

Legal & General Flow

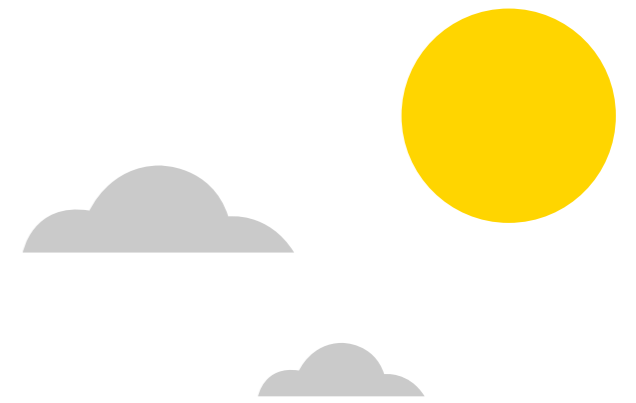
Our tailored solution for smaller pension schemes

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Flow provides access to transactable pricing, dedicated and personalised onboarding and market leading member care to meet the needs of smaller schemes and their members.

Flow maintains our proud heritage of supporting pension schemes of all sizes. We are growing our capacity to support smaller schemes in a sustainable way, so that we can continue to deliver high quality post-transaction service levels. This includes both support for pension scheme trustees and third party administrators during the data cleanse phase, and delivering high quality service to members into the future.

Our relaunched Flow solution takes account of feedback from conversations with smaller pension schemes and their advisors about their priorities from a buy-in or buyout transaction.



Flow is designed for any small pension scheme

Our experience suggests that Flow is particularly suited to schemes who are

- in the £20m to £150m range
- able to pursue an immediate full scheme buy-in or buyout
- L&G Asset Management clients

There is no requirement for schemes to work with us exclusively although we will prioritise sole insurer cases.

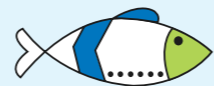
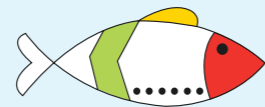
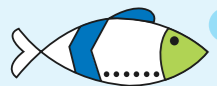
Key benefits of Flow

- immediate transactable pricing
- flexible price lock and premium payment to preserve affordability
- dedicated, personalised and tailored post-transaction support

We have **over 35 years' experience** and have successfully onboarded over **3,500 policies**.

Over the last 5 years we have been the chosen insurer for around **25%** of transactions across the market.

Over the last two years around **two-thirds** of our transactions were with schemes smaller than **£100m**.





Certainty and choice



Immediate transactable pricing

Our conversations with trustees suggest that once a scheme has made the decision to approach an insurer for a buy-in or buyout quotation, they value price certainty and the ability to transact quickly.

We regularly publish our affordability index, which provides your advisors with insight into our pricing levels to give confidence around affordability before starting the Flow process.



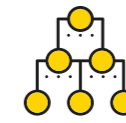
Price lock and premium payment

We provide a price lock for all Flow transactions which means that there is certainty and visibility of how our price will move from the point we issue the premium until the buy-in is signed.

For Asset Management clients we will lock to the value of their PMC unit funds, which has the additional benefit of preserving affordability for the scheme. For non-Asset Management clients we will work with each scheme to agree an appropriate lock portfolio.

Flow offers a smooth end to end asset transition for premium payment. For Asset Management clients, most PMC unit fund holdings can be novated at mid-price and outside of the usual weekly dealing cycle. This means that transition costs are minimised for the scheme, and the premium payment process is swift and straightforward, requiring minimal additional paperwork.

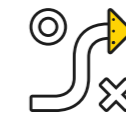
To date we have quoted on schemes from **£2m** up to over **£100m** and have worked with **15** different consultancies on Flow transactions.



Scheme benefits

We can insure an extensive range of different scheme benefits meeting the needs of all but the most complex pension schemes.

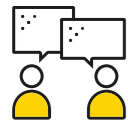
It is straightforward for schemes to share benefits and data with us in the required format. The Flow template has built-in data validation and captures all the information we need to provide an immediate transactable quote. We use a specified format to ensure that benefit entitlements are expressed consistently across schemes helping achieve a smoother onboarding journey and post-buyout member experience.



Contractual terms

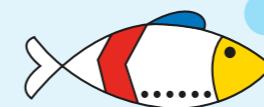
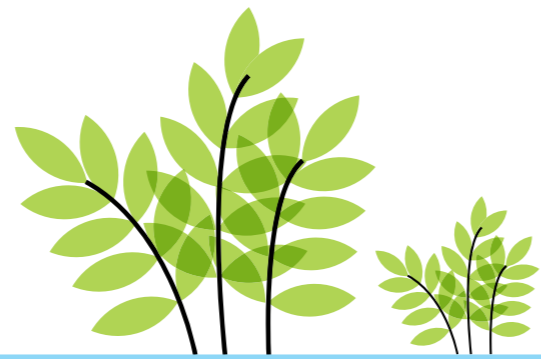
We support the scalability of our Flow solution with a pre-agreed Flow contract. The contract includes a simple schedule to capture scheme specific details. We will share the standard Flow terms alongside our guaranteed quotation.

