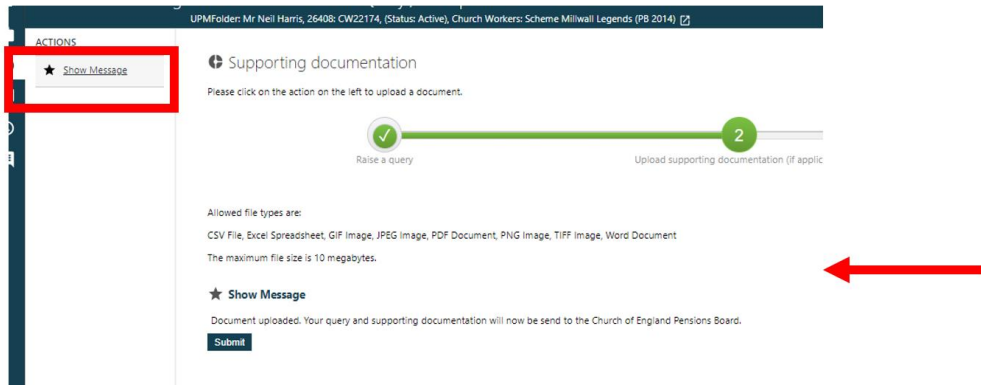


Uploading document: If you are uploading a document, click on add file(s) and select the file you are uploading. You will then see the document listed on the page. If you are happy with this document, then click upload.

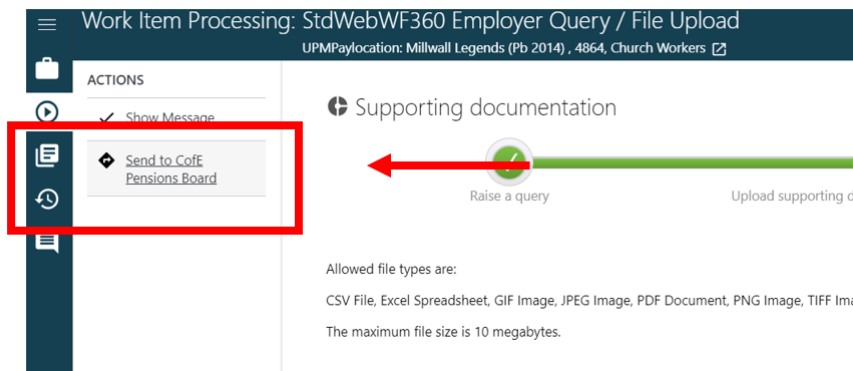
Not uploading Document: If you are not uploading a document, you can skip this stage.



In the Actions pane, you will need to **click on the next action** which will open a message which tells you that your document and query are ready to be sent to us. Click on submit if you are happy to send your query.



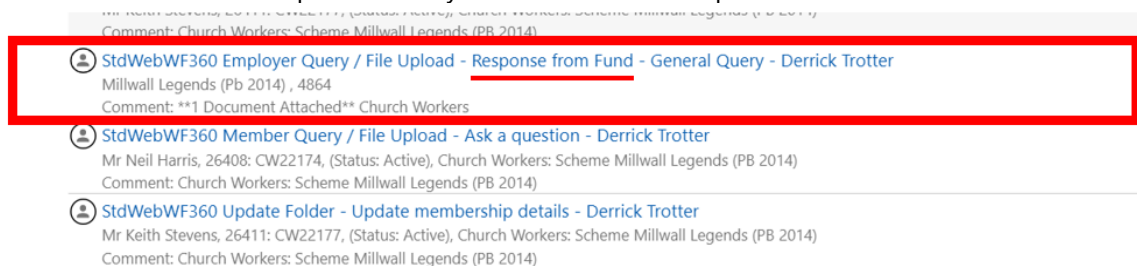
Your last action in the **Actions pane** is to click on send to cofe pensions board, and your message will be sent.



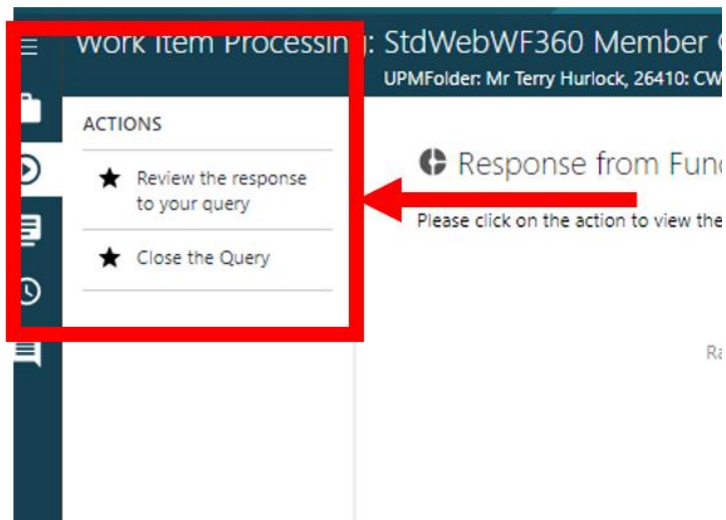
Receiving a response

If you need a response from us about your query, we will usually send a response **within 10 working days**. The response will appear in Hub, in the work tray of the user who made the initial query.

You will notice that the response will say on the work item 'response from fund'.



You will then need to click on the **'Review the response to your query'** action in the **Actions pane on the left**.



Once clicked on, you will see the response to your query.

By closing the query by clicking on the **Close The Query** action, the process will be closed and will no longer be in your work tray.

The response to your query will be saved Hub in the **documents area of the Employer Folder**. To find out how to navigate to this area, see the **Additional Functions** guides.

