

For advisers, employers and trustees only

# Member Insights

## FAQs

Our online system is designed to be intuitive to use, however we appreciate you may have a few questions.

Take a look at our Frequently Asked Questions which will provide you with some extra help and support.

### Membership

#### **What's included to make up the contribution value?**

Where applicable the contribution value includes both the employer and member contributions. Average member contributions only shows the value of member contributions.

#### **Have you considered including non-binary as an option within the gender category?**

Yes, we've taken a conscious decision not to include this as an option to protect individuals. Categories with lower volumes could potentially make it possible to identify individuals, which would be a breach of data sharing.

Member Insights doesn't include data where there's only one member in a category.

### Assets

#### **Can I change the scheme default fund?**

It's advisable that you speak to the scheme adviser who can request a change to the default fund for you via the appropriate Aegon scheme contact.

Information on the current default fund can be found on the fund factsheet, where available. You can find the fund factsheets in the fund performance page.

#### **Why does the performance of the default fund page show the default fund with a history of less than five years?**

This may be because the default fund doesn't have five years' worth of history to show, or that it's a new pension scheme. In these cases, the graph will plot an extra point every month until five years of information shows.

#### **Why does the information box only show one default fund, when there are multiple default funds available to members?**

Member Insights only displays the most popular default fund with the information box (with scheme number, number of members, total assets and default fund data). This is the case when the default fund data appears throughout Member Insights.

To see all of the default fund data, you should ask for a report per scheme as well as a report that includes all or multiple schemes - which will give you more control of the data.

Please note, we're unable to report on schemes that have less than 50 members, however you can combine multiple schemes of less than 50 members in order request a report.

## Why are deferred members included in the data?

You may still have responsibilities towards deferred members and this data has been added to help you meet these responsibilities. Speak to your scheme adviser if you need further guidance.

## Service

### What is the Net Promoter Score (NPS) and how is it calculated?

NPS is a measure of customer experience on a scale from 1 to 10. The score for your scheme will be based on responses to questions from calls received by the contact centre your members contact on a monthly basis. If you've set up a report across different propositions the NPS score for the proposition with the most members is shown.

## Industry comparison

### How can I update the industry category for my scheme?

We use the industry category, that was applied to the scheme when it was set up, to benchmark other schemes within the same industry. If the category isn't correct, we suggest that you choose the most appropriate for your scheme. Any changes made will refresh on the 10th of the following month.

## Profile

### How do I upload a company logo?

You can upload a company logo within your profile for use on Member Insight reports. Please bear in mind that all users of the report will see this.

For the best results, we recommend you upload logos in the following format:

- PNG, JPG or JPEG files
- 1.5MB maximum file size
- 16:9 aspect ratio

## How will the company logo be used?

Your logo is only used within Member Insights and is added to the report you're currently accessing. You may find it helpful to upload your logo to help easily identify reports where you have multiple schemes.

## How will the scheme information details be used?

Changing the scheme information will impact the:

- **Report name:** simply change the report file name to make it easier for you to identify. This will update for everyone that uses this report, so bear this in mind if it's also accessed by the scheme adviser etc. Before the governance report is generated each month, you'll have the opportunity to change your report name. If you've already generated your report this month, the amended report name will display after the next data refresh.
- **Scheme industry:** update the scheme industry field to more accurately identify your workplace scheme. This will be reflected online after the next data refresh.
- **Key contact:** use this to let us know the contact for your scheme.

## Member communications

### How frequently can the email campaigns be sent?

We suggest members are sent one campaign at a time to ensure the highest level of member engagement making your campaign as effective as possible.

Once a campaign has been sent, you should review what impact it's had on member behaviour and leave a period of at least two weeks before sending another campaign.

We recommend only sending each campaign type every six months.

### Can the content of the email templates be changed?

Unfortunately, this isn't possible. We adhere to strict processes to ensure our marketing material is compliant and fit for purpose and we're unable to accommodate adhoc changes.

## How will the email campaign details be used?

Changing the email campaign will impact the:

- **Scheme name:** adding your scheme name to this field, will add your scheme name within your email campaigns.
- **HR contact:** we'll prepopulate generic text directing members to your scheme's HR department, however this can be updated to a specific HR contact by completing this section.
- **Adviser contact:** Aegon Assist contact details will automatically be added, unless you would like to update with your scheme adviser details. This is the information we'll direct members to within the retirement options, investments and consolidation campaigns.

## General

### Can the downloadable governance report be amended?

Yes, this report is available in both pdf and Word formats and can be edited. However Aegon reserves the right to not be held responsible for any changes made that alter the meaning of the report.

### How do I set up access for new users?

Please get in touch with your usual Aegon representative to arrange this.

