

THE INDEPENDENT GOVERNANCE COMMITTEE (IGC)

HARGREAVES
LANSDOWN

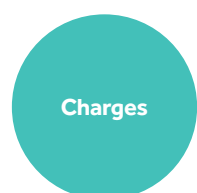
The IGC has created a framework to analyse the value for money members receive.

The framework contains 7 key principles reflecting what we believe constitutes value for money and delivers good member outcomes at retirement.



Ensuring investment choices are appropriate for members and deliver good member outcomes at retirement

- Appropriate default funds
- Wide choice of alternative funds and investments
- Thorough research and robust processes
- Development of specific ESG policy within investment research
- Prioritisation needed to change the default de-risking pathway solution



Ensuring charges are transparent, easy to understand and provide fair value for the services provided

- All charges clearly detailed for members in documents and online
- Default fund charges fall within Government's charge cap of 0.75%
- HL-negotiated discounts mean lower fund charges for members
- No platform fee charged on money held in cash



Ensuring administration is accurate, timely and measurable

- 100% of member contributions collected and invested in a timely manner
- Scheme transactions processed promptly and accurately
- Employers given dedicated support
- Prioritisation needed to implement service level agreements



Ensuring members are supported throughout their pension journey

- Member helpdesk provides efficient, friendly and highly competent support
- Retirement experts provide on-site presentations and support to employees
- Range of digital tools support the website, including an iPad app, iPhone app and Android app
- Communications are frequent, relevant and can be customised for the member



Ensuring members' retirement savings and personal data are safe and secure

- HL is financially secure, with a strong balance sheet, cash reserves and no external debt
- Internal and external audits regularly completed
- Dedicated cyber security team ensuring all possible measures taken to prevent hostile cyber-attacks and ensure security of member data and assets



Ensuring members have access to the full range of pension options in retirement

- Full range of retirement flexibilities available
- Open market annuity broking service is available to all members
- Financial advice available from in-house advice team (at a separate, explicit cost for the advice provided)
- Gold Standard Awards for retirement services 2014-2018



Ensuring members and employers are listened to and feedback is acted upon

- IGC annual member survey running for past 3 years
- IGC developing employer survey for 2019
- Very low levels of complaints
- HL developed own engagement dashboard evidencing relatively high levels of engagement across members

QUESTIONS AND FEEDBACK

If you have any comments, questions or concerns in relation to the work of the IGC, please contact us.

By email: IGC@hl.co.uk In writing: IGC, Freepost, HARGREAVES LANSDOWN