

Online administration services – enhancements

Who should read this?

Any pension scheme already offering its members access to a scheme website, wishing to further enhance member engagement and interaction or to reduce the cost of member communication

We're here to empower results

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Whilst the use of the web in day-to-day life continues to increase, getting members engaged in their pension provision remains a challenge.

Your members already have access to a pension scheme website which allows active, deferred or pensioner members to obtain information and transact.

Keeping pensions information current, informative, educational and easy to access can go a long way towards overcoming the challenge of engagement. Additionally, providing member communications online as opposed to hard copies can bring about significant financial savings. With this in mind, Aon has developed a range of additional web services and functionality designed to help our clients achieve their goals.

Making access to the website easier

- Simplified access by introducing single sign-on through your intranet for active members, removing the need to remember user names and passwords whilst at work
- Making the site easier for members to find outside of work through search engine optimisation and using URLs that are closely linked to the corporate brand
- Developing a bespoke pension fund brand to encourage greater member affinity

Offering members a reason to visit the site regularly

Online access for pensioners

It is a common misconception that pensioners will not use a pension website. Our experience tells us that they do!

A recent Daily Telegraph report advised that the Silver Surfer community was growing at the rate of over one million per annum, and that the web has become the key vehicle to access welfare benefits.

As employees, many pensioners would have received their payslips online. So what better way to keep pensioners engaged with their pension benefits than to provide a continuation of this by providing their pension payslips online too? We can provide online pensioner payslips in full, in certain scenarios or we can give members the option to opt out of receiving paper payslips.

If your website does not currently cater for pensioner members we can implement a new section of the site, including access to future and historic payslips and the facility for pensioners to change their banking details online. We can also help with the communications when launching the new section.

Ongoing access to real-time information

Rather than simply seeing a current fund value on a screen or an out of date annual benefit statement, we can provide a facility for DC members to run, print and save a real time statement of their benefits; driving active (and deferred) members to the site for the very latest information.

Active DB members can view details of their latest benefit statement, whilst deferred DB members can access the current value of their benefits alongside the value at date of leaving.

Personal library

More often than not members approach our administration teams rather than self-serve because they want a response in writing, especially for benefit quotations. In response, we have introduced a facility that enables members to not just print the results of their quotations but also to save the output as a PDF in their own personal library on the site. Not only does this provide the member with a valuable electronic record, it brings them back into the site at a time of their choosing to update and review as their circumstances change.

Keeping active members engaged

Additional retirement planning tools and information may be welcomed by active members. Modelling tools can be deployed allowing members to see the impact of taking other benefits, paying additional contributions, taking cash or retiring early or late. The tools also show how such changes affect a member's lifetime and annual allowance.

Engagement through education – online learning modules

Making pensions clearer and even interesting!

Historically, for the majority of members, the only time they look at their benefits in any detail is on receipt of their annual benefit statement. But do they always understand it?

We can provide video tutorials to help members better understand what, for many, remains a complex area.

Included are personalised online video benefit statements, which will take a member through their benefits at a pace that suits them, using non-technical language and visual tools. These have helped bring benefits to life for many of our clients' members.

Screenshots

	month 1	month 2
contribution	£100	£99
unit price	50p	55p
total units	200	180

Introduction to Defined Contribution pension schemes

- What happens as you approach retirement?
- What decisions you have to make?
- How the amount of annuity is decided?
- Options available to you around taking benefits
- Further information

Defined Contribution schemes - understanding retirement & annuities

Introduction to Career Average Related Earnings pension schemes

www.dwp.gov.uk
www.direct.gov.uk

Defined Contribution schemes - understanding retirement & annuities

Enhancements at a glance

Those enhancements detailed above capture just a snapshot of the additional functionality available. A full list of the available enhancements is shown on the following page.

Functionality	DC		DB		
	Active	Deferred	Active	Deferred	Pensioner
Bespoke branding					
Simple branding changes through to bespoke design	✓	✓	✓	✓	✓
Additional statements					
State pension forecast	✓	✓	✓	✓	
Historic benefit statement			✓		
Online expression of wish nominations	✓	✓	✓	✓	✓
Individual investment performance summaries	✓	✓			
Full annual benefit statement	✓		✓		
Enhanced modelling / quotations					
Transfer illustrations	✓	✓	✓	✓	
Enhanced pensions and cash modelling			✓	✓	
Save quotes and comparisons			✓	✓	
Education					
Lifestyle strategy modeller	✓	✓			
Contribution modeller	✓		✓		
Risk profiler	✓	✓			
Online learning modules	✓	✓	✓	✓	✓
Bespoke video modules	✓	✓	✓	✓	✓
Activity wizards			✓	✓	✓
Glossary of terms			✓	✓	✓
Supporting information and tools					
Standalone information site and modelling tools	✓	✓	✓	✓	✓
Online chat	✓	✓	✓	✓	✓
Online case work	✓	✓	✓	✓	✓
E-books	✓	✓	✓	✓	✓
Bonus waiver	✓		✓		
Meet the team	✓	✓	✓	✓	✓
Single sign on	✓		✓		
Mobile website	✓	✓	✓	✓	✓

About Aon

Aon plc (NYSE:AON) is a leading global professional services firm providing a broad range of risk, retirement and health solutions. Our 50,000 colleagues in 120 countries empower results for clients by using proprietary data and analytics to deliver insights that reduce volatility and improve performance.

For further information on our capabilities and to learn how we empower results for clients, please visit <http://aon.mediaroom.com>.

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Find out more

If you would like to view any of these enhancements on our demonstration site or find out more about how Aon can support you in this area, get in touch with your usual Aon contact or alternatively contact:

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