GETTING READY FOR THE CHANGES

Our auto enrolment five stage implementation process

royallondon.com
Thank you for choosing Royal London for auto enrolment. We’ll now be working with you to get your scheme up and running on time.

By following our five stage implementation process, you can build the right auto enrolment scheme for your business.

This guide outlines what the different stages are, the steps you’ll need to follow and how we’ll help you stay on track.

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THE JOURNEY SO FAR

Up to this point, you’ll have been working with your financial adviser to design your auto enrolment scheme. This means you’ll have agreed certain information, such as:

• the staging date for your scheme.
• what the contributions will be.
• what your default investment will be.
• you’ve decided not to use our auto enrolment system.

What do I need to do?

To make sure things run as smoothly as possible, it’s important that you understand your responsibilities at each stage of the implementation process. This guide, along with our online support material, will help you plan your journey so you can arrive at your staging date on time.

You can access our online support material at royallondon.com/AEstation.

How will you help me?

While our support material will help you navigate the five stage implementation process, you’ll also be working with one of our implementation managers. They’ll help you understand exactly what you need to do and when you need to do it.

We’ve also added some ‘top tips’ to this guide. These are designed to get you thinking about how to prepare for the road ahead.

Your implementation manager

While you’re in the driving seat, your implementation manager will guide you throughout your journey. They’ll give you support over the phone and through online conference technology.

Your implementation manager will provide support material in advance of each stage. It’s crucial you take the time to read this, carry out tasks on time and complete each stage by the date agreed.
THE FIVE STAGES
Here's an outline of what the stages are and when you should aim to have them completed by.

1. START IMPLEMENTATION
(from now)
Put a plan in place for your auto enrolment journey.

2. UNDERSTAND YOUR PROCESSES
(from now)
Get a feel for how to prepare your business.

3. GET YOUR DATA READY
(no later than two weeks* before your staging date)
Give us the right information at the right time.

4. RUN YOUR SCHEME
(from staging date)
Keep your scheme on track when things start moving.

5. COMPLETE IMPLEMENTATION
(four months after your staging date)
Check everything is working as it should.

*If you have an existing scheme with Royal London, you’ll need to provide data about existing workers two months before your staging date.
STAGE 1: START IMPLEMENTATION (FROM NOW)

To start your journey, you’ll need to review your implementation plan for putting your scheme in place. This will outline the key milestones you need to reach and when you need to reach them. It will also define the key roles and responsibilities for completing each stage.

How to prepare

Your implementation manager will provide a scheme implementation plan. You need to read this, along with the contents of this guide. You also need to make sure the right people from your business are up to speed on what’s happening and are available to lend their expertise at each stage of the implementation process.

Once you’ve had a chance to review the material, you should prepare by thinking about any questions you might have. You can then raise these with your implementation manager to cover any immediate issues and avoid potential obstacles further down the road.

At your meeting

Your implementation manager will ask you to confirm the information we’ve collected so far is correct. You should have already discussed and agreed these details with your financial adviser (please refer to ‘The journey so far’ on page 3 for details).

You’ll need to provide additional information so we can prepare your scheme application form, which includes our legal agreement for auto enrolment. To prepare your scheme application form we’ll need:

- **The name of your scheme** – for example, the Newco Group Personal Pension Plan. This will be shown on all our communications about your scheme.

- **Your default retirement age** – for example, age 65. Workers will be able to change this once they’ve joined your scheme.

- **Your plan review date** – for example, the anniversary of your staging date. This will be the date yearly communications about your scheme are sent out.

- **Details of the administrators who’ll manage your scheme online** – for example, your payroll manager. We’ll need to make sure they get the right level of access to make updates to your scheme.

Your implementation manager will make sure you understand the implementation process and agree a final scheme implementation plan.

*Doesn’t apply to existing Royal London schemes as we already have this information.*
**What you'll achieve**

By the end of Stage 1, you will have:

- defined your project team.
- understood the implementation process and implementation plan.
- approved your scheme application form including the legal agreement.

