

Aon Integrated Pensions

Your journey towards success



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What is Integrated Pensions and how could it benefit me?

The world of pensions is changing all the time. We are increasingly finding that pension schemes are focusing on working towards a defined end game, one where your scheme becomes self-sufficient or is able to secure members' benefits in full.

Along this journey, you may work with a number of different advisors – or as is becoming more common, work with just one provider who can bring together all the key services you need. In a nutshell, this is Integrated Pensions.

At Aon, we believe that better outcomes are achievable for every pension scheme, no matter how big or small. You only have to look at our track record to see that's the case. Using analysis of our own clients, we can demonstrate that there is no discernible size factor in funding outcomes, consistent with our objective of

delivering better outcomes irrespective of size. Through our experience of working with pension schemes of all sizes and profiles, we can give you affordable access to the industry's most effective solutions – with absolute transparency over fees. Integrated Pensions is a simpler way of working. You will find a joined up and streamlined approach that is tailored to you, with just one senior point of contact. That means one person with absolute accountability for bringing together a team that is capable of delivering an outstanding service and meeting your long-term goals.

"Delivery of a service which inspires confidence"
(Aon Client Satisfaction Survey 2018)



We can give you affordable access to the industry's most effective solutions

Why should I choose Aon?

We take a practical and informative approach

With Aon, you have the resources and expertise of a global company, but services delivered in a relevant and personal way. Our solutions have real impact and achieve impressive results – and we want to make them accessible to all schemes, so that everyone can reap the rewards.

Recognised as a global leader in every aspect of integrated plan management, Integrated Pensions focuses on providing solutions in the complex areas of retirement, investment and benefits administration. It is thanks to our wealth of experience and diverse skills, that we can be innovative in what we do, delivering fresh and tailored thinking.

We take a practical and informative approach. So we will provide you with ideas that are useful and realistic, drawing upon our wealth of research,

resources and experience to provide you with all the information you need to make informed decisions – while filtering out anything you do not need.

It is a tried and tested approach.

Almost half of our 500 trustee advisory appointments already work with us in this way and benefit from a coordinated and integrated approach, backed up by the breadth and depth of our global research and capabilities.



“Clear advice, value for money and an adaptable approach.”
(Aon Client Satisfaction Survey, 2018)

The journey

Every pension scheme is different, but it is useful to understand how the typical scheme progresses over time.

Whether you are working towards self-sufficiency or securing benefits with an insurer, you will want to reduce risk, improve your members' experience and work towards a defined goal. With Integrated Pensions,

