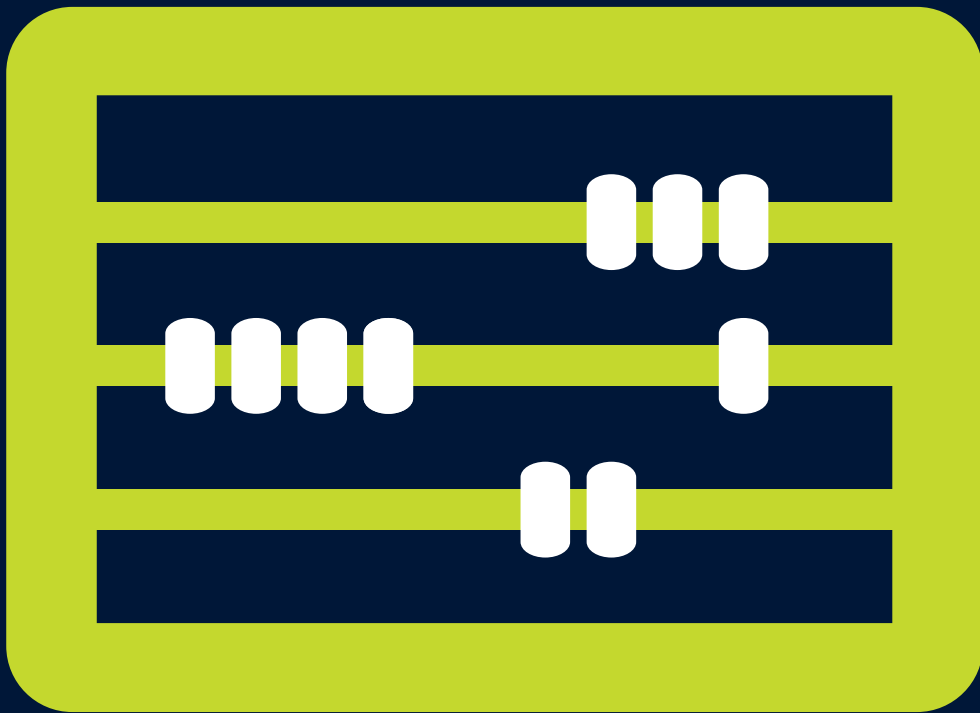


NOW:
Pensions

The future is now



**NOW: Pensions
payroll bureau
proposition**

Dedicated Regional Partnership Manager

Every payroll bureau partnering with NOW: Pensions will have access to a dedicated and highly experienced Regional Partnership Manager, who can provide auto enrolment support for your business as well as your portfolio of clients. Each of our Regional Partnership Managers has many years' experience in the pensions industry, achieved with some of the most well-known pension scheme providers in the UK.

Regional Partnership Managers understand all aspects of auto enrolment legislation, however detailed or complicated, and are available to explain this to your teams and clients.

Your Regional Partnership Manager is an expert on all NOW: Pensions' processes and systems, has a good working knowledge of most third party software and can assist your own team members on NOW: Pensions' systems to ensure that everyone can use the service confidently and efficiently – they can 'hold your hand' through the process as required.

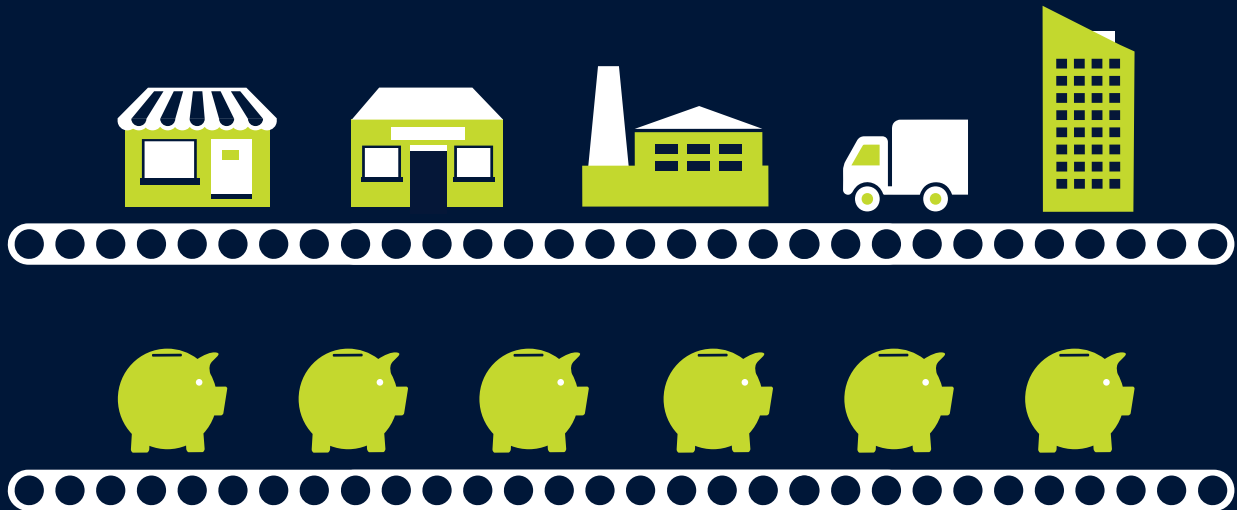
Your Regional Partnership Manager is here to assist you and your clients in achieving auto enrolment compliance. This is an invaluable resource that no other auto enrolment provider that we are aware of will offer.

