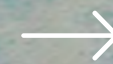

GUIDE TO COMMUNICATION SERVICES



RAILPEN



WHAT WE CAN DO FOR YOU

This may not sound like your usual pitch because we're not going to pull you in with fancy sentences, buzzwords and empty promises. But:

- We do know pensions
- We do know communications
- We do know what members want



WHAT WE DO

The basics - but better!

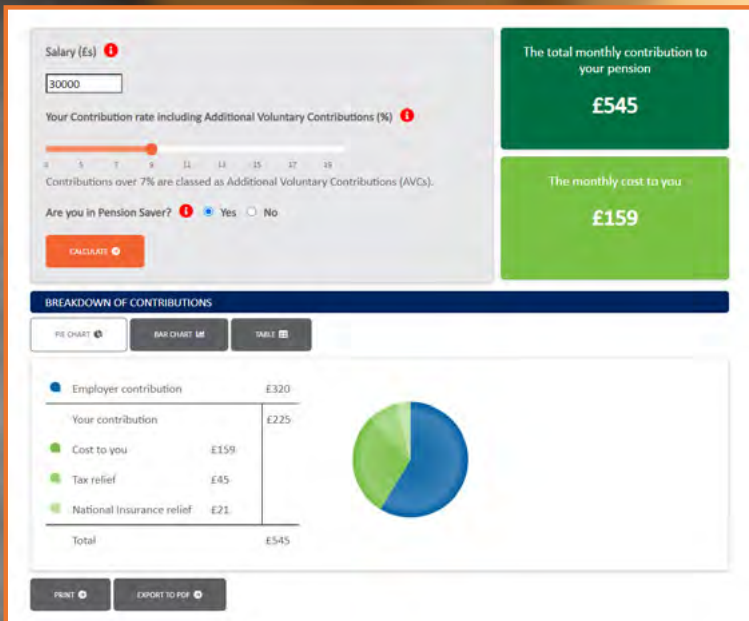
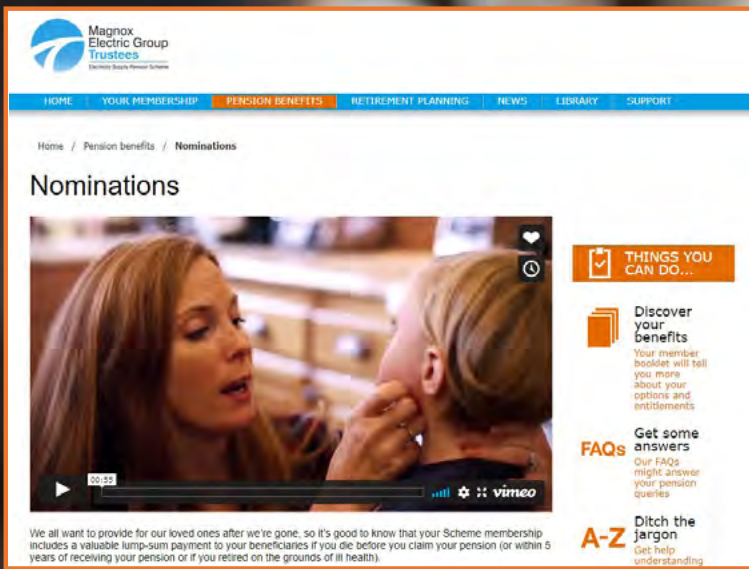
Our take on communications is far from standard. We've worked with language experts and applied a liberal dose of expertise and creativity to take them to the next level, challenging the traditional complexity.

We offer either an off-the shelf approach or bespoke content tailored to your needs. Our range of products can be taken individually or you can piece them together to give your members a more consistent pensions journey.

Each of our off-the-shelf products has been designed with best practice – and members' needs – in mind.

Over the next few pages you'll find our aim, our approach, and our services.





Step 3: Personalise your wants & needs

Roughly speaking, a **single person** will need about **£20k** a year to achieve a **moderate standard of living** at retirement.

The figure is based on a 'basket' of common goods and services shown below. Using it as a starting point, if you think you would spend more, or less, simply change the weekly amounts to create a personal target.