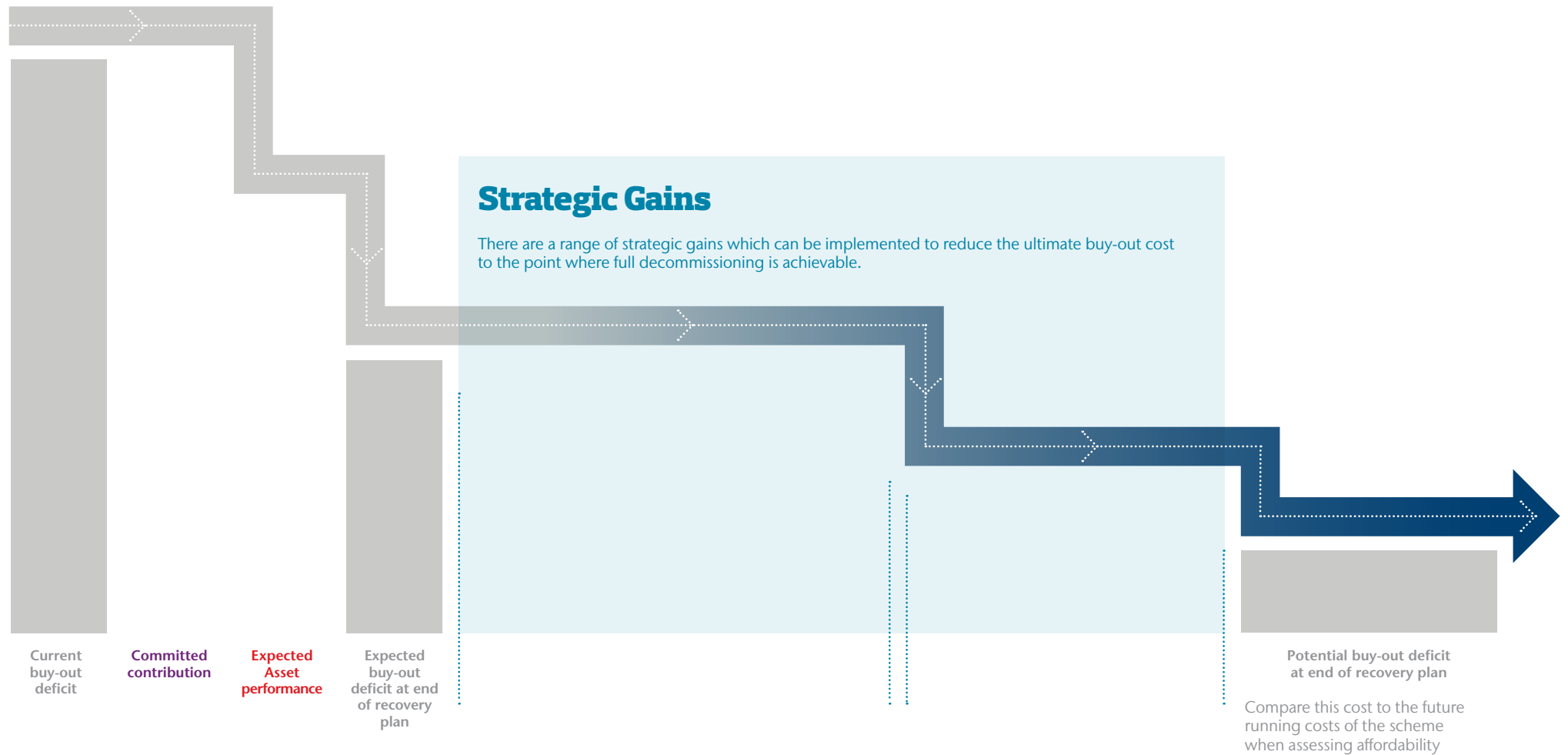
we add value and improve outcomes at every stage throughout this journey.

Find out how by clicking on each step.



The journey

Click parts of the journey to read more on how we add value





How we are different:

- A client management system that ensures everything is coordinated and focused on achieving one aim.
- Governance thought leadership that includes our ViewPoints tool and work on understanding behavioural bias.
- [Implemented consulting](#), to free up your time and let you focus on more strategic matters.
- Aon Pensions Organiser, a secure app and web-based tool to help improve the efficiency of your meetings, decision-making and document storage.
- Support to help you deal with the rising risk of cyber.

Governance and Client Management

At Aon we believe that good governance is critical to achieving your goals – and that comes from a strong relationship between you and your dedicated Client Manager.

Your Client Manager will be someone totally responsible for delivering your integrated services, who can work closely with you to ensure everything is done at the right time and to the highest quality standards. It is an approach that says ‘the buck stops here’.

“Strong communication, knowledgeable team of experts offering practical, up-to-date and relevant information in a format that is easy for the non-expert to understand and make informed decisions upon.”
(Aon Client Satisfaction Survey, 2018)




A client management system that ensures everything is coordinated and focused on achieving one aim

Pensions Administration

We are trusted to guide current and former employees through some of their most important decisions – and that is not something we take lightly.

Pensions Administration is a crucial part of what we do, along with ensuring your members have a positive experience. That is at the forefront of how we run your scheme; in fact, at the forefront of everything we do.

With robust Pensions Administration processes, projects such as the introduction of Member Options and Risk Settlement, can be undertaken simply and seamlessly. And by working in an integrated way, we can ensure projects are delivered on time, on budget, and with absolute accountability throughout.