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<th>What we'll do</th>
<th>What you need to do</th>
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<td>We'll record the right information about your business and scheme.</td>
<td>You need to be able to confirm the key information we need about your business and your scheme.</td>
</tr>
<tr>
<td>We'll issue a scheme application form.</td>
<td>You need to agree, sign and return your scheme application form.</td>
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<td></td>
<td>You need to review and manage your implementation plan, noting the key dates for delivery.</td>
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STAGE 2: UNDERSTAND YOUR PROCESSES (FROM NOW)

When your scheme is up and running, you'll need to adopt some new processes to keep things moving in the right direction. Before you can do that, you'll need to understand:

- your new processes.
- the impact on your business.
- your data requirements.

**How to prepare**

Your implementation manager will provide material for you to review in advance of this stage. You can also access our online support material at royallondon.com/AEstation.

**Understand your new processes**

First of all, you'll need to get an idea of what your new auto enrolment processes look like. They'll involve carrying out new tasks, sending information to your workers and answering any questions they might have.

To build a picture of what lies ahead, you can find the following support material online:

- short videos that explain how your new processes will work.
- our Auto enrolment process factsheet.
- your pension scheme website.

As you’ve chosen not to use our auto enrolment system, our Auto enrolment process factsheet will help you understand what your new processes are and what they involve. You can then make sure you put the right arrangements in place to complete them successfully.

Your implementation manager will also provide materials for you to include with your worker communications.

**Understand your data requirements**

When you're clear on what your new processes are and how they'll fit within your day to day business activities, you need to prepare your data. Having your data ready on time and in the right format is essential to making sure your scheme runs as smoothly as possible.

Your implementation manager will provide you with our data guide. This will help you:

- understand the data we need and when we need it.
- make sure your data is accurate and in the right format.

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**Top tip**

You can start using your pension scheme website straight away. This can be useful if you're issuing worker communications before your staging date.

**Top tip**

By fully reviewing the material your implementation manager provides, you can identify any questions you might have sooner rather than later. The better your understanding up front, the more prepared you'll be come your staging date.
At your meeting
Your implementation manager will answer any questions you might have about the support material you’ve reviewed.

Understand the impact on your business
They will also prepare and discuss your process guide with you during this meeting. Once you understand the new processes you’ll have, you need to see how they’ll fit alongside your existing day to day activities. Your process calendar will help by outlining the steps you need to complete and when you need to complete them, both from your staging date and on an ongoing basis.

Your process guide will be issued to you at the end of your meeting so you have a note of your agreed auto enrolment processes.

You’ll also be asked to agree how your scheme will be run day to day.

What you’ll achieve
By the end of Stage 2, you will:

• understand your auto enrolment processes and how to get your processes ready.
• be clear on the data we need and when we need it.
• have given us the information we need to set up your auto enrolment scheme.

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<td>We’ll agree how your auto enrolment processes will fit alongside your existing business processes.</td>
<td>Read our Auto enrolment process factsheet.</td>
</tr>
<tr>
<td>Provide material to include with your auto enrolment worker communications.</td>
<td>Issue your auto enrolment worker communications.</td>
</tr>
<tr>
<td>We’ll produce and issue provider terms and conditions for workers who have been enrolled telling them more about the scheme and how to opt out.</td>
<td>Review our data guide and make sure you can collect the information we need, ensure it’s accurate and in the right format.</td>
</tr>
<tr>
<td>Confirm what data we need, when we need it and the format it should be in.</td>
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STAGE 3: GET YOUR DATA READY  
(COMplete two weeks* before your staging date)

At this point, you should understand the data you need to provide. It’s now important to make sure that data is accurate and in the right format. To help with this, we’ll carry out tests to make sure everything works as it should.

**How to prepare**

You need to make sure your data is accurate. You also need to put processes in place for producing that data, sending it to us and keeping it up to date. To help, your implementation manager will provide you with a copy of our data guide and some sample data templates.

These can also be found at royallondon.com/AEstation.

