



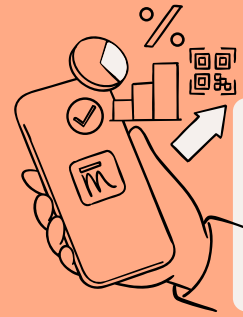
My Pocket Pension:

Engaging members with their pensions

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The problem



Picture this:

77%

member online uptake



Member expectations

Increasingly DB pension members expect a modern digital experience. They don't see why they can bank online from their phone but, in some cases, can't even get basic information on their DB pension, a much more significant financial asset.

Administrator pressure

The other side of the coin is that administrators are under pressure to deliver. Making it easy for members to do a range of tasks themselves is a win-win and frees up admin capacity.



The solution

Very high registration rates are possible with **Mantle's My Pocket Pension**, our award-winning smartphone app.

We have one scheme with **77% uptake** and the average across schemes using our member self-serve is **45%**.



That's against a typical registration rate of around

25%

Mantle experience shows that **30% uptake** of our member self-serve reduces call on the admin team by an equivalent **30%**.



How to do it?

Fundamentally the administration platform needs to be capable of