

## Workplace pensions

# The value of standout service for your workplace pension

We know your workplace pension is a valuable benefit for your employees and a significant investment for your business - so you'll be looking for an outstanding service experience. But what does outstanding service look like?

Is it having a dedicated contact who'll take ownership and accountability for setting up and running your scheme?

Or is it knowing you'll receive the right communications, at the right time, to help you understand issues that may affect you and your employees?

Perhaps it's the peace of mind, during a crisis, that you and your employees will have someone to speak to on the end of the phone – rather than being passed from pillar to post?

We believe the key to outstanding service is all of these things, and more. That's why we aim to deliver exceptional service through great people, backed by smart technology.

## Why we believe in outstanding service

We choose to focus on service because we understand the way we look after your scheme is a reflection of the choice you've made for your employees' pensions.

And we know your employees will want a pension provider who'll be there for them at key moments of truth.



From start to finish, our Implementation Manager held our hands through the whole process and we built up a lovely working relationship with her. She was always there to help even through what has been an extremely tricky year for us all what with home working.

**Adrian Flux, Employer, January 2021**

## How service can impact you and your employees

Like any service experience, if it's not good enough - there's an impact.

And when it comes to your workplace pension scheme, receiving the opposite of exceptional service can affect your business.

It could mean you having to spend time resolving issues, missing regulatory duties or falling short of your employees' expectations.

If the service you receive isn't as expected, it could cost you time, money and reputation.

So, it's important to consider the difference outstanding service can make, especially over the long-term.

## How we aim to deliver standout service

From the moment you start working with us, we hope you'll realise what outstanding service looks like.

### **Dedicated contacts**

We'll give you a dedicated implementation manager who'll provide personal support and guidance throughout setting up your scheme. This contact will also give all the training needed to run the scheme, so you can be reassured you'll be equipped to stay on track.

And when you're happy to run your scheme, we'll hand you over to one of our scheme owners. They'll keep a watchful eye over the scheme just to help make sure everything is running smoothly.



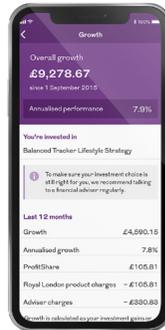
### **Backed by smart technology**

We firmly believe that people provide the best support, but they need great technology behind them. That's why our online dashboard helps you run your scheme effectively. It's easy to use and will give you everything you need.



### **Actively engaging employees**

We know you'll want your employees to see the benefits of your investment in them - so we make sure we help communicate this message from the start.



Whether it's raising awareness that the scheme is in place or helping employees manage their savings through our mobile app, their employee engagement hub or annual statement - we've covered all bases to help them engage with their pension.

And we don't stop there, we know financial wellbeing can impact you and your employees. So we provide guides that can help them navigate their finances in all aspects of their life - just another way we'll go the extra mile for your employees.

- 1 Based on Royal London figures as at December 2020.
- 2 Financial Adviser Service Awards 2020.
- 3 Based on Royal London data from January 2020 to November 2020 on Income Release payments processed within 24 hours.
- 4 Jon Glen, Royal London Group Operations Director - interview with Citywire, April 2020.

## Our service in numbers

 **20,000**  
employers

We give all 20,000 employers we work with dedicated scheme owners. So you'll have one-on-one support when you need it. <sup>1</sup>

 **12**  
years

We've won five stars for service for twelve years in a row. <sup>2</sup>

 **24**  
hours

On average, at least 70% of our Income Release payments made last year were processed within 24 hours. Meaning your employees will be able to access their pension savings quickly when the time comes. <sup>3</sup>

 **98%**

During the Coronavirus outbreak, 98% of our employees were working from home within nine days - giving you peace of mind we'll be available during a crisis. <sup>4</sup>

## Don't just take our word for it.



During the implementation, **I cannot praise our Implementation Manager highly enough.** He was very patient in explaining the data requirements and thorough in his presentations. He was also **extremely helpful** and easy to contact outside of scheduled project calls if I had any extra questions.

**Eden Motor Group, Employer, May 2020**



**From day one we were presented with a consistently high calibre of individuals from Royal London,** with a great blend of hands on experience, enthusiasm and drive, and crucially with the people skills and behaviours to ensure we were always engaged and enthused throughout the process. **The team were nothing short of phenomenal.**

**Everton Football Club, Employer, June 2020**

### Find out more

To find out more about a Royal London workplace pension and how we aim to deliver a standout service, speak to your adviser or visit our website at [employer.royallondon.com/service](https://employer.royallondon.com/service)



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