MY BASKET

HOUSE £8,200.00

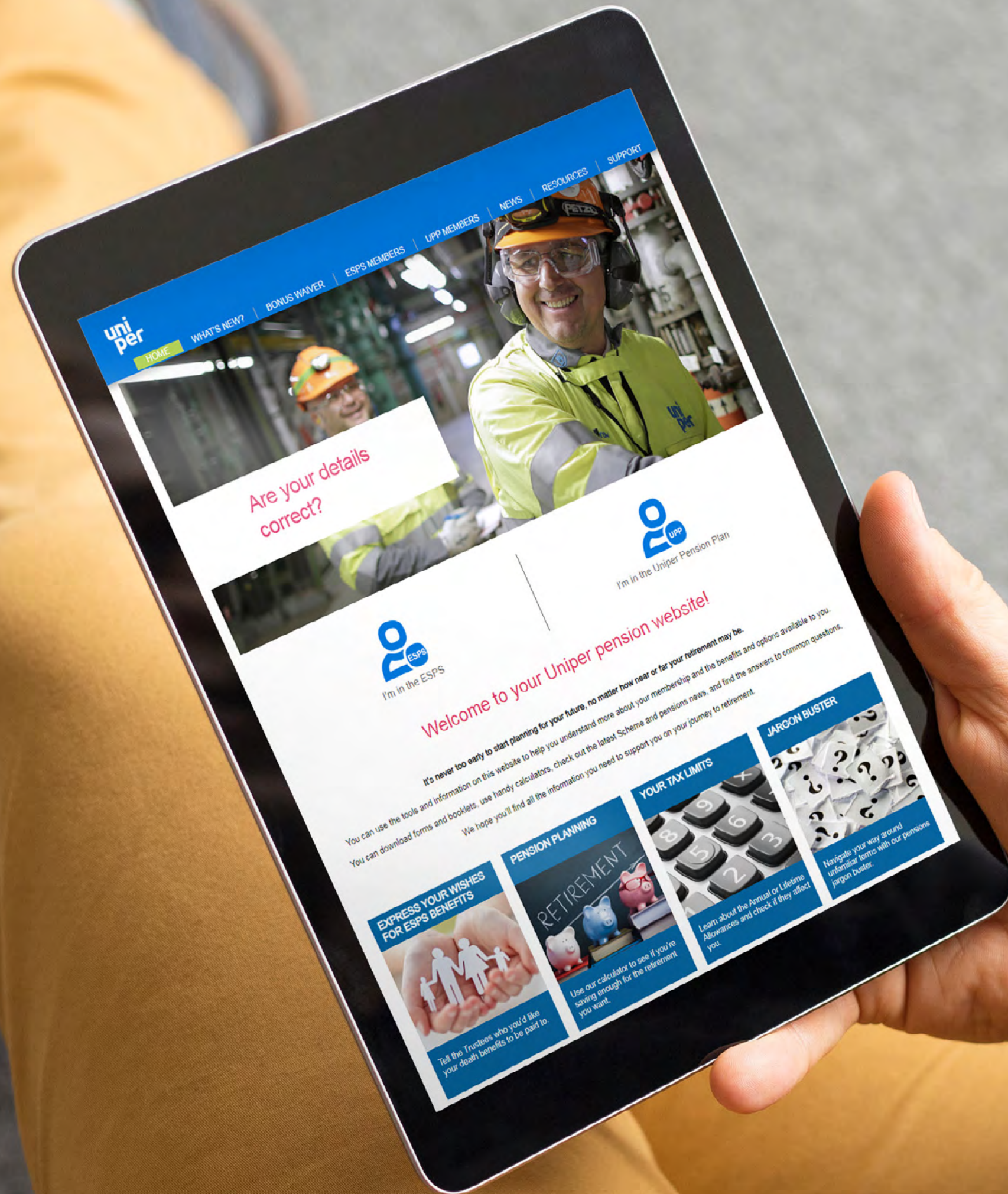
FOOD & DRINK £4,000.00

TRANSPORT £2,000.00

Food - a weekly shop: £46.00

Catering - meals out or takeaways: £17.00

Alcohol and tobacco per week: £9.50



We can help with online services to give your members easy access to information wherever and whenever they want it. Online content can help you maintain engagement with your members, respond quickly and proactively to their needs and drive down print costs. Including:

- Website development, maintenance and analytics reporting
- Videos and animations
- Email marketing
- Online modelling tools

We can also provide all the support you need with any printed communication. Including:

- Annual Benefit Statements
- Newsletters
- Welcome packs
- Scheme booklets
- Key features documents
- Help guides
- Posters
- Forms
- Letters
- Infographics
- Printing and fulfilment

We go beyond the expected...

