

Case Study

Member Communication and Support

Sector: Professional Services LLP

Employees: 1,250

The facts

Our client provides high quality residential and commercial property services in 43 countries across the globe.

An existing scheme had been in place for some time and Johnson Fleming were appointed to review the existing pension scheme for governance purposes.

We reported that whilst the scheme charge rate was competitive at 0.5% Annual Management Charge (AMC) the scheme lacked member support and was not utilising Salary Sacrifice.

The client wanted to improve the benefit offered to employees without incurring additional cost to the employer, including controlling the initial take up rate of the scheme to the existing membership.

The action

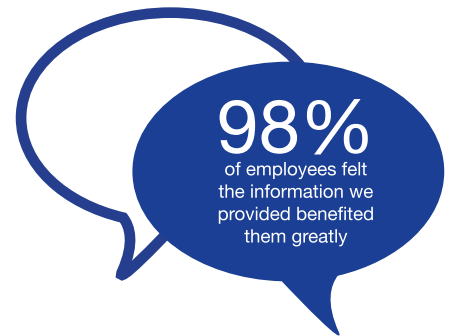
Initially established as a 16 week project, due to internal issues at the client the commencement was delayed but the original completion time was still needed reducing the project to just 6 weeks.

A replacement Group Personal Pension arrangement was introduced with a charge rate of 0.5% AMC but with the inclusion of group presentations and 1:1 meetings as well as bespoke literature and Salary Sacrifice. All of this was delivered at no additional cost to the client.

Communication of the change was carefully managed in line with the clients objectives which saw the membership of the scheme increase initially by only 1.

The outcome

- Project delivered within agreed timescale.
- Project delivered within budget.
- Project met clients objectives whilst significantly improving employee perception of the benefit.



Source - Post implementation feedback statistics

Johnson Fleming

Group Pensions | Group Risk and Healthcare | Service Provision

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