

Synthesized Section Report for: 35- Auditing of Beneficiary Files.docx

Auditing of Beneficiary and Wage Earner Files: Policy and Procedures

Purpose:

To ensure accurate collection of employee contributions, appropriate benefit distribution, and maintenance of correct documentation for all wage earners and beneficiaries. This includes preventing ineligibility due to uncollected contributions and protecting against potential fraudulent activity.

Policy:

1. Quarterly random audits of 20 beneficiary files by Assistant Manager Member Services.
2. Annual Beneficiary Survey.
3. Ad hoc audits for foreign beneficiaries, changes in circumstances, or when a beneficiary expresses concern about contributions.
4. Full wage earner audit when there is suspicion of fraudulent activity or concerns about contributions.
5. No re-audit for 18 months after an audit if a file note indicates an audit was undertaken in the previous 6 months.

Procedures:

1. Check application form completion, benefit amount accuracy, disbursement according to beneficiary's instructions, and supporting documentation for changes in circumstances.
2. For work permit holders, check Individual Wage History for anomalies such as missed quarters or lack of employee contributions.
3. Correct documentation using appropriate forms and update file notes.
4. If issues with Wage Earner History are reported, send the file to Employer Services for a full Employer Audit.
5. Maintain clear, concise, and accurate file notes for all interactions with beneficiaries and employers. File notes should include date, action taken, follow-up actions (if required), and sufficient information for future reference.