You might not realise it, but we have a lot more to offer. As well as everything listed on the previous page, we also offer a range of support services for the following:

- Managing change
- Scheme launches/closures
- Benefit structure changes
- Pensions legislation updates
- Benefits awareness
- Communication strategy development
- Testing, analysis and reporting

We'll work alongside you to help plan your next move and support your members. Driving understanding, action and engagement is just one of the ways we can do this.

In touch: October 2020
E.ON UK Pension News

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Financial summary

Highlights from the Report & Financial Statements for the year ended 31 March 2020

£4.78 billion

The total value of the scheme's net assets

£151 million

The increase in the value of the scheme's net assets since 31 March 2019

£282 million

The amount paid into the scheme by the Company during the year

£281 million

The value of benefits paid out to members during the year

£82 million

The value of transfers out during the year

24,530

The number of members across the scheme

Membership statistics at 31 March 2020:

1,830

Contributing members

3,951

Dependants

11,931

Pensioners

6,818

Deferred pensioners

It's looking good

Could do with some attention

The scheme's financial statements have been audited by PricewaterhouseCoopers LLP, who have confirmed that they show a true and fair view of the financial transactions during the 12 months to 31 March 2020, and that contributions were paid to the scheme as set out in the Schedule of Contributions in force during the period.

Give your retirement plans a check-up

Gone are the days when work ended at a set age. You can now tailor retirement to suit you. Work out if your pension plans are meeting the grade.

1 What you'll need

Basic living costs for a single person – such as food, bills and transport – are currently estimated at £9,700* per year. Plus there's rent, holidays, nights out. Work it all out with our online Lifestyle Calculator (sign into your online account first. Registration details are on page 1). You should aim for a pension income of around 2/3rds your final salary to maintain a comfortable retirement. For example, if you earn £25,000, you might need a pension pot that will give you an annual income of £17,000. *Source: Standard Life, 2017

2 When you can retire

Basically, when you want to... if you can afford it! By 2020 the State Pension age will be 66. The UK average life expectancy is 82, so you may need to fund at least 16 years of retirement – or more if you retire early! You can see your Normal Retirement Age and when you can claim your State Pension in myRPS or myFund (details on page 1). Check how much State Pension you may get at gov.uk/check-state-pension.

3 Paying for it

The full annual State Pension is currently £8,546.20 any other pensions you may have (e.g. company pensions). Sign in to myRPS or myFund to see what your preserved Rail pension is currently worth. Lost track of a pension? Govuk/find-pension-contact-details can help.

4 Now for the reality check...

...show's your pension shaping up? It's looking good Could do with some attention

5 It's never too early or too late to get your retirement plans in order

So please keep an eye on your Rail pension by registering for an online account with myRPS or myFund (see page 1 for details).

Other helpful tools

There's another useful calculator at moneyadvice.service.org.uk. It produces an estimate based on when you plan to retire, the value of all your pensions pots and your basic State Pension. It will also identify any pension shortfall and how to remedy it.

What's your limit?

Your pension savings enjoy tax relief but there are limits. Go over the limit and you could face additional tax charges. Find out more about the different allowances in our Read As You Need guides on the railways pensions websites. Govuk/tax-on-your-private-pension also has up-to-date information about tax limits.

Magnox Electric Group Trustees
Electricity Supply Pension Scheme

Your ESPS Magnox Pension website is here!

Go online today to:

use tools

read guides

watch videos

Register and you can:

view and manage your personal pension account

complete nominations

update your contact details

www.my-magnox-pension.com

Global Equity Fund / Quarter 1: 2020

A typical retirement journey

See glossary terms overleaf, for explanations of key terms used

Typical investor: This high-risk fund may be suitable for members who are a long way from retirement, and willing to take a bit more risk for potentially higher rewards. It may be suitable for other members too, depending on your attitude to risk. Objective: This fund invests in shares (equities) in companies around the world and aims to achieve high growth over the long term. It may experience sharp falls and rises in value over the short to medium term. It should therefore be viewed as a long-term investment. NOTE: You may not get back all the money you have invested. If you are approaching retirement, you should think carefully about your investment choices to make sure they meet your needs. Making fund choices is an important decision that could have a significant effect on your benefits. Consider taking financial advice before making any decisions about your personal finances. Find a list of Independent Financial Advisers (IFAs) in your area at unbiased.co.uk.

How the fund has been performing

The fund aims to broadly match the FTSE World Index, which represents the performance of listed companies across the world. Investing in this way is known as 'passive' management. The charts below show how the fund has performed over different timescales, compared to the FTSE World Index (as comparator). Performance is shown from 31 May 2013, with total annual charge deducted.

