



West Midlands Pension Fund



# MEMBER SERVICES TEAM

## SUPPORTING EMPLOYERS BY EDUCATING MEMBERS

**We are here to support you by educating your members about the valuable benefits and options the Local Government Pension Scheme (LGPS) offers.**

The Member Services Team is a specialised support function with dedicated officers who have extensive knowledge and expertise of the LGPS. We are committed to supporting West Midlands Pension Fund employers by providing a wide range of events and services to support members.

We know that members can find pensions a little confusing; but given the opportunity to meet with one of our representatives, we believe they will have a much greater understanding of their pension benefits.

A Fund officer will attend your organisation to provide one of our existing services or, if necessary, a specific bespoke event to deliver the facts regarding the LGPS.



**September 2021**



**Andy Hemming**  
Communications  
and Events Officer



**Alison Rees**  
Member Relationship  
Officer



**Andy Booth**  
Member Relationship  
Officer



**Annie Manning**  
Communications  
Support Officer



**Cassie Finch**  
Member Support  
Officer



**Matt Sacco**  
Member Support  
Officer



**Ashleigh McKenzie**  
Member Support  
Assistant

## SUPPORT WE PROVIDE



### INDIVIDUAL PENSION CONSULTATIONS

Members can make an appointment with one of our officers for a pension health check and discuss their pension options confidentially in the workplace.



### ROADSHOW EVENTS

Take advantage of our self-contained exhibition vehicle which can be bought to your organisation. This service provides members with the opportunity to ask questions at their own convenience.



### WEBINARS

As well as face to face, we offer all of our presentations and workshops virtually. Log on using your mobile phone, tablet or laptop and listen remotely.



### BESPOKE EVENTS

We appreciate that one size doesn't fit all, so if our current range of events doesn't fulfil your requirements, the team will endeavour to work with you to design bespoke support for the specific purpose of an event.

# PRESENTATIONS

## INTRODUCTION TO THE SCHEME



Anyone new or thinking of joining the LGPS will find this presentation useful as it explains the benefits of being a member.

## LGPS & YOU

This is our most popular presentation which provides members with an overview of the scheme and how benefits are calculated.



## PRE-RETIREMENT

This presentation is ideal for anyone who is within five years of retiring and covers general scheme information, the process of retiring and information members should know before becoming a pensioner of the Fund.

## AT RISK

This is for members who may find themselves in a redundancy or redeployment position. This presentation will outline the facts needed for members to make important decisions about their future.



## PENSION TAX

This provides an overview of pensions savings limits, ie, lifetime allowance and annual allowance which could have an impact on member's pension benefits.

**If you require a different presentation to be designed and delivered, then please do not hesitate to contact us and we will endeavour to make this possible.**

# WORKSHOPS

## PRE-RETIREMENT WORKSHOP

The aim of this two-and-a-half-hour workshop is to help prepare members for retirement. The workshop covers LGPS benefits and the journey towards retirement. We assist members by signposting them to where they can find information on the state pension and taxation to enable them to plan effectively for their retirement. We include group exercises where members can learn how to calculate their benefits and discuss budgeting for their retirement.



## PENSIONS PORTAL WORKSHOP

The aim of the workshop is to assist members to register and navigate Pensions Portal. Members can view their annual benefit statements, calculate pension estimates and send questions securely to the Fund. This can be done on a group basis where members can bring their own devices or on a drop-in basis.



# HOW EMPLOYERS HAVE RATED OUR SERVICES

## EMPLOYER EVENT RATING

18% very good



82% excellent

A very good service that I have already recommended

Excellent presentation via a webinar - presenters were very knowledgeable and able to explain sometimes complex things in plain English.

[The presenter] gave me great confidence and understanding of options for a major life decision.

100%

of employers said the presentation delivered was relevant to the member's needs

100%

of employers said the event delivered fulfilled the attendee's needs

100%

of employers would recommend our events to another employer

## CONTACT US TODAY TO FIND OUT HOW WE CAN EDUCATE YOUR EMPLOYEES



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