

# PensionLine – Pensioners

The internet is now part of everyday life. With over 89% of the UK population having a home internet connection and 39.3 million adults accessing the internet every day, we now expect to have information immediately available at our fingertips. As a pension scheme, you need to be sure that your members can access their pensions information quickly and easily and in a format that suits them.

A 2016 report by the Office of National Statistics established that 89% of households in the UK had internet access, with eight out of ten adults now accessing the internet daily. The report also reported a significant rise in the number of people over 55 using the internet to access services such as online banking.

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.

## What can be offered to pensioner members online?

Our online pensioner website can offer members instant access to real-time benefit information including:

- Their current pension in payment
- Details of the increases which apply to their pension
- A split of their pension by increasing elements
- Historic annual pension information
- Online pension payslips and P60s

This is in addition to:

- Viewing and amending their personal data
- Access to general scheme information such as booklets and newsletters

## What do online payslips look like?

The answer is pretty much the same as the paper version. A member can access a page where all the payslips available are listed in a drop down menu. When selected, the payslip appears and can be printed should the user need to.

The screenshot shows a pension payslip with the following details:

If you have tax queries please telephone 0845 300 3900 or write to: Inspector of Taxes, Sefton Area Service Office, The Triad, Stanley Road, Bootle, Merseyside, L75 1HW PAYE Ref: 083/AP2		Please use the Notification section to advise us of any changes to: 1. Your address 2. Your bank/building society account details Letsby Avenue Tel No:	
<b>Payslip Additions</b>		<b>Payslip Deductions</b>	
Pension	£1,916.85	Tax	£340.00
<b>Total</b>	<b>£1,916.85</b>	<b>Total</b>	<b>£340.00</b>
£1,916.85 Gross	£340.00 Tax	£0.00 Gross	£0.00 Tax
<b>This Pension</b>	<b>Pay/Pension</b>	<b>Pay/Pension Total For Year</b>	<b>NET PENSION</b>
	Prev. Employment		Current Period Year to Date
Figures shown here should be used for your tax return if you receive one		Pay Date: 26/06/2017	Tax Code/Tax Basis: 260L
<b>Aon ABC Plan</b>		Period Number: 3	Membership No.: A717550
		NI Number: XX903459X	Members Name: Mr D Clearse

## We're here to empower results

For more information on our online administration services, get in touch with your usual Aon contact or alternatively contact:

**Phillip Cork**  
+44 (0)1252 768544  
phillip.cork@aon.com

## What are the benefits of online payslips?

There are general benefits such as improved security (ie, not issuing in the post in an obvious format), as well as tangible benefits such as a reduction in production and postage costs.

### For employers and trustees

1. Eliminates the need for paper payslips
2. Reduces production and postage costs

Following implementation of online payslips, many clients elect to implement a policy of only issuing paper payslips where a change in benefit of more than a certain amount (eg, £10 per month) occurs.

### For members

1. *Improved security* – no obvious payslip in the post
2. *Instant access* – members can view, print and save their payslip at any time
3. *Historic information* – members can search and view previous payslips and P60s

As employees, many pensioners would have received their payslips online. So what better way to keep pensioners engaged with their pension benefits than to continue this by providing their pension payslips online too?

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. We can also help with the communications when launching the new section.

## What are the costs?

The cost of implementing a pensioner website if none exists will depend on the functionality required. However, as a guide, a cost of around £11,000 (excl. VAT) can be expected.

If you already have a pensioner site and wish to introduce online payslips, the cost will be in the region of £5,500. We would be happy to discuss your requirements with you further.

## Our expertise

PensionLine has been internally designed and built by our specialist team. Our clients therefore benefit from the experience and unrivalled knowledge of a professional team with a proven track record of delivering high-quality standard and bespoke pension websites.

We recognise that the internet will play an increasingly important role in pensions administration and member service, but also that client and member requirements and expectations from this technology will continue to evolve. Through our active engagement with schemes, trustees and members, you can be assured that PensionLine will meet your scheme requirements not just now, but in the future.

## 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.

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