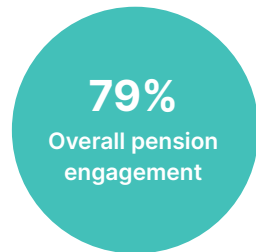


A PENSION TO BE PROUD OF

Reconnecting Arbutnot Latham employees with their savings



ABOUT

Arbutnot Latham (AL) offers private banking, commercial banking and wealth management services for high-net worth individuals. They have offices across the UK.

PROBLEM

With little to no company support from their previous pension provider and low engagement levels from their employees, AL recognised the opportunity to do more for their workforce.

Compared to their previous pension provider, Hargreaves Lansdown (HL) offered so much more:

- Financial education to all employees, virtually and in person
- Day to day, ongoing support from a dedicated, experienced Client Relationship Manager
- Excellent member services; a strong performing default fund, a Helpdesk with no 'push button' option and competitive member charges
- Solid scheme management from implementation to ongoing governance and support

For the team at Arbutnot Latham, HL offered them the opportunity to define and strive for goals that worked for their entire workforce. AL wanted to:

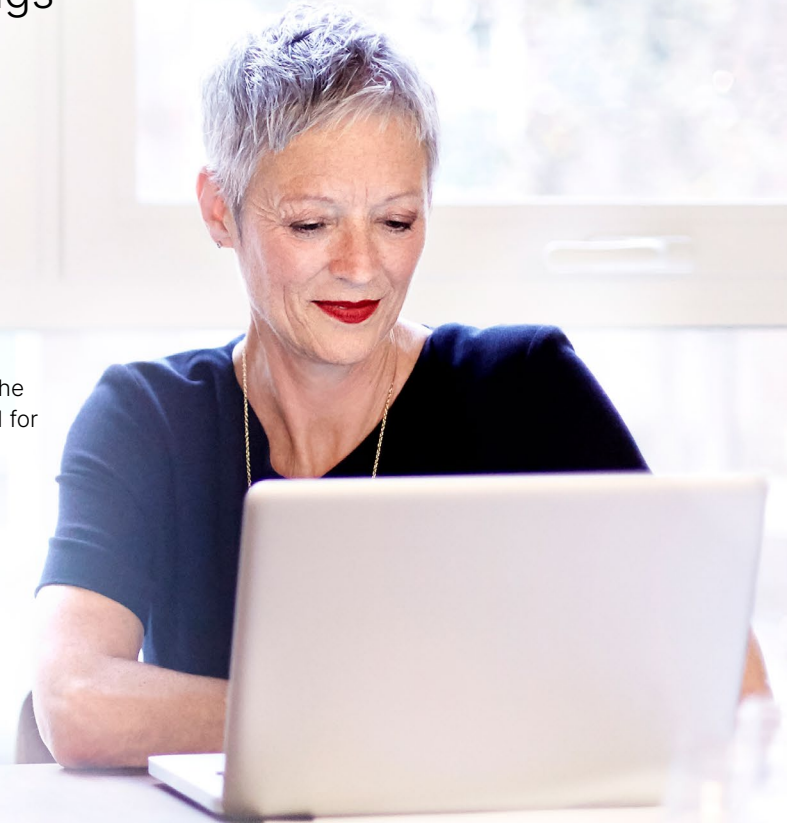
- Improve financial education across the firm
- Increase the numbers of employees using other payroll saving methods
- Have the ability to analyse engagement and refine their offering to appeal to all
- Partner with a relationship-led business more aligned with the AL culture



The prime driver for us switching our provider was around financial education. HL offered a better fit for our employee base and have an excellent offering.



ANDREW DAGGER
Group HR Director – Arbutnot Latham



IMPLEMENTATION

HL was able to quickly and easily take the first steps needed to begin the transition process.

Implementation Manager, Michael Clode, handled the transition from beginning to end, carefully curating an implementation roadmap, keeping both HL and AL focused on embedding the new pension scheme and driving an effective end result.

“

The implementation process went very smoothly from start to finish – practically perfect.



VASULA NAKULUGAMA
HR Manager – Arbutnot Latham

IMPLEMENTATION ROADMAP



“

We're fully committed to our implementation roadmap timelines, and were able to meet all deadlines and swiftly address any queries from the team at AL throughout the process.

MICHAEL CLODE

Scheme Implementation Manager – Hargreaves Lansdown



ONGOING SUPPORT

High quality ongoing support is something we pride ourselves on at HL. Our Senior Account Manager, Alastair Stuart-Hunt looks after governance and ongoing engagement for Arbutnot Latham.

Alastair has supported AL to bring three subsidiary businesses into the Group SIPP, and helped create a robust auto-enrolment framework.

“

Working with the team at Arbutnot Latham has been a pleasure. Helping AL consolidate their pension schemes across the group has offered employees a more consistent reward package and given AL the ability to track engagement much more easily.



ALASTAIR STUART-HUNT

Senior Account Manager – Hargreaves Lansdown

IMPROVING FINANCIAL EDUCATION FOR THE LONG TERM

A key metric for AL was financial education - a service that HL offer as part of their pension package to help improve scheme engagement and encourage financial confidence among employees.

To ensure they were serving the right material for AL employees, HL surveyed the AL workforce directly, asking them about the topics that they wanted to understand.

Of those surveyed;

- **70%** wanted more guidance around building their personal financial resilience
- **85%** wanted more information on retirement options
- **69%** wanted to know more about how to choose investments



HEADLINE RESULTS

Only a year into their new pension scheme, many of the initial objectives have been met and AL are pleased that they switched pension provider.

Overall pension engagement 79%

Self-selection doubled 10% - 20%

47% of members have transferred their previous pension policy, well above the industry average of 30%

15% of AL employees are saving into other HL products alongside their pension

80 1 to 1s with financial wellbeing specialists

5 presentations – 190 attendees



Engagement to date by our staff has been excellent as illustrated in the headline results. It's been a very positive experience.



ANDREW DAGGER

Group HR Director – Arbuthnot Latham

Although AL's employees are only just discovering the options their new scheme gives them, the results speak for themselves.

Arbuthnot Latham want to continue to transform employee engagement with their scheme, and are putting the focus on wellbeing. They want this to continue with the help of HL.



Spending time on my pension has always been pushed down the priority list, but in the 1 to 1 meeting I was given a timely reminder of the importance, in particular for women, in light of the gender pension gap. No time like the present to start making your money work as hard as you do!

CATRIONA MACKAY-MILLER

HR Business Partner – Arbuthnot Latham



If you'd like to get in touch please email workplace@hl.co.uk.