

Putting your mind at ease



THIS IS FOR EMPLOYER
USE ONLY AND SHOULDN'T
BE RELIED UPON BY ANY
OTHER PERSON.



ROYAL
LONDON

Switching your workplace pension scheme could offer substantial savings and benefits to you and your employees. But if you're slightly nervous about what's involved or worried that you don't have the time or resource - don't be.

Over the years, we've heard from many employers who've shared similar concerns and reservations and we've put their minds at ease by making sure their move to Royal London was **simple and easy**.

Here's how our processes and service help with three common concerns that employers are typically weighing up.

When you decide to switch to Royal London, you'll have **a dedicated implementation manager from day one** who'll guide you through the process.

Making things easy for you

Your implementation manager will be a safe pair of hands to take you through the simple process of setting up your new scheme. They know the right questions to ask about things like your payroll details, making it easy for you to provide information so that we can get things set up correctly the first time.

A handy online reference

Your implementation manager is on hand to answer any questions along the way. And you'll also have access to our implementation hub which lets you easily track each stage of the journey. There are lots of helpful materials you can refer to in your own time.



Employer

“I don't really know what I need to do to switch my scheme and I'm concerned that it's a really complicated process.”

Experience and expertise you can trust

We've set up plenty of schemes of all shapes and sizes, some with multiple payrolls and a variety of worker contracts, so our processes are slick and pain free. Your implementation manager will do the heavy lifting and will guide you all the way, so you don't have to worry about forgetting anything important for things like statutory communications or who'll need access to your online service dashboard.

Helping you with your data

Once we've got all the details to set up your scheme, your implementation manager will help you get your data together. So even if your data isn't in great shape, there's no need to worry – we'll give you lots of support and guidance to make this easier for you.

Here's what our clients say



The team were nothing short of phenomenal, the implementation process was seamless, and our implementation manager, a true professional, led the implementation of three pension schemes in a calm and orderly way, so that we always felt we were in a safe pair of hands, supported by comprehensive training and a simple to use and intuitive system.

Adrian Flux, Employer
January 2021



Support from Royal London was excellent, clear direction with webchats and phone calls to show us how to proceed with the transfer and administration of the fund.

Nicholsons Sealing Technologies, Employer
December 2020

Running your pension scheme **doesn't need to be time-consuming**. As well as a dedicated servicing team, you'll have access to our award-winning online system to run your scheme.

Letting you focus on your business

Our user-friendly online system is really easy to use. You'll have access to lots of clever tools and features, so you'll spend less time on admin tasks and more time on the things that matter to you and your business.

As much training as you need

We want to make sure you feel confident running your scheme. So your implementation manager will tailor one to one training sessions for you to make sure you get the hang of our online service. And they'll continue to offer these sessions and answer any questions until you're happy that you have everything you need.



Employer

"I don't have the time or resource to manage the process and think about how I tell my employees, or get used to a new system."

Employee communications made easy

You won't need to spend lots of time planning how to communicate changes to your employees, we've already done that for you. You'll have access to lots of materials to help reassure your employees about the move to Royal London. These include posters, postcards and leaflets as well as email templates to inform your employees.

Meeting your employer duties

The online system has been designed to help make sure you meet your employer duties. So you can be confident that your record keeping is in order and you're properly managing day to day activities quickly and easily online.

Here's what our clients say



As an administrator of the scheme, I find the portal easy to use. With our previous provider, the data requirements following our monthly payroll were very onerous, however with Royal London the burden is minimal and uploading the contributions each month is a quick and simple process.

**Eden Motor Group, Employer
May 2020**



So far as the software is concerned it is clear, easy to use and simple to navigate around. My own experience is limited to just the Standard Life system but I have to say that the Royal London system is vastly superior in terms of speed, clarity and functionality. Clearly a considerable amount of thought has gone into designing a platform that fits the legal requirements but is also highly user friendly.

**Parker Plant Ltd, Employer
June 2020**

With Royal London, you'll benefit from **lots of extras** which are **included** in our ongoing service.

We'll keep an eye on things

Once you're up and running, you'll get a dedicated scheme owner who'll keep an eye on your scheme to make sure it's all running as it should. And if it's not, we'll pick up the phone to you to get things back on track.

Supporting you through cyclical re-enrolment

Our processes will keep you on track with your duties, especially when it comes to cyclical re-enrolment. We'll let you know when you're approaching your cyclical window, and what you need to do and by when. We'll also share information on how to get your data ready and engage with your employees. And we'll give you a certificate to share with The Pensions Regulator (TPR) to confirm you've met your duties.



Employer

“Extra tools and services sound great, but we can't afford to pay any more than we already do.”

You'll always be up to date

You can rely on our regular 'Pension Matters' e-newsletter to keep you informed of important news and updates, in particular any changes or guidance from TPR and how this impacts you. And to make sure your employees continue to feel supported, we'll keep them up to date with useful financial education and wellbeing information too.

Our system can do it all

You have the option to use our system for all aspects of automatic enrolment. This doesn't cost any more so you could save money if you're currently using a middleware system to assess your workers and issue statutory communications.

Here's what our clients say



Financial fund performance is a key driver and with Royal London being competitive in their charges, this flowed into the additional benefits for our employees. There were some nice add-ons like the auto enrolment scheme management platform and a mobile app, which impressed us.

**Eastern Holdings, Employer
November 2020**



The multiple newsletters and updates our members have received has been a helpful resource providing reassurance throughout the pandemic. They have been very informative allowing our members to access the dedicated Royal London Coronavirus hub amongst a whole host of other advice putting members financial wellbeing first.

**AO World, Employer
June 2020**



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