Year on year growth up to 30 June 2019

Growth over 12 months up to date shown

NOTE: Past performance can not be relied on as a guide to future performance.

Penfriend | Autumn/Winter 2018

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Photo album

Leading ladies

The photo above was sent by Gladys Garlick (nee Brewer). Taken in around 1942/43 at Grange Park LNER Station, it shows Gladys (porter) on the right, Irene (signal box) and Senta (booking office) and was featured in the local press to show 'a station with women in charge'. Gladys went on to become a passenger guard until she left in 1946.

Remembering Jack

Margaret Alked recently came across this photo (above) of her late father-in-law Jack Alked (pictured on the right), who began his railway career at Stratford, East London, in 1919. He worked on the Hertford and Norwich routes, apart from a period in 1944 when he drove the ambulance trains, bringing the troops back after D-Day to specialised hospitals in the North of England. Margaret comments: "A well-remembered colleague and friend, who is 50 years of service did not have a day of sick leave – maybe this is a record!"

On the right course

Clive Holley (middle row, far right) contributed this picture of an instructors' course at Faverdale Hall, Darlington, in October 1978. Clive had recently become an instructor at the then British Railways Board Civil Engineering Training Centre (CETC) in Watford, and wonders if anyone remembers the Faverdale course.

Spot a familiar face?

Jimmy McElroy is fifth from left on the back row of this photograph. It was taken at Darlington while he attended a track maintenance course and he wonders if any of his co-workers recognise themselves.

Days of steam

This photograph of steam engine driver Sidney Howard was sent in by his daughter-in-law, Margaret Howard, from Crewe.

Electricity north west
Bringing energy to your door

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E: pensions@enw.co.uk

XX (date to be confirmed)

Your 2020 annual pension statement

This pension statement shows the value of your pension pot (your 'Personal Account') on 1 April 2020, together with an illustration of the pension income you might get when you retire.

If you would like an up-to-date balance of your Personal Account, you can log into RPA's website and view your own pension information at any time. The first time you go to the website you will be prompted to register by following the online instructions.

Have any of your details changed?
Please let us know if you move address or any of your personal details change, so we can make sure we keep your record up to date.

Have you had a look at our new pensions website yet? www.enwpensions.co.uk
The website has a lot of useful tools and information, including:
• A Lifestyle calculator and modelling tools to help with your retirement planning
• Videos, guides and FAQs to help you learn more about your pension
• News updates to keep you informed of any changes that may affect you
You can also log in to your Personal Account through the new website!

Have you heard of the Retirement Living Standards?
These have been developed by the Pensions and Lifetime Savings Association (PLSA) to help people understand how much money they may need to live the lifestyle they want in retirement. Go to www.retirementlivingstandards.org.uk for more information.

22 YEARS OF PENSION SAVINGS...

GONE!

IN 24 HOURS

AIN.... THE SCAMMER STRIKES AGAIN.... THE SCAMME

Research* reveals that victims of pension scams could lose an average of 22 years of savings in 24 hours. 63% of people surveyed would trust someone offering pensions advice out of the blue, and 24% admitted to taking 24 hours or less to decide on a pension offer.

* Joint analysis by the Financial Conduct Authority (FCA) and The Pensions Regulator (TPR).

YOU'VE EARNED IT - DON'T LOSE IT

If you think you've been a victim of fraud, report it to Action Fraud on 0300 123 2040, or online at www.actionfraud.police.uk

RAILWAYS PENSION

penfriend

the newsletter for railway pensioners

Key scheme figures

Staff Travel update

It's Rocket Science!

Pension news

Your letters

Competition: Win £80 shopping vouchers

AUTUMN/WINTER 2018

WHAT WE BELIEVE

We can help you help your members. It's important members understand and value their pension and are able to make informed decisions throughout their careers and as they prepare for retirement. We do this by making things simple.

The pensions industry needs to ditch the jargon and get the basics right.

Let's put aside the jargon and complexity. The pensions dictionary is due an overhaul. Don't you agree? We want to make things easy for your members.

We can help you help your members.

Your members have worked hard for their pensions and you have contributed a lot of money towards them. At the end of their career they deserve the best outcome and to look back on their career with pride.

Supporting members throughout their journeys

As your members' careers progress and their lives change, we want them to feel informed, confident and reassured about all of their pension options.

People should be prepared.

We know that a lot of people are reaching retirement and don't have enough money saved to keep the lifestyle they're used to. We want to prepare members and get them saving-savvy.

Things should be right first time.

