

RUN – STAY ON TRACK WHEN THINGS START MOVING

Your clients can use our enhanced online service to run their auto enrolment scheme efficiently. They may also consider using their payroll system. Regardless of which system they use, they'll have a dedicated point of contact who will provide training and support and guide them through each process. If your client uses our system, we'll create the worker communications they need to issue and the records they need to keep to fulfil their employer duties. For you, we will offer all the management information you need to provide a profitable ongoing governance service. It's all part of our 5 star service and it comes at no extra charge.

Ongoing support

Our service is backed by a dedicated servicing team who will be on hand to answer any questions your client might have, so they can always be confident they're heading in the right direction.

RUN STAGE

Simple data upload



Worker and contribution data can be uploaded manually or using a CSV file. We'll provide a data template and use our mapping tool to format it correctly. Our service will also highlight any missing or incorrect data.

Benefit to your client

It's quick and easy to upload and check data, ensuring the process is completed correctly the first time.

Guided processes



We'll guide your client through the processes they need to carry out, making sure they stay on track.



When our system is being used, we'll also apply the auto enrolment and scheme rules to assess workers.

Benefit to your client

Your client will have confidence that they're doing the right thing at the right time.

Communications



When our system is being used, we'll create the worker communications your client needs to issue at each stage. If your client decides to use their payroll system, we'll produce and issue provider terms and conditions.

Benefit to your client

Communications are produced automatically, helping your client satisfy their communication duties while saving time and money. They use clear and simple language to help workers understand what's happening. They can be printed or produced digitally and can be branded with your client's logo.

Keeping records



Where our auto enrolment system is being used, we'll create and store all the records your client will need for their workers and pension scheme.

Benefit to your client

Your client's records will be stored automatically, so they don't have to worry about putting new administration or compliance processes in place. They can have peace of mind knowing that all their record-keeping requirements are being met.

Ongoing governance



We'll provide all the information you need to deliver an ongoing governance service to your clients.

Benefit to you

You can provide a valuable ongoing service, efficiently and profitably.

Benefit to your client

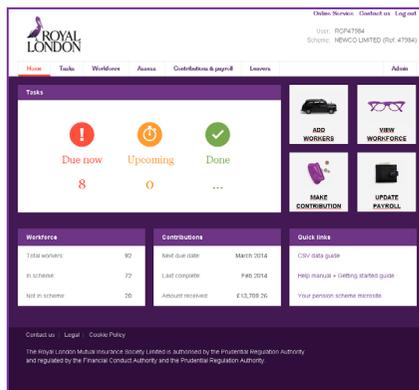
Allows your client to demonstrate that they're complying with their employer duties.



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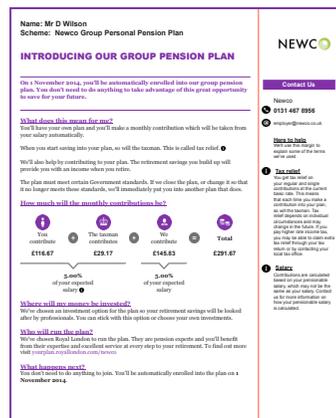
Walking through the online experience

Our online service will guide your client through all the processes they need to carry out, making sure they stay on track. Here's an example of how a worker would be enrolled into the scheme and what would happen if they choose to opt out.



1. The dashboard

As the central hub of our online service, the dashboard organises all your client's auto enrolment activities. From here, they can enrol workers into the scheme manually or by uploading a CSV file.



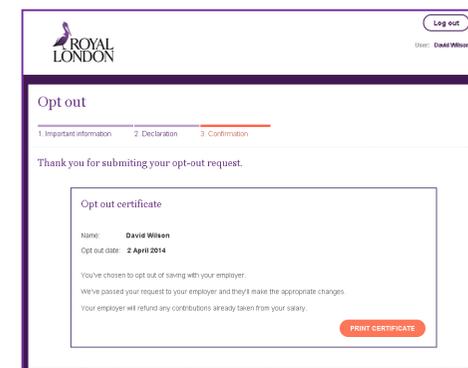
2. Worker communications

Where our system is being used, we'll automatically produce the communications your client needs to issue to each worker. If your client decides to use their payroll system, payroll will produce the worker communications. We'll produce and issue provider terms and conditions.



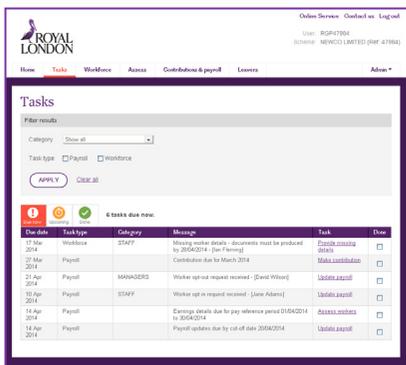
3. Worker choices

From the website, the worker can log into our online service where they can opt out of the plan.



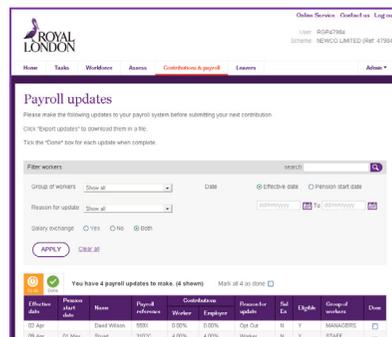
4. Opting out

We'll guide them through the opting out process to help them make an informed decision. If they go ahead, we'll give them an opt-out certificate for their records.



5. Employer tasks

We'll capture the opt-out request on your client's behalf and let them know a change has been made. When they log into our online service, they'll see a new task on their dashboard telling them what they need to do. We'll also create a CSV file detailing the changes, this can be used to update their payroll system.



How Royal London can help

Our award-winning online service will help your client run their auto enrolment scheme in the most efficient way. To find out more, speak to your usual contact or visit the auto enrolment area of our website at adviser.royallondon.com/autoenrolment.

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