**At your meeting**

Your implementation manager will answer any questions you might have about your data. You’ll also be asked to agree when you’ll send us your data files for testing.

Once your data has been tested, your implementation manager will let you know if you need to make any changes. We’ll also confirm once your data has been supplied in the correct format.

**What you’ll achieve**

By the end of Stage 3, you will have:

- given us your data in the right format.
- agreed a process for keeping your data up to date.

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<tr>
<td>We’ll test the data you provide.</td>
<td>You need to send us the test files with your data.</td>
</tr>
<tr>
<td>We’ll confirm your data is in the right format or let you know if you need to make any changes.</td>
<td>If necessary, update your files and make the changes required.</td>
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*Top tip*

Don't underestimate the time it might take to get your data ready and in the right format. The data we need could be held in more than one place and you may need to work with your payroll provider to make changes.

*If you have an existing scheme with Royal London, you’ll need to provide data about existing workers two months before your staging date.*
STAGE 4: RUN YOUR SCHEME (FROM STAGING DATE)

While you have chosen not to use our auto enrolment system, there are specific tasks you’ll need to complete with us online. We refer to these as ‘scheme processes’.

How to prepare

Your implementation manager will provide training each time you run a process for the first time. This training will be delivered as agreed with your implementation manager.

Before any training takes place, you should review the support materials available at royallondon.com/AEstation. It’s important you read the material with your project team. You’ll then be able to raise any questions you might have.

At the meetings

Your implementation manager will provide full training on how to use our online services. This will include how to:

• deal with workers joining and leaving your scheme.
• process pension contributions.

What you’ll achieve

By the end of Stage 4, you will:

• understand how to complete your scheme processes.
• be able to use our online services.

Other key tasks

Scheme certification

If you’re using a certification basis for your scheme contributions, you need to produce a certificate and hold onto it for a certain period of time. Your implementation manager will help you understand if this applies to you. If it does, they’ll give you a pre-filled certificate based on the information we’ve agreed for your scheme. You’ll need to check, sign and store this certificate.

Declaration of compliance

Once you’ve successfully enrolled workers into your scheme, you’ll need to complete a declaration of compliance.

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<th>What we’ll do</th>
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<tr>
<td>Provide training on how to run your scheme processes.</td>
<td>Attend the training and be ready to complete your scheme processes.</td>
</tr>
<tr>
<td>If you’re using certification, we’ll give you a pre-filled certificate.</td>
<td>You need to check, sign and store your certificate.</td>
</tr>
<tr>
<td>Give you a user guide to help you run your auto enrolment scheme on an ongoing basis</td>
<td>Get the necessary information from your payroll to complete your declaration of compliance.</td>
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</table>
STAGE 5: COMPLETE IMPLEMENTATION  
(FOUR MONTHS AFTER YOUR STAGING DATE)  

After your scheme is up and running, your implementation manager will arrange a review meeting. This is just to make sure you’re happy with what you need to do and everything is working as it should.

How to prepare

You should think about the experience you’ve had running your auto enrolment scheme. If you have any immediate issues or questions, this is another opportunity to raise them.

At the meeting

We’ll ask you to give us feedback on your auto enrolment experience, including:

- the support you’ve had.
- our online services.
- your scheme processes.

Once we know you’re satisfied, your implementation manager will pass your scheme to your ongoing servicing team.

What you’ll achieve

By the end of Stage 5, you will:

- be comfortable running your auto enrolment scheme.
- understand who to contact if you have any queries in future.

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<tr>
<td>Review your scheme processes and listen to your feedback.</td>
<td>Raise any questions you might have about your scheme processes.</td>
</tr>
<tr>
<td>Pass all the information about your scheme to your ongoing servicing team.</td>
<td></td>
</tr>
<tr>
<td>Provide contact details for your new ongoing servicing team.</td>
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FIND OUT MORE

When you're working through our five stage implementation process, you should keep note of any questions you might have. It's important these are raised with your implementation manager at your next meeting. This will help to ensure there aren't any obstacles stopping you from completing each stage on time.