

Keep moving forward together

We promised a future proofed solution and we continually invest in our workplace solutions with the goal to continue delivering better outcomes.

Here are some of our most recent examples that show our commitment to continual innovation.



1
Making it easier for employees and members to find out more about their pension

What we have done recently

- 24/7 access to the mobile app
- Secure messaging available to every employee through their dashboard and mobile app
- Communications on our enhanced employee and member services
- Pilot new joiner communications (welcome email)

What we are doing next

- New joiner comms (welcome email) for every new employee
- New joiner comms (welcome pack) pilot
- 24/7 access to the customer dashboard
- New internal employer dashboard to improve telephony experience
- Enhancing our Helping Hand Initiative
- Improving the way in which we accept debit card payments over the phone
- Making it easier to register for the customer dashboard by adding the plan number to emails

Future developments

- New initial engagement across all customers
- Relevant initial nudge based on data

2
Helping employees and members understand more about the benefits of their pension

- Transformed online investment switch journey for trust members
- Pilot to improve the consolidation experience
- Enhancements to the mobile app including:
 - See how your pension has changed over time
 - View of daily fund price changes
 - Charge information in £ and % and employer discount shown for trust members

- Amendments to Scheme Rules
- New annual benefit statements
- Transformed online investment switch journey – roll out for all products
- Messaging/notifications throughout the mobile app
- Making the changes to improve the consolidation process
- Employee Engagement Programme – communications at the moments that matter (first contribution received letters and emails next)
- Clearer net charges for all products

- Employer matching incorporated throughout journeys
- Increased personalised nudging based on data and customer activity
- Incorporation of Pension Dashboard
- Evolution of wider savings and financial wellness solutions

3
Helping employees and members understand more about their options in retirement

- Communications about the online drawdown review
- Rollout of retirement webinars following successful pilot
- Pre-retirement telephone consultation pilot
- Improving the communications sent in the run up to retirement (1 year and 2 years from their selected retirement date and milestone birthdays communications)

- Revising the timing of our pre-retirement engagement comms to focus on milestone birthdays and widening the reach of these comms
- Enhancing the digital experience for pre-retirement planning
- Identifying improvements to our online and telephone drawdown journey to enhance the customer experience
- Pilot of retirement roadshows at employer locations

- The future of drawdown
- Digital retirement advice
- Targeted communications based on employee and member data activity

4
Making it easy for employers/trustees to run their pension scheme and optimise reward spend

- Workplace Hub
- Auto-enrolment contribution phasing

Lifelens

- New total reward solution
- Time triggered communication nudges

- Roll out of hub to clients starting with advised Good to Go schemes
- Increased MI on employee/member activity, including phone trends and benchmarking

Lifelens

- Enhancements to total reward solutions based on insight and experience

- ‘Intelligent’ governance reports
- Interactive employer MI dashboards

Lifelens

- Benchmarking included in the real time employer MI dashboards

Our 2020 vision

A better experience for clients and their employees

Being accessible

Customers can interact with us through a range of media that suits their individual circumstances

Providing support

Colleagues will be enabled to focus on supporting our customers through intuitive systems

Efficient resolution

Customers' most frequent needs will be resolved more efficiently

Engagement and nudging

Data will drive more targeted communication including reflecting contributions and matching structures across statements and tools

Flexibility of investment

Default investments will offer flexibility, reflecting both clients' and customers' preferences, for a changing retirement landscape

Meeting retirement needs

We will provide access to customers' savings from the product they are in

Supporting life savings

Enable a suite of products to help customers' life savings, allowing them to contribute in a way that suits them

Increasing connectivity

Our technology will account for clients' infrastructure, easing scheme administration and enabling competitive benefits

Data and insight led

Our data and insights will help clients govern their scheme and add value to their business

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