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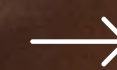
# MEMBER AND EMPLOYER EDUCATION SERVICES

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# WHY EDUCATION MATTERS...

Helping members achieve good retirement outcomes and placing greater value on the pension you provide.

The pensions industry is changing, and people's finances are becoming increasingly complex.

High-quality education can help employers and members to navigate these challenges and make better pension-related decisions.

This in turn

- helps members to achieve good retirement outcomes
- places greater value on the pension you provide
- gives your team members additional knowledge to support their roles

In order to achieve this, we believe that both you, and your employees, should

- have access to the right information at the right time
- understand the pension journey from enrolment to retirement
- understand the options available at every stage of the journey

- know what actions need to be taken and how to do it

So, we've created a number of educational sessions to do just that.

Better still, we've updated our pricing model to make it more cost-effective and affordable for employers of all sizes. And we've taken the sessions online, further reducing costs and ensuring we can deliver high quality webinars in the most flexible way.

You'll find details of what's currently available on the following pages. If you have any questions or if there's anything else you'd like to see included in future, please do let your Client Relationship Manager know.



We look forward to working with you to support members towards a better retirement outcome, and to help you strengthen your understanding of the scheme.





# WHAT WE OFFER, AT A GLANCE

Engaging, cost-effective webinars that can be adapted to suit your needs.

Our engaging and value-for-money webinars will be delivered by industry experts. They will give you the tools you need to better administer the scheme, and members the information they need to maximise their pension.

The content has been developed in partnership with employers and Scheme members and the webinars are tailored to suit their specific needs.

For members, our webinars are built around the key stages of their pension journey:

- New joiner
- Building up a pension
- Pre-retirement (and leaving)

Or around the fundamentals of pensions and the tools available to help members understand them, such as:

- Key concepts, covering important topics like tax
- A guide to using the member portal

For employers, the webinars are more about understanding the Scheme itself and the actions you need to take, including:

- An overview of the Scheme and pensions
- A guide to using the employer portal
- Training for individual processes

We can also work with you to combine these options or create something more bespoke.

**Whichever webinar or webinars you choose, we will provide:**

- **clear and competitive pricing, with a subscription option for multiple webinars**
- **a flexible approach, with the chance to mix, match and combine webinars as required**
- **an engaging webinar, delivered by an expert**
- **ongoing support after each webinar is complete**

Because it's web-based, there's no extra pressure in terms of travel time or costs. And it means we can adapt our sessions quickly, to ensure they fulfill your needs.

These options are described in greater detail below. If you would like to book, or require further information, please contact your Client Relationship Manager.



# EDUCATION FOR MEMBERS - IN DETAIL

A more informed and educated member will be confident to make better decisions for themselves.

We recognise that pensions can be complex and often members need support to understand and make the most of their benefits.

By giving essential information direct to your employees, our member focused webinars help to give members the confidence to make better decisions about their future.

All of our webinars are delivered by skilled practitioners, in a way that removes complexity and ensures that every delegate leaves feeling better informed and educated.

The material has been built from the ground up with the member in mind. It is designed to be compelling and impactful to keep attendees engaged. The content can be tweaked to address your specific policies, such as contribution rates.

There are currently two types of member webinar to choose from:

- member journey
- key concepts

The webinars based around the member journey offer critical information about key life events, and guide members through different stages of their time in the Scheme. These will be suitable for most employees, giving them a great foundation on which to build their knowledge and understanding.

Our key concept webinars are designed for members who require more detailed information on specific topics. This may include senior members of your team.

On the right are details of all the webinars currently available. These can be combined or tailored to suit your specific needs and we would be happy to develop something more bespoke on request. We welcome feedback on any other specific content you would like to see.

## Webinars based on the Member Journey

Focused on the key stages of members' pension journeys, guiding them every step of the way.

### An introduction to your (DB/DC) pension

Offering new members a rounded introduction to the Scheme, their benefits and some key concepts.

### Planning and saving for your future

A key priority for the Scheme is financial wellness. This course focuses on all key considerations during the accumulation phase, helping members plan earlier and more effectively.

### Understanding your retirement options

Ensuring members understand all of their options at retirement and supporting members leaving the Scheme. There are separate options for Defined Benefit and Defined Contribution members, or these can be combined if required.

## Webinars based on key concepts

Covering important topics that may require a more in-depth explanation.

### Understanding the member portal

With the digital age in full swing, the member portal is an easy way for members to access the information they need. This course gives a rounded overview of the website, and the resources and functions that members have access to in order to help them make better choices.

### Tax Explained

This webinar tackles the complex issue of tax. We will look at the different types of tax and their limits, such as the lifetime allowance, and what it means for members and their pensions.

# EDUCATION FOR EMPLOYERS

## - IN DETAIL

Helping you understand the Scheme and the actions you need to take.

As employers, sometimes a little extra knowledge can make all the difference, especially when it comes to pensions.

With people changing roles, and new faces joining, it can also be hard to keep on top of team development and to make sure that the correct Scheme and pension knowledge is passed on.

Our employer webinars aim to make this easier and help apply a little context to the processes you undertake.

In developing these webinars, we worked closely with a number of employers to ensure the topics are relevant, with a level of detail that is suitable for your needs.

The content is designed to not only give you a better understanding of the topic at hand, but what it means for you in practical terms.

It's ideal for new starters or for anyone who needs a gentle reminder of the Scheme.

There are currently two types of employer webinar for you to choose from:

- knowledge
- processes

The knowledge webinars will give you an overview of a scheme-related subject, sharing our wealth of expertise in order to strengthen your own understanding.

Meanwhile our process-driven courses focus more on the practical implications and the actions you need to take.