It's better for your members. Better for you. Better for us.

We have fantastic design, digital and editorial experience.

And we have the support of expert pensions teams behind us to ensure we can deliver whatever you need.

We can make a real difference.

We use our expertise to help members understand the pension world a whole lot better.

What this means...

It means that we are ready to go with a new approach to pensions communications and language.

We might be doing things a little differently from what you are used to, but we are excited to bring you on this journey with us.

We know how hard pensions communications can be to understand sometimes – we've all been on the receiving side of head-scratching letters and statements! We want to shake things up a bit, and get your members interested and informed.

We have used all of our knowledge and experience to create a new approach to our communications and used lessons learned from the industry to strengthen our approach.

HOW WE ACHIEVE YOUR GOALS

We start by listening to you and understanding what's important. We then watch how members interact with their scheme and learn what's important to them. We drill down into the data, start the right conversations, and draw on both our experience and yours.

We tap into the knowledge of our internal teams, getting technical and administration insight and support.

We encourage best practice and we share what we know... so if we learn it, you learn it.

We communicate. We let you know how we are getting on, what to expect and when, and we take on board your feedback and requirements.



Here is an example where our content has made a powerful impact.



- Campaign objective

Increase completion rate of death benefit 'expression of wish' forms.



Approach

We created emotive content which focused on how members' loved ones rely on them.

The 'Don't Let Them Down' campaign initially used print materials. The content focused on how members could provide for those they care about by updating their expression of wish. It also directed members to the website to complete their forms.

Once online, members could view additional emotive video content, and an animation showing them how to complete the online form.



Outcome

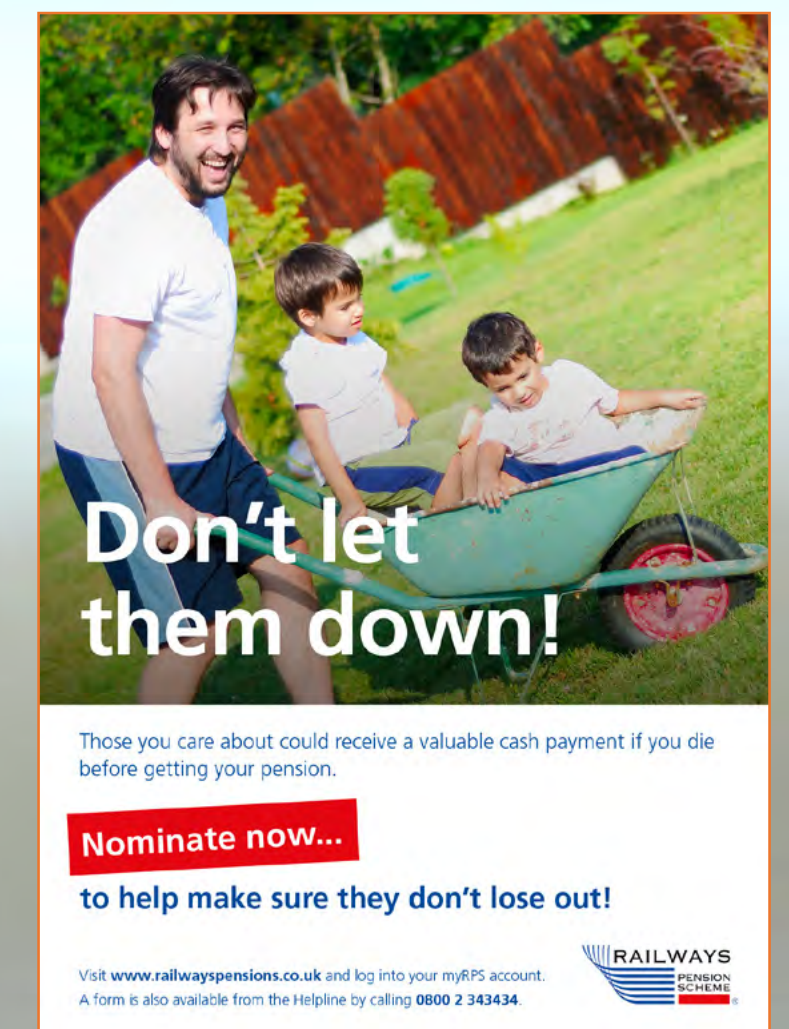
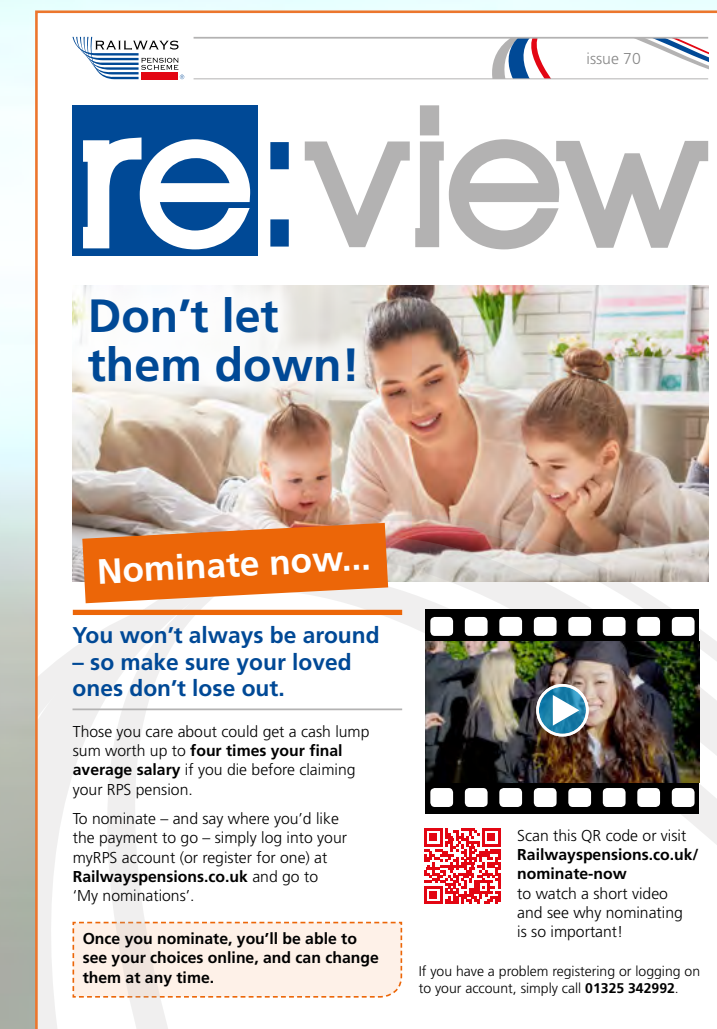
300%
increase in form completions