### How many schemes can be included in a Member Insight report?

The report can be made up of one or more schemes and there isn't a limit to the number of schemes you can include in a report. However, we'll only group schemes where it's appropriate, for example, for schemes managed by the same employer and the report must be made up of at least 50 members.

### Why am I receiving an error message on the page?

- **No reports to view:** you may have been given a log in and haven't been assigned any reports, or have been assigned reports and access to your reports has been removed. This could be because the schemes no longer meet the criteria for Member Insights.

- **Data set up in progress:** you may receive this error message when your report is still being developed. The report should be available at the next refresh on the 10th of the next month.

### Why is the data I'm viewing different from other sources or applications?

The data we use within Member Insights is taken after the final day of the month and then available to view from the 10th of the following month. Our other tools, ReportZone and TargetPlan, use daily data feeds to support the reports. In addition, as the reports must include at least 50 members, some data may be obscured where there's less than 50 members.

### Can I find out who the individuals are in the statistics?

General Data Protection Regulations prevents us from disclosing any individual data.

## Definitions

**Active member:** A scheme member who currently contributes to their pension.

**Deferred member:** A scheme member who is no longer contributing to their pension but is still attached to the scheme. For example this could include, leavers, retirees, those taking a payment holiday, on long term sick or a member on maternity/paternity leave.

**Emails sent:** The total number of emails sent within the campaign. The figure is the target audience, minus those who we don't hold email addresses for and those members who have opted out of receiving communications.

**Emails opened:** The number of emails opened by the members.

**Emails bounced:** The number of emails that haven't been delivered successfully. An email may not have been delivered for a number of reasons, such as: the email address is no longer active, the mailbox is full and other technical reasons.

**Click through rate:** The number of emails that members have received and then clicked on a link within the email.

**Members opted out:** The number of members who have opted out of receiving emails from us.

**Opening assets:** The total value of assets held by active members in the scheme or schemes as at 12 months ago.

**Inflows:** The total value of contributions received in the past 12 months from active members either as regular contributions, one-off contributions/single premiums or existing members transfer in value and new members transfer in value.

**Outflows:** The total value of active members' assets leaving the scheme either as transfers out, withdrawals or members becoming deferred.

**Market performance:** This is the growth of the assets in your scheme, which can go up or down based on fund performance. Past performance isn't a reliable guide to future performance.

**Closing assets:** The total value of active member assets held in the scheme or schemes as at the end of last month.

**On-time contributions summary:**

The percentage of individual payments that were made on or before the payment due date. If you're deducting contributions from your member's pay you must make these no later than the 22nd day (19th day for cheque payment) of the month following the month in which you deducted them. There may be consequences for missed payments from the regulator. If payments haven't been made on time and you have any queries, please contact your Client Relationship Manager or usual Aegon representative.

**Average contribution:** This is the total employer and employee contributions paid into active member's pension plans per month.

**Employer contribution:** The money an employer pays into an employee's pension.

**Employee contribution:**

The money an employee pays into their pension. This includes salary sacrifice for Aegon Retirement Choices, however it isn't included for our Group Personal Pension.

**Active member assets/scheme assets:**

This is the total money held by members attached to the scheme.

**Deferred members' assets** – The total value of funds held by deferred members.

**Average contribution versus industry** –

Your scheme average is based on the monthly average employee and employer total contributions, compared to the equivalent contributions across all schemes in the same industry.

**Upholding of complaints** – When a complaint is upheld, we've agreed in full or part, that the complaint was justified, otherwise it will be recorded as not upheld. Each month the graph records the number of complaints resolved.

**Five-year performance of the default fund** –

The graph shows the performance of the fund over various time periods compared to the fund's benchmark (if there is one). In the graph, performance is shown since launch if the fund is less than five years old.

Investors should always consider performance in relation to the objective of the fund and over periods of at least five years. If a fund has risen in value, it doesn't mean it is meeting its objective – especially if the fund is aiming to outperform a particular benchmark or meet a risk target. The same applies if the fund has fallen in value.

**Default fund** – Members will be invested in the default fund if they've not actively chosen another fund or funds. The default fund is usually selected by the scheme adviser. The fund factsheet provided within Member Insights gives more information about the default fund, including the five-year performance data.

**Benchmark** – If a benchmark is available for the default fund, this will be plotted.

**Engagement infographic** – The percentage of current active members who have logged in during the last year. Members who have logged in during the past 12 months before becoming inactive aren't included.

**Scheme profile infographic** – The current number of active members from 12 months ago, plus any new active members, minus the inactive members (leavers).

**Contribution breakdown graph** – Regular employer and employee contributions, during the last month.

**Average contributions graph** – Regular employee and employer contributions during the last month.

**Log in activity graph** – Active members who have logged in from your scheme in the past 12 months, compared to all active members from all other schemes in the same time period.

**Activations/registrations** – This data only includes active members.