All of the content can be tweaked to align to your specific policies, such as contribution rates.

On the right are details of all the webinars currently available. These can be combined or tailored to suit your specific needs and we would be happy to develop something more bespoke on request. We are always looking to update our service offerings and we welcome feedback on any other specific content you would like to see.

### Knowledge

Introducing your team to the Scheme or strengthening and expanding your existing knowledge.

#### Introduction to the Railways Pension Scheme (RPS)

Designed to give you and your colleagues an introduction (or refresher) to the Scheme, an insight into member options and an understanding of how changes to members' circumstances may impact their position along the way.

### Processes

Offering a more detailed look at the practicalities and processes for you in delivering the Scheme.

#### Online tools: the employer and member portals

The employer portal plays a key part in the administration of members' pensions. This course looks at what the employer portal offers you and how it works to link your practises together with those of Railpen Limited (Railpen). It will also include a brief overview of the member portal and a guide to the services members can access online.

### Individual Processes

We offer a range of process demonstrations for individual processes. Speak to your Client Relationship Manager to discuss your specific needs.





# HOW WE DO IT...

Flexible services that reflect your needs and those of your employees.

We understand that the same approach doesn't work for everyone. As such, we have designed our education services to be flexible enough to meet your needs and circumstances.

Each webinar can be used exclusively or blended as required. And all are hosted by highly-skilled professionals, who are pension practitioners and have significant knowledge of the Scheme.

We do understand that some companies still prefer on-site, in-person, training sessions. These can be offered by special request, once all COVID-19 restrictions are lifted. We will let you know as soon as we are able to offer this option.

## Webinars (90 minutes each)

**As standard, our seminars are delivered using Microsoft Teams, however we can accommodate other platforms, such as Zoom, on request.**

These are simple to use, convenient and flexible.

And are particularly cost-effective for smaller employers who are unable to host events, as well as for employers with multiple sites or a large number of staff working remotely.

**By using this format we can offer you:**

- greater flexibility about where and when the sessions are held
- reduction in the time and cost constraints, caused by travel

We can accommodate 50 delegates per webinar. This is to ensure a stable connection and to allow for everyone to participate.

**The webinar will be live, and include:**

- an invitation sent from us to all delegates in advance
- 90 minutes of engaging content, tailored according to the specific company and audience
- the opportunity for delegates to ask questions, either through the audio or the live chat function
- a summary for delegates to take away

We are also happy to answer any follow-up questions attendees may have.



# WHAT IT WILL COST YOU...

A flexible, transparent and value-for-money pricing model.

Our pricing model is built on a core principle of transparency, giving you clarity and assurance over the cost of our services. This means there are no hidden costs and no additional charges.

We offer a single flat-fee for each webinar, as well as a subscription option, letting you see exactly how much it will cost upfront and enabling you to plan and budget more effectively.

An online approach also removes any travel or accommodation costs. However face-to-face sessions can be considered on request.

To help get the most out of our courses you can also blend member and employer webinars.

You can even split the cost of a single session with other employers. This is ideal if you only have a few employees to take part and we would be happy to work with you to arrange a joint webinar if this is something you'd be interested in.

Further details about our pricing is below. If you would like to book, or have any questions, please contact your Client Relationship Manager.

## Individual webinars

All our webinars, whether for employers or members, are offered at the same set price.

There is a limit of 50 delegates for each seminar. This is to make sure that everyone gets the right level of focus and a chance to participate, as well as to ensure a more stable connection.

The price includes the live webinar, with time for a Q&A, plus a summary of the content for delegates to takeaway. We are also happy to answer any follow-up questions they may have.

Below is the cost per individual webinar. If you need to book multiple sessions, you may find our subscription model below more cost-effective. We can also accommodate bespoke arrangements or run a webinar for multiple employers simultaneously. Please talk to your Client Relationship Manager if you would like to discuss this further.







Service	Course price
<b>Webinar</b> <b>For members</b> <ul style="list-style-type: none"><li>• An introduction to your (DB/DC) pension</li><li>• Planning and saving for your future</li><li>• Understanding your retirement options</li><li>• Understanding the member portal</li><li>• Tax explained</li></ul> <b>For employers</b> <ul style="list-style-type: none"><li>• Introduction to the Railways Pension Scheme (RPS)</li><li>• Online tools: the employer and member portals</li><li>• Individual process demonstrations</li></ul>	<b>£400 + VAT per webinar</b> <ul style="list-style-type: none"><li>• Limit of 50 delegates per session</li></ul>

Subscription model

To help you plan ahead and maximise the value of your education, we offer an annual subscription model. This gives you one fee to secure a number of webinars. These can be all employer webinars, all member webinars or a combination of both.

There are three tiers available, each including a different number of webinars for you to choose from.

Category	What's included per annum	Price
<b>Tier 1:</b>	6 x 90-minute webinars. To be used whenever required, within a 12-month period. Covering any of the standard webinars. Equivalent to one webinar every two months	<b>£2,200 + VAT</b>
<b>Tier 2:</b>	12 x 90-minute webinars. To be used whenever required, within a 12-month period. Covering any of the standard webinars. Equivalent to one webinar every month	<b>£4,500 + VAT</b>
<b>Tier 3:</b>	24 x 90-minute webinars. To be used whenever required, within a 12-month period. Covering any of the standard webinars. Equivalent to two webinars every month	<b>£8,900 + VAT</b>



To arrange a course, please email us at [crmteam@railpen.com](mailto:crmteam@railpen.com)  
or contact your Client Relationship Manager

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👤 Steve Birks: Head of Client Relationship Management  
@ [Steve.Birks@railpen.com](mailto:Steve.Birks@railpen.com)

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