



Aspire Retirement Services

Straightforward retirement guidance and advice

Helping employers and trustees achieve good retirement outcomes for their pension scheme members



Punter Southall
Aspire

The path to a better retirement

How we help

Aspire Retirement Services offer specialist services to employers and trustees wishing to provide dedicated retirement solutions to pension scheme members.

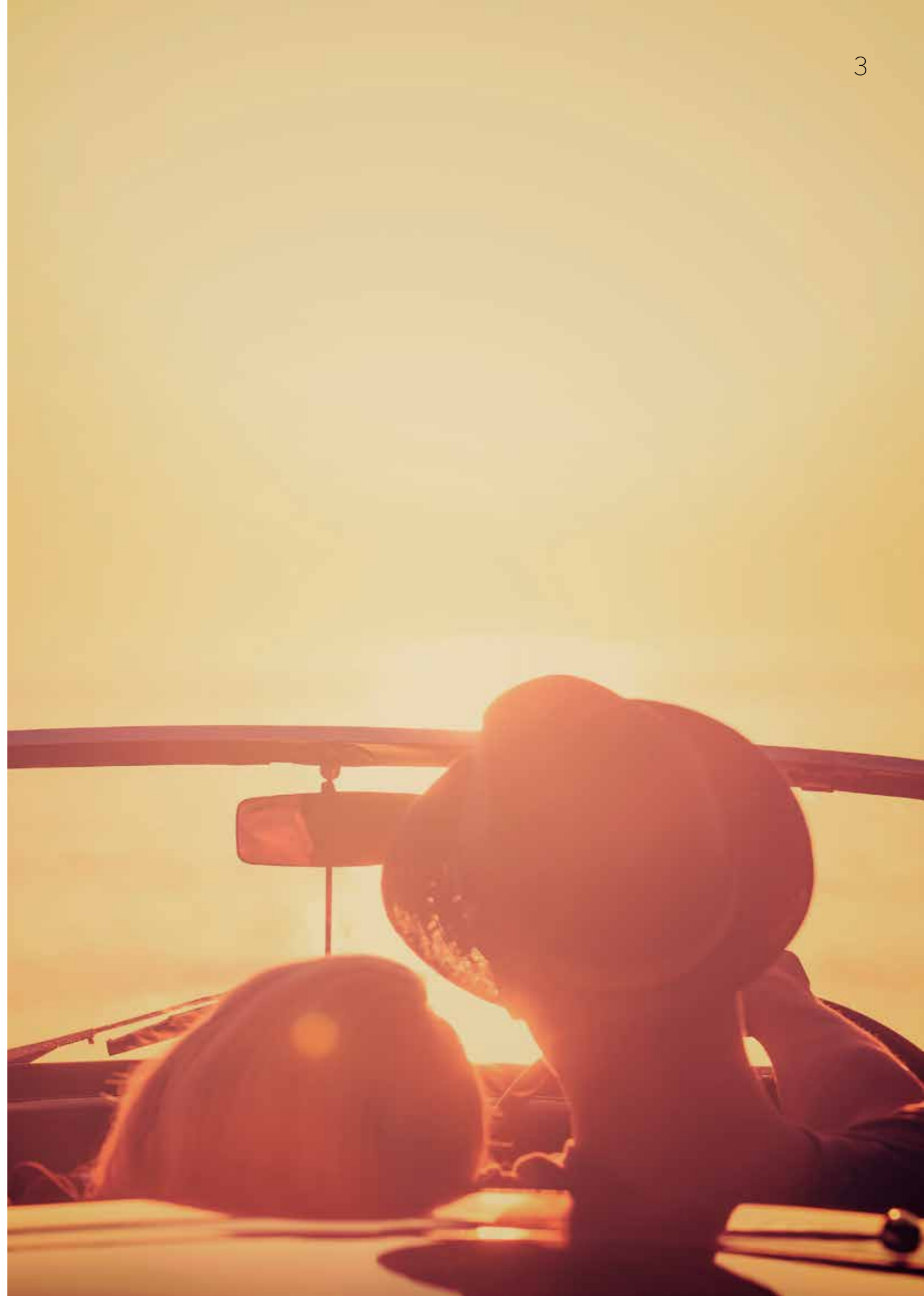
With greater freedom and choice in how and when individuals can access their pension savings, there is now an even greater need for early education and advanced planning.

At the stage members wish to take benefits, they have the option of receiving guidance or advice based services through Aspire Retirement Services.

Our services

- Educate, guide and advise a member throughout their entire retirement journey
- Provide integrated member communications
- Offer guidance and advice on all retirement income and cash options
- Deliver comprehensive Management Information
- Help employers and trustees achieve good retirement outcomes for pension scheme members

By letting us guide your members through this important life stage, you can be reassured that your pension scheme members are benefiting from the best retirement outcomes.