Pensions Administration is a crucial part of what we do



How we are different:

- More than 70 years experience helps us deliver better results for our clients.
- Over 700 specialists in our Pensions Administration business serving around 300 schemes across 200 clients totalling around 700,000 members.
- Market-leading Aquila software and a business that is streamlined into three centres of excellence.
- Dedicated member service centre with 40 trained specialists, handling 285,000 calls a year with a 75% 'first time resolution' rate. Rated by 96% of members as excellent or good.
- Market-leading member web service to improve member engagement and facilitating 150,000 early retirement quotes, 100,000 payslip views and 7,000 transfer value quotes annually.
- A proven transition process, supported by a 70-strong team of specialists and dedicated project management.

*Figures correct at July 2018




Actuarial Consultancy

The integration of funding, investment and covenant is crucial to the successful risk management of any scheme – not to mention ensuring you stay on track to meet your objectives.

With Integrated Pensions, your Scheme Actuary, Investment Consultant and Covenant Adviser all work closely together, united with one clear goal. To make life easier, we all use the same systems and speak the same language.

Your triennial funding valuations are important milestones on your journey, and will determine the level of contributions payable by the sponsor. We have invested in technology to make the valuation process faster and more efficient, by enabling real time risk and funding monitoring via web

and smartphone. But the benefits don't stop there; you will also have access to extensive experience and specialist expertise, such as our Alternative Financing team.



You will have access to extensive experience and specialist expertise



How we are different:

- ◆ Leading technology such as our [Risk Analyzer](#) enabling you to make faster, more informed decisions.
- ◆ Access to specialist teams, including Covenant Assessment, Alternative Financing and Corporate Pensions Accounting.
- ◆ Access to our Demographic Horizons longevity analytics model to support you in setting mortality assumptions.
- ◆ Funding, investment and covenant specialists using shared modelling to bring genuinely integrated risk management.



How we are different:

- ◆ Access to 750 investment professionals in over 120 countries, providing excellent global research capability.
- ◆ Able to offer an advisory or fiduciary approach.
- ◆ Fruition – a fiduciary solution specifically designed for smaller schemes.
- ◆ ViewPoints technology helps us understand your needs better than ever.
- ◆ Regular updates with the latest thinking from our Asset Allocation specialist team (ten individuals with an average ten years' experience).

Investment

Along with sponsor contributions, asset outperformance is an important factor in moving towards your end game.

So using our expertise, experience and global research capabilities, our Investment Consultants will ensure your asset portfolio targets maximum returns for your given risk budget. And of course, that will also have an impact on the level of sponsor contributions needed.

Gaining an insight into your investment objectives and beliefs is paramount, and we use tools such as ViewPoints to help us do this. We are also committed to offering implementation choice, and are equally capable in advisory or fiduciary mandates. By bringing real-world investment experience, as well as a diversity of skills to the table, our people are able to deliver better outcomes for our clients, irrespective of their size.

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Member Options

The choices your members face are now wider and more complex than ever. Their decisions can have a huge impact on a scheme's funding outcomes and sponsor costs. Thankfully, you can rest easy knowing that we will be there every step of the way to help members get it right.

Beyond the day-to-day interactions with our Pensions Administration team, you will have all the support you need. That is especially true when it comes to offering your members access to all the flexible options open to them as a result of the freedom and choice changes.

Aon is the most active consultancy in the area of Member Options, so there is no one better placed to advise you and support your members. Our award-winning communications practice, and investment in an online educational tool, ensures that members fully understand their options and have all the facts they need to make an informed decision. In addition, our size and standing in the industry means that we are well placed to support smaller schemes, securing cost effective IFA support which may otherwise be challenging in a busy market.

We firmly believe that delivering a better experience for members leads to improved member decisions – and we have numerous case studies to back this up. This in turn can lead to enhanced funding outcomes and reductions in risk and costs, resulting in a stronger and more prosperous sponsor, and accelerating progress towards your ultimate objective.

