

## Communications

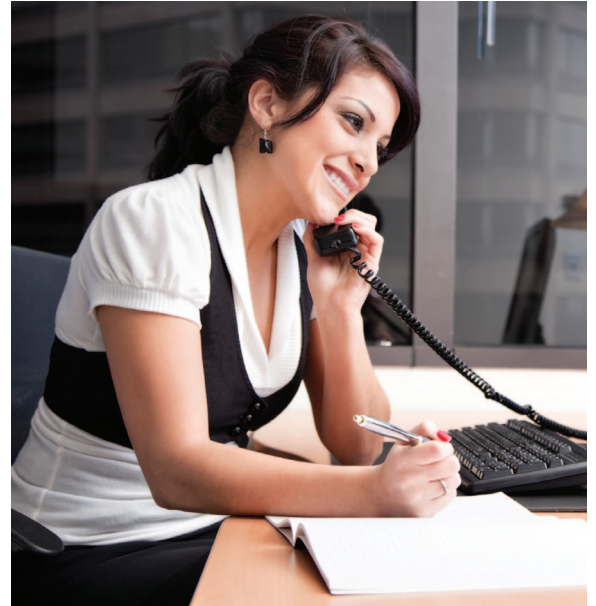
Barnett Waddingham LLP believes that effective communication of information plays a vital role in promoting the value of our clients' schemes to their members. If members do not understand their scheme, they may not appreciate its value or realise how it can help them save for retirement. We offer a full range of communication services designed to assist our clients when publicising their scheme to the membership, for example we can provide:

- bespoke annual benefit statements, newsletters, scheme booklets
- presentations, workshops, retirement counselling
- internet web based services and solutions, including electronic communications to members
- advice on electronic communication
- telephone helplines
- reports to trustees and/or the sponsoring employer
- regular updates on pensions topics and current issues.

We use all of these methods of communication and a variety of media to provide communication services for the benefit of our clients. We can deliver all aspects of your pension scheme communication as part of an overall benefit administration service, or as one-off exercises that need material customised to your particular requirements, company style and branding.

Communication is the shop window of your pension scheme and we have the professionalism and experience to help your employees appreciate the benefit of your investment in their pension scheme and other elements of their benefit package. It is much more than simply giving information and fulfilling statutory requirements.

Employees need to understand the value of what is on offer, and be able to make informed decisions based on the literature they receive. We appreciate that communication is a two way process and can help design questionnaires that will enable you to engage with members. This should generate higher levels of interest and provide feedback which we can analyse on your behalf.



### Supporting trustees and employers

It is easy to overlook the importance of member communications, but often these are the only communications that members, especially preserved members, will receive from the scheme.

We pride ourselves in communicating the technical and complex nature of pensions in a clear and concise manner. You may wish to use some of our 'off the shelf' material, or have something tailored specifically for your scheme. We can provide the full service or can work with HR departments and/or other providers in lead or support roles. Our aim, as far as possible, is to avoid jargon and to communicate in a way that is relevant and that all employees will understand.

In addition, and for those who do not require such a close working relationship, we provide regular updates of current pension issues and topics of interest. We also run regular seminars at our offices across the UK.

Whatever your requirements, your first step should be to communicate with us!

## Communications

### Summary

Effective communication is vital in the running of a pension scheme. Barnett Waddingham can help you communicate technical and complex matters in a clear and concise manner so that employees really appreciate your investment in their pension scheme.

The following pension administration brochures are also available on our website:

- An Outstanding Service
- Accounting
- Annuity Purchase Service
- BWebstream Internet Services
- Closed Schemes
- Consultancy
- DC Arrangements
- Data Testing and Cleansing
- IT and Systems
- Pensioner Payroll
- Pension Scheme Governance including Secretarial Services
- PPF Administration
- Record Keeping
- Schemes in wind-up

### For further information

For more information about our services please contact your usual Barnett Waddingham contact or email: [pensionadministration@barnett-waddingham.co.uk](mailto:pensionadministration@barnett-waddingham.co.uk)

[www.barnett-waddingham.co.uk](http://www.barnett-waddingham.co.uk)

**Amersham – Bromsgrove – Cheltenham  
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