Benefits to you

As an employer or trustee, you will understand the importance of your members being provided with sufficient information and guidance so they are fully aware of their retirement options.

Your members can be supported by Pension Wise which is a free and impartial government guidance service about defined contribution pension options.

However, this is often close to the point of retirement, which can be too late for many to change their approach to retired life. It is also of little value if members don't understand the impact that things like longevity, investment risk and income sustainability can have on their pension savings.

Some may take their entire fund as cash without appreciating the tax implications of doing so, or without realising that this doesn't provide a guaranteed income for life.



Your scheme members may even defer their retirement if they do not fully understand the benefits they are entitled to. This can make employee succession planning for businesses very difficult to achieve.

With more new products coming to the market, there is greater complexity for those who want to secure the best income in retired life – a key decision which is often irreversible.

Communications that are fair, clear and not misleading

Members understand the retirement process and the decisions they need to make

Retirement information is provided at an early stage

Members can make informed decisions about their retirement savings

Takes account of all member situations

Members are provided with help in making the choice between cash, drawdown and annuity

Members can shop around for the most appropriate benefit shape and product

Our propositions are built around a high quality governance process

Effective communications

With even greater choice, the way in which communications are delivered becomes crucial.

Communications should immerse members in their retirement planning process and appeal to every audience to have the most impact. Our communications are designed to meet and exceed The Pensions Regulator's six principles for improved member outcomes.

- **Clear and understandable:** Our materials are written in plain English and are jargon free, so that every member can clearly understand their options.
- **Engaging:** Interactive tools allow members to personalise their situation and project a vision of what their retirement will be like. Income Vs Expenditure graphs provide a visual representation of what extra funds are available after essential bills have been paid. If funds fall short, members can review their plans – perhaps to continue working, or reassess their outgoings. Members can also compare different retirement solutions, including the tax implications of each, providing a clear insight of how each solution can work best for their needs

- **Two-way:** To counteract apathy, members are reminded at an early stage, and at regular intervals, of the need to plan for their retirement and encouraged to keep in contact with a specialist adviser when required.
- The right information, delivered at the right time: When it comes to delivering the right messages, timing is key. We deliver bite-sized information, educating the member and stopping subject fatigue.

Communications are personalised and targeted at particular groups – e.g. providing information about Enhanced Annuities to those who are likely to qualify – which means that messages are directed where they are needed most, keeping the member interested and engaged.

Our propositions are built around a high quality governance process. It keeps the focus on good member outcomes whilst protecting and supporting you to comply with your regulatory duties.

Our services

We can help your members throughout their entire retirement journey



Pre-retirement education and guidance

By engaging much earlier we can help members plan effectively, enabling them to make fully informed decisions at the point of taking benefits.

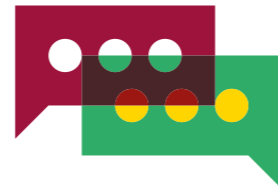


Interactive tools and calculators

Interactive tools and calculators enabling members to plan for their retirement.

These include:

- Member Retirement Planner
- Annuity Calculator
- Pension Tax Calculator
- Longevity Calculator
- Retirement Budget Planner
- Drawdown Risk Calculator
- Retirement Income Builder

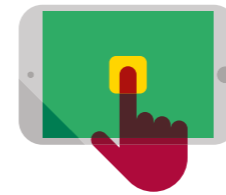


Tailored communications

When members reach 10 years before they intend to take benefits, they enter into our more tailored communications programme.

Emails are sent at regular intervals and more frequently as they approach their intended retirement date.

We can offer scheme-specific communications sent directly to your members incorporating your branding and corporate messages.



Point of taking benefits

Our qualified specialists within Aspire Retirement Services can provide guidance or advice on all potential pension freedom solutions'.



For all members

- **Telephone support service** – 0330 2020 399
- Optional access to online retirement portal myAspire
- Tailored **e-communication** programme
- A personalised **Retirement Options Pack** including indicative illustrations with and without taking tax-free cash
- **Pension Freedom Options Guide** detailing the various retirement options available
- For Advice solutions, we undertake a full **Fact Find** and provide a detailed suitability report, incorporating our recommendations



Additional services

We recognise that many people will lose valuable employee benefits when they retire or may be interested in other forms of cover such as:

- Life Assurance
- Private Medical Insurance
- Equity Release
- Long Term Care



Governance

Aspire Retirement Services can provide comprehensive Management Information to employers and trustees as part of the governance process.

This includes demonstrating how members are utilising our services as well as from a member communication and benefit outcome perspective.

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