



PARLIAMENT
OF THE CAYMAN ISLANDS



PARLIAMENTARY QUESTION NO. 43
Answered on 2 October, 2026
Second Meeting 2026-2027 Session – Third Sitting

PARLIAMENTARY QUESTION
ASKED BY

MR. ROY TATUM
ELECTED MEMBER FOR THE CONSTITUENCY OF RED BAY

TO

THE HONOURABLE DEPUTY GOVERNOR, EX-OFFICIO MEMBER FOR THE
PORTFOLIO OF THE CIVIL SERVICE

QUESTION:

Can the Honourable Deputy Governor say what further progress has been made in reducing delays in processing civil service retirement applications and commencing pension payments since the Deputy Governor's written response of 13 May 2026 to my parliamentary question dated 23 February 2026, and what is the current number of overdue applications and the timetable for clearing the backlog?

ANSWER:

Mr. Speaker, I thank the Elected Member for Red Bay for his continued interest in the Public Service Pensions Board (PSPB) and its work on behalf of pensioners. For someone who has completed their service, a delay in the first pension payment is more than an administrative inconvenience, it can impact their ability to meet even basic, essential commitments. The PSPB recognizes this and has worked tirelessly to resolve the backlog.

Background

Mr. Speaker, by way of background, when I provided a written update to Parliament in May this year, the PSPB had identified 166 retirement cases which were in active processing as at 31 March 2026. I am happy to report that the PSPB has made substantial progress in clearing up this backlog.

As at 25 September 2026, of the historical backlog:

140 retirement cases have been completed and put into full payment; and

26 retirement cases are still being actively processed, including some where pensioners are receiving interim payments whilst their full pension is being validated and signed off.

Mr. Speaker, completing 140 retirement cases is meaningful progress which has only been achieved through sustained long hours, additional staffing, process re-engineering, and close collaboration with core Government as the largest employer within the plan. This work continues.

Retirement cases received since 31 March 2026

Mr. Speaker, new retirement applications continue to be received and processed while the PSPB tackles the historical backlog. Since 31 March, it has identified 216 new retirement cases, the vast majority of which are future applications meaning persons who have indicated a future retirement date but not yet retired or persons who have attained the normal retirement age but not yet applied for their pension. Notably, only 32 of these cases are of persons who are retired and made a pension application, and whose pension payments are now overdue.

Therefore, including the historical backlog, a total of 58 pension applications are now overdue. The PSPB aims to process these 58 overdue pension applications before the end of 2026. Simultaneously, the PSPB is addressing its resources and work processes upstream, to avoid such lengthy delays and backlogs as members enter into retirement.

As promised, significant workstreams were delivered to expedite applications for our valued retirees. These include the following:

- **Contributions paid alongside salaries:** Since August, Civil Service pension contributions have been centralized using CIG's new HR system, and paid over to coincide with Government payday, thus removing up to a six weeks delay in prior payment practices.
- **Earlier checks:** The PSPB has commenced reviewing contributions each month as they are paid, so that missing contributions or discrepancies can be followed up with the employer at that time, rather than waiting until a member's benefit is being processed, potentially months or years later.
- **Enhancing staffing to tackle the workload:** A combination of temporary contracts to retired employees, employment of new staff, redeployment of existing staff and targeted overtime have been employed to better match the volume of cases being processed.

Going forward, efforts will include:

- **Additional specialist support:** The PSPB is securing temporary additional outsourced support for pension applications processing .
- **Filling key roles:** A new Director of Plan Member Services will join the PSPB alongside another experienced, former Member Service Officer on a temporary contract, adding experience and capacity.
- **Better systems and employer access:** Improvements to the PSPB's systems and Employer Self Service portal are being pursued to make it easier for employers to provide information and reduce the manual work involved in processing cases. This includes planned work to integrate with CIG's new HR system.

The progress made gives the authority a firm foundation to build on. I recognise the commitment of the PSPB and its staff, and the continued cooperation of participating employers and members will be essential to completing the remaining retirement applications.

Thank you, Mr. Speaker.