87%
of web visitors said online
content was useful

80%
of video viewers said it was
useful

59%
increase in weekly page views

41%
increase in weekly website
users



ABOUT US

We thought you may want to get to know us a bit better.

Railpen Communications has got a lot to offer you and your members. This document outlines the services we provide and how we will work alongside you to deliver the right messages at the right time.

We understand how important it is to have clear communications that get members' attention. But it's also important that members actually understand their benefits. The pensions world is pretty complicated – and if you don't understand something, how can you value it, trust it and make it work for you?

Our aim is to engage members right from the outset... from the moment they join your scheme and throughout each of the important phases of their lives and careers.

Removing the complexity and confusion around pensions helps to make them simple and straightforward. And by using their language – not ours – we'll help your members value their pension and make decisions with confidence.

We...

- provide communications to around **500,000 members** (and growing!) across a range of defined benefit, defined contribution and hybrid schemes.
- have worked with clients from a wide **range of industries**, helping their members to get the most from their pensions.
- try to make a difference to the lives of our members and have proudly **picked up awards** for our work.
- support one of the UK's most complex pension schemes – the Railways Pension Scheme – but always aim to **keep things simple** for members
- are a creative and committed team, armed with all the knowledge, experience and skills you need to deliver a **first-class experience** to your members.



Come and join us – together we can help make a difference to your members' futures...



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Aileen Quealy

Creative Manager



Craig Griffiths

Workflow and Supplier Manager

Editorial



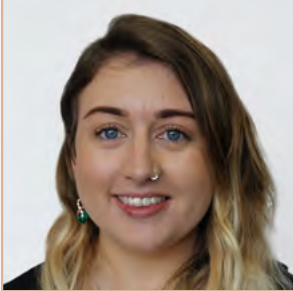
Kim Myers



Claire Morrell



Jenny Prodanova



Abi Wing



Sophie Lyon



Kate Slater

Studio



Paul O'Donnell



Colin Mitchell



Peter Wilkinson

Workflow



Leonie Davies

MEET THE TEAM

Our brilliant team will help and support you every step of the way, and work hard to get things right first time.

We hope this has helped you understand a little more about who we are and what we do, but we welcome any questions.

We'd love to start a conversation and get to know you better, so look forward to hearing from you.

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