Call **0330 100 3336** or email sales@nowpensions.com now to discuss how we can work together to benefit your business today.



“ *Your Regional Partnership Manager is here to assist you and your clients in achieving auto enrolment compliance.* ”

Comprehensive support



For you and your clients

Payroll bureaux play a crucial role in helping businesses of all sizes meet their legal workplace pension duties. Our straightforward administration system and comprehensive package of support are designed to help you set up and manage new schemes quickly and effectively. We accept both large and small employers which means you can offer a quality scheme to all your clients, whatever their size or sector.*

An experienced pension provider

NOW: Pensions is an independent, multi-employer trust serving over 32,000 employers and 1.7m members from a wide range of sectors.

atp=

A company wholly owned by Danish pension scheme ATP, NOW: Pensions offers a simple and cost effective workplace pension solution direct to employers and via advisers and the payroll sector.

*subject to satisfactory checks

Thinking ahead about auto enrolment



When getting ready for auto enrolment, there can be a lot to think about. Let us help you get started.



Business opportunity

With the right solution in place you can offer your services to a range of new clients. Many smaller businesses who previously did their own payroll no longer want to and are looking to payroll bureaux to guide them through auto enrolment.



Service proposition

Define the levels of service you can offer and how you plan to deliver them. Think about the pension providers that can proactively offer a comprehensive end-to-end proposition to clients.



Communications strategy

Get your message across to clients with a range of communications. Regular emails, social media and client seminars all help to tell clients about your service proposition.



Service fee structure

Different levels of service will incur different fees, so often a flexible structure works well. Consider partnering with a Financial Adviser or a particular pension provider to offer additional services for clients. For example, we may be able to help with seminars and workshops.



Pension scheme set up

With many companies having never set up a pension scheme before, they may turn to you to organise this for them. And with the additional assessment requirements of auto enrolment, you can add value to your current service by managing the ongoing administration of the scheme.



Get ready with NOW: Pensions

Auto enrolment is an opportunity for you to offer an enhanced service to your clients and generate more revenue. We've developed a simple solution to support you and your clients as you help them introduce auto enrolment.

Working with NOW: Pensions

A quick overview:



Accept all employers *

Unlike some other providers, we welcome employers of all sizes and from all industries. This means you can offer a quality auto enrolment solution to all your clients. It also means you can take on new clients who have struggled to find a suitable, cost-effective solution in the past.

*subject to satisfactory checks



NOW: Pensions Gateway

You'll have access to the NOW: Pensions Gateway, which enables you to manage all clients in one place, with one login, improving efficiency.



Quick online sign up

Our online auto enrolment sign up prompts you for all the information required by NOW: Pensions to set up a compliant scheme for your clients without the need for a wet signature and there is no need to provide details of your clients' employees during sign up.



Enhanced support

We provide a knowledgeable payroll bureau support team based in the UK. You will have your own local Regional Partnership Manager to provide direct help. Our in-house technical experts are available to support you and your clients.



Simple contribution models

One of the most important decisions your clients need to make when they introduce auto enrolment is how much to contribute to their employees' pensions. We offer five pre-defined contributions models to make it easy for you and your clients. But if they'd prefer a bespoke contribution model please speak to one of our Regional Partnership Managers.