There is no one
better placed
to advise you



How we are different:

- ◆ Most active consultancy in the area of Member Options – in 2018 we implemented almost 1 exercise for every week of the year and we have improved the pensions options available for more than 150,000 members.
- ◆ Benefit from the experience and expertise of our 60-strong Member Options specialist team.
- ◆ Award-winning communications practice.
- ◆ Tried and tested use of technology to improve member outcomes, with over 12,000 members having access to the [Aon Retirement Options Modeller](#).
- ◆ Real time cost vs benefit feasibility analysis via [Risk Analyzer](#).
- ◆ Fully integrated exercises with Pensions Administration, a key part of our team.
- ◆ Financial wellbeing solutions.
- ◆ Innovative integration with schemes looking to buy-out benefits. In 2018, we helped a number of clients to buy-out by reducing the buy-out deficit through member options exercises.

*Figures correct at July 2018

Risk Settlement

Integrating Risk Settlement within a scheme's long-term strategy will ensure that the bulk annuity market is accessed at the optimal time, and will deliver independence from the sponsor as early as possible.

From the very start, our Integrated Pensions team will work with you to identify and define your own unique objectives. That way we can ensure all advisors are working together and focused on achieving the same outcome.

Throughout your journey, Pensions Administration will ensure the necessary data cleansing and benefit specification is completed and your Investment Consultant will manage your asset allocation to ensure it is optimised for pursuing a strategic bulk annuity purchase as soon as it is beneficial to do so. To ensure you get the results you want, your Scheme Actuary will be there to make sure your funding target reflects your objectives, while monitoring your funding position in real time against the latest bulk annuity pricing.

This end-to-end process finishes with the transaction itself, following our tried and tested [Compass](#) process. Throughout every stage, we will leverage our position as market leaders to optimise the competitive tender process and secure better pricing and preferential terms.

All advisors
are working
together and
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same outcome



How we are different:

- The biggest team of dedicated Risk Settlement experts in UK pensions, routinely advising on the largest transactions, including more than half of FTSE 100 settlement transactions, down to transactions of less than £1M.
- Lead advisor on a number of the top ten buy-in and buy-out transactions every year for the last ten years.
- Lead advisor on over half of all UK pension longevity swaps.
- Aon's [Bulk Annuity Compass](#) - innovative and market-leading broking approach.
- 100% success from [Pathway](#) pre-negotiated insurance contracts.
- Bulk Annuity Market Monitor – enabling real opportunistic risk settlement.



What about the future?

Choosing Aon will not only give you access to our market-leading capabilities now, but also to the future innovations that we are investing heavily in.

Innovations such as [Risk Analyzer](#), the [Aon Retirement Options Modeller](#), and our member web portal [PensionLine](#), are all focused on delivering better outcomes for you and your members, ensuring you are future-proofed against a rapidly evolving regulatory and economic landscape.

We continue to explore ways to generate better results for you, using your time and budget to best effect. This has led to the development of our [Implemented Consulting](#) solution, where we can step in on projects and handle some of the ‘heavy lifting’ for you. We are also developing how we support our clients when it comes to reviewing

alternative pension scheme governance options, such as sole trustees and DB Mastertrusts, as well as looking at emerging trends in this area.

Of course, we understand that every element of our integrated offering may not be right for you today - such as perhaps Fiduciary Management or Risk Settlement - but may become crucial to your journey in the future. That is absolutely fine – we work flexibly with you, tailoring our approach to your needs. The beauty of working with Aon is that you can keep your options open and know that whatever the future holds, you will be ready to embrace it.

“Up to date with your thinking and propositions. When I hear of the latest views from other consultants I have usually heard of them from Aon first.”
(Aon Client Satisfaction Survey, 2018)



Powering your journey towards success.

To find out more about how Integrated Pensions can deliver better outcomes for your scheme, please [email us](#) or contact one of the team using the contact details provided.

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