Getting to know your scheme



Taking time to better understand each scheme at the start of the process leads to a smoother journey for all parties.

We will invest time up front to get to know each scheme and its current practice with our pre-sale admin questionnaire. This quick to populate template includes information such as the number of retirement and transfer value quote requests received in an average month.



A smoother post transaction experience

Before moving to buyout each scheme must complete a data cleanse to ensure that we are insuring the correct data. During that period we pay monthly payroll to the trustees and they continue with the obligation to pay the members directly. Read our handout about data cleanse for more information.

Data cleansing
 We will agree tailored data cleanse timescales to meet individual scheme needs, to help manage priorities and expectations for all stakeholders, and to ensure all data cleanse activity can be captured in one exercise.

Flexibility to agree individual timescales upfront mean all parties can plan and manage resource to ensure swift agreement on final data at the end of the cleanse. The Flow template includes built-in data validation, ensuring we gather all necessary information to be able to agree final data efficiently with minimal queries.

We expect GMP equalisation to be carried out during the data cleanse and our preference is for L&G to make the first equalised payment.

There is no requirement for schemes to have equalised GMP before transacting.

Project Management Support throughout transition
 Following a detailed kick-off call, we will schedule six monthly project support meetings.

We expect that six monthly calls will be appropriate for most smaller schemes. A dedicated team will share expectations of the progress schemes should make between meetings and will always be available if further support is required.

We will assign a dedicated contact to provide easy access to information and support when needed.

Payroll requirements
 We will automatically match monthly scheme payments within an agreed tolerance.

During the data cleanse period the scheme provides us with a monthly report showing the required member payroll, which we will then pay to the scheme. Small differences will be dealt with in the final balancing premium, which is the premium paid at the end of a data

Focus on service standards and member care

Our in-house administration team supports the scheme administrators with timely and accurate provision of information during the buy-in period.

Following buyout members will have access to information over the phone, online and at our popular 'meet the team events'.

Pension scheme members are our number one priority, and we afford the same diligence, expertise and care across all the schemes we transition, regardless of size.

- over **3,500 pension schemes insured**
- **c.200 buy-in payrolls**, paid on time every time
- Seamless on boarding led by project management experts
- Our average call answering time is under 30 seconds
- **0.07%** customer complaints in 2023

cleanse (when a scheme transitions to buyout) to reflect any changes made to data or benefits during the cleanse. This helps reduce time spent on queries on a monthly basis.

Post transaction care and support
 We have designed an onboarding and administration process which specifically meets the needs of small schemes.

Our dedicated project teams will work to agreed timeframes that recognise the needs of individual schemes and are designed to complement adviser and administrator processes and resources.

This frees up time to focus on progressing the data cleanse, targeting minimal adjustments to the final premium and helping maintain member expectations for quotation requests and queries throughout the buy-in phase, providing a consistent and seamless experience for members.

Flow process

1

Trustees and advisors complete a simple triage checklist to confirm suitability. L&G confirm pricing slot which will be held for 2 weeks for trustees to confirm that they wish to proceed.

2

Trustees and advisors complete Flow data and benefit template and pre-sale administration questionnaire ahead of scheduled pricing slot.

3

Within 4 weeks L&G provide transactable premium, contract and benefit specification. Trustees can proceed as soon as they are ready. Price lock preserves affordability for up to six weeks.

4

Data cleanse period over a mutually agreed target timeframe. Detailed support from L&G at the start of the data cleanse period with scheduled check-ins thereafter. GMP equalisation completed within flexible data cleanse timeframe.

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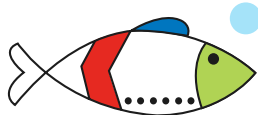
Trustees and advisors send final data to L&G with all in-built validations passed or with explanations for residual checks failing. Swift agreement of final data and final balancing premium calculated within 10-12 weeks.

6

On proceeding to buyout administration transitioned and individual policies issued.



Next Steps



If you are interested in receiving a transactable Flow quote, please get in touch to find out more on booking a slot. We recommend booking a slot 3-6 months in advance if possible.

You and your advisors will then need to populate the Flow template and pre-sale admin questionnaire ahead of the pricing slot commencing.

If you are an Asset Management client then your usual Asset Management contact will be able to assist you in securing your Flow slot.

Watch this space...

We will continue to invest in resource to enable us to support even more smaller schemes into the future. We've introduced improvements to our Flow offering at a pace that balances our resources to best meet the needs of schemes that are ready to transact. Planned enhancements over 2025 will allow us to accommodate indicative pricing and we will continue to invest time and resource to better serve the small scheme community sustainably into the future.

Contact us

For further information, please contact:

 derisking@landg.com

 legalandgeneral.com/flow



Your Flow contacts:

Fiona Tripp
Pricing and Strategy Director
020 3285 6837
fiona.tripp@landg.com



Dominic Moret
Head of Origination and Execution
020 3128 1146
dominic.moret@landg.com

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