Communications easily managed

You have the option for NOW: Pensions to manage statutory auto enrolment email communications for all types of workers so you and your clients have one less thing to organise, if required. Employee queries are handled by expert support staff.

Making it easier to do business



We understand that helping companies to meet their legal workplace pension duties can be complex and time consuming, so we offer a service package that makes it easy for you to support your clients. It's designed to be efficient and save you time, meaning you can offer a comprehensive and streamlined service.

► High level of in-house technical expertise

- Regional Partnership Managers to provide direct support when needed
- We retain a high level of technical knowledge amongst our in-house support teams
- All client and bureaux telephone support teams are based in the UK and use plain English when answering your queries

► Reduced administration burden

- Simple access to your Gateway site direct from our website
- Access all your clients from one secure area
- Strict validation within Gateway which ensures data is accepted and processed promptly

► Dedicated payroll bureau support team

- When you call, our telephone system automatically puts you through to your dedicated payroll bureau support team, so you'll always talk to someone who has your details to hand

► Compliance management

- NOW: Pensions provides a compliant auto enrolment scheme
- We hold compliance records and keep them for as long as necessary
- We provide access to the information your clients need from NOW: Pensions to complete their Declaration of Compliance for The Pensions Regulator

NOW:
Pensions

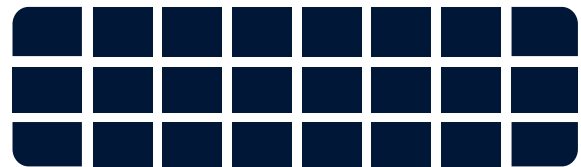
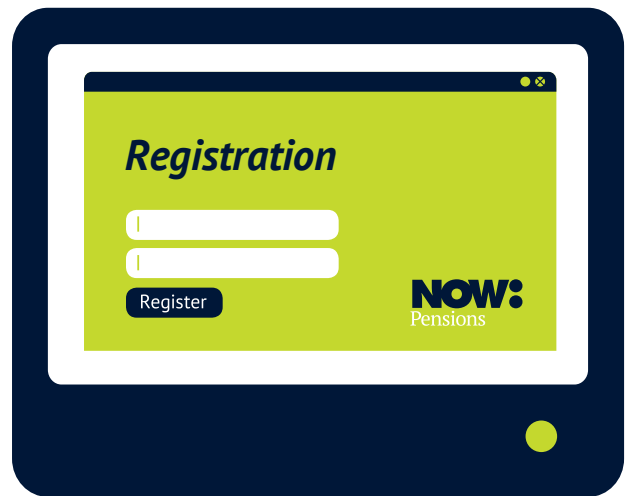
Let's get started

Registration

First of all you need to register for free with NOW: Pensions so you can get access to your Gateway site. This is a simple one-off online registration that takes just a few minutes to set up.

The NOW: Pensions Gateway is where you can manage all your clients' workplace pension schemes in one place from one login as well as view and update details for all your clients.

At this point it's also important to check with your provider that your payroll software supports auto enrolment. This ensures you'll be able to transfer the relevant data easily and quickly.



 Register at: www.nowpensions.com/payroll/pre-registration

Signing up clients

Once you've registered you can manage the enrolment sign up for your clients online, giving you total control. Alternatively, your clients can sign up directly online and choose you as their payroll provider.

Simply login to the NOW: Pensions website using the same login you used to register. Once you are familiar with the website, each application should take a few minutes to complete. We take you through the application process in more detail in our [registration and online sign up guide](#).

Once the client has accepted our Agreement their scheme details are transferred into NOW: Pensions Gateway ready for you to start administering their scheme.



Our **Regional Partnership Managers** can support you with registration, signing up your clients and managing pensions data within the NOW: Pensions Gateway. Alternatively, there are full user guides available to help explain this to you. And your dedicated support team is always on hand to help with any queries.

Working together



We've designed our auto enrolment proposition to be as easy to set up and manage as possible, but to make the system run smoothly, there are five key responsibilities which you'll need to agree to during the registration process.

1. Set up and/or confirm client details

You or your clients can apply for a scheme with NOW: Pensions. You need to check their details are correct.

2. Work out who to put in the pension scheme

NOW: Pensions doesn't assess staff to see who is eligible for auto enrolment. This normally takes place within the payroll software and will be managed by you.

3. Upload relevant employee data

We require you to upload the relevant worker or staff data for each employer's payroll and pay period.

4. Keep payroll data up to date

You will need to know who has opted in and out of the scheme at each pay period. You'll find this information within the NOW: Pensions Gateway. Check the data and update your payroll software accordingly.

5. Decide who will be issuing statutory auto enrolment to employees

We can provide and issue all statutory auto enrolment email communications for no additional charge.

Transparent costs and charges



The amount of money employers and their employees pay for the management of their workplace pension matters. Our transparent and simple approach to employer and member charges is shown below.

Monthly employer service charge

This is a charge paid for by the employer and will begin from the scheme start date as outlined in the participation agreement.

	Number of active members	Discount	Monthly charge
Any employer	0	100%	£0
An employer working with NOW: Pensions Directly	Any number	N/A	£36.00 + VAT
A payroll bureau using the NOW: Pensions Gateway	5+	44%	£20.00 + VAT
A payroll bureau using the NOW: Pensions Gateway	1-4	65%	£12.50 + VAT

*Initial assessment of active members takes 3 full months and therefore the £0 charge only comes into effect after the assessment has been completed. Assessments of active member numbers are performed at the sole discretion of NOW: Pensions.


The discounted price for employers using a payroll bureau that is uploading payroll data on an employer's behalf reflects the considerable support payroll bureaux provide with auto enrolment administration for NOW: Pensions.

There is no charge for signing up clients online through our website. The employer service charge covers initial administration set up and ongoing management of the pension, help for employers and employees from dedicated support teams and all email employee communications.

Member charges

We've developed a charging structure that is fair and transparent for all members. These charges are for members of staff who are in the NOW: Pensions scheme. As you can see from the table below, there are no hidden or additional charges for members, just an administration charge that pays for the day-to-day administration of the member's pension and an investment charge that pays for managing the investments in the pension.

Member charges

Monthly administration charge	£1.50
	
Annual investment charge	0.3% of fund

A member's pension contributions will stay invested with NOW: Pensions if they leave the company or stop contributing. The member will continue to receive pension communication from NOW: Pensions and charges will continue to apply.

A member can choose to transfer their pension pot to another Registered Pensions Scheme or a Qualifying Registered Overseas Pension Scheme at no cost. This may be a sensible thing to do, especially if they are leaving a very small pension pot with just a few hundred pounds.

Or if they have pension savings elsewhere they could transfer them into NOW: Pensions to take advantage of our low charges for slightly bigger pots.

Find out more about member charges [here](#).

Governance



NOW: Pensions is an independent, multi-employer master trust. This means that a separate independent Trustee Board oversees the interests of multiple employers and their employees.

The master trust structure enables all employers, including the smallest, to benefit from governance without the costs associated with an employer establishing and running their own trust-based scheme.

NOW: Pensions prides itself on its good governance structure and has a Commercial Board concerned with the day to day running of NOW: Pensions Limited and an independent Trustee Board which has a duty to ensure that the scheme is run in the best interests of members at all times.

NOW: Pensions Trustee Ltd oversees decisions on all crucial scheme issues such as charges, investment strategy and administration. They closely monitor the performance of the management team and investment manager taking action to safeguard members' interests when required.

NOW: Pensions Trustee Ltd comprises a wide variety of well known industry figures with extensive expertise in their respective fields.



Nigel Waterson
Chair and former
Shadow Pensions
Minister



Jocelyn Blackwell
Founder of Dunnett Shaw
and Raising Standards
in Pensions Administration



Christopher Daykin
The former Government
Actuary



Adrian Kennett
on behalf of
Dalriada Trustees



Joanne Segars
Former Chief Executive,
Pensions and Lifetime
Savings Association



Full Trustee profiles can be viewed on the next page.



Nigel Waterson
Chairman of the Board

Nigel Waterson was Conservative MP for Eastbourne from 1992 to 2010. He served as Shadow Pensions Minister for seven years. Nigel was also a long-standing Chairman of the All Party Group for Older People. He is currently Chairman of the Equity Release Council and a Governor of the Pensions Policy Institute. Nigel is a Trustee of the International Longevity Centre and is also a member of the Council of the Society of Pension Professionals.



Jocelyn Blackwell
Trustee Director

Jocelyn has over 30 years' experience in the pensions industry. In 1987 she founded Dunnett Shaw, a management consultancy that specialised in advising clients on pension administration processes, systems and outsourcing. The business merged with Higham Group in 2005 to form Higham Dunnett Shaw, which was sold to Capita in 2007.

Jocelyn was also the founder of the industry-wide body Raising Standards in Pensions Administration (now PASA) and chaired it for four years. She was the winner of the "First Woman of Finance Award" in 2005. She is currently Non-Executive Director at Inside Pensions, a specialist firm that provides independent scheme secretarial services to trustee boards.



Christopher Daykin
Trustee Director

Christopher Daykin CB, Hon DSc, MA, FIA, FSA, Hon FFA, was the Government Actuary of the UK from April 1989 to September 2007. He qualified as a Fellow of the Institute of Actuaries in 1973. Employed at Government's Actuary Department (GAD) from 1970 to 2007, he worked for many UK and international clients on pension fund consultancy, population projections, social security, national pension policy, pension reform, risk management and the supervision of insurance companies and pension funds.

Chris is now an independent consultant and has a variety of appointments, including Chairman of Trustees of the Arts Council Retirement Plan and member of the Prudential Assurance Company with profits committee. He was President of the Institute of Actuaries 1994-96 and Chairman of the International Forum of Actuarial Associations (the predecessor of the International Actuarial Association) 1996-97. He is currently Chairman of the European Actuarial Consultative Group, the umbrella organisation for all the actuarial associations in Europe, and Chairman of the Pensions, Benefits and Social Security Section of the International Actuarial Association.



Adrian Kennett
Trustee Director

Adrian is a Director of Dalriada Trustees. He has 24 years' experience in the pensions industry and is a Fellow of the Pensions Management Institute. His wider experience includes benefit rectification, debt compromise and scheme restructuring, scheme mergers and the implementation of complex investment strategies.

He sits as both Trustee Chair and a Member of the Board of Trustees on appointments ranging from those with liabilities of less than £10 million to those with liabilities of approximately £1 billion.



Joanne Segars
Trustee Director

Joanne was the Chief Executive of the Pensions and Lifetime Savings Association (PLSA) from 2006-2017. Joanne was appointed to the Board of the Environment Agency in March 2017 and chairs the Environment Agency Pension Fund (EAPF). In May 2017 she was appointed the first Chair of LGPS Central Ltd.

She chaired the EU trade Association for Pensions, PensionsEurope, from 2013-2016. Before joining the PLSA Joanne was Head of Pensions and Savings at the Association of British Insurers from 2001 to 2005. Joanne held the pensions brief at the Trades Union Congress for 13 years and started her career in pensions as a researcher and journalist for Incomes Data Services.

Joanne has a degree in economics from John Moores University, Liverpool, and a Master of Arts degree in Industrial Relations from the University of Warwick.

All Trustees undertake regular training to ensure that they demonstrate the knowledge and skills identified by The Pensions Regulator.

Our mission and values



At NOW: Pensions it's our vision to make saving for the future simple, secure, accessible and rewarding.

It's our mission to help everyone save for a better, more financially secure future. We live and work by our founding principles. Across every department, these values affect everything we say and do.



Simplicity

Pensions shouldn't be complicated. We value simplicity in everything we do and strive every day to make our product easier to understand, our communications clearer and our systems easier to use.



Responsibility

Our clients have trusted us with their employees' future savings. That's a big responsibility that we take very seriously. We fight for the rights of our members. We speak up to affect change. We aren't afraid to challenge the industry or the government to help get a better deal for our members.



Honesty

We always do the right thing for our clients and members – even if it costs us money. We are open and honest at all times – we don't hide from the truth. We take individual responsibility for delivering on our promises and never knowingly walk past a problem.



Inclusivity

We welcome all employers and all employees into our scheme. We value different perspectives and are unlike traditional financial services companies. We welcome all colleagues from all backgrounds. We want everyone to feel they can be themselves when they come to work. We want everyone to have opportunities to grow and develop and we recognise and reward those who do well. We carve our own path and challenge the status quo on a daily basis. We encourage creative, bold and brave thinking to solve problems and if things need to change, we move fast.



Collaboration

We work together - both with one another and with clients and with our trusted third parties to be better.

NOW: Pensions

The future is now

Information correct as at October 2018 | PM00125.1117/7
NOW: Pensions is a UK occupational pension plan. This is written as a general guide only. It should not be relied upon as a substitute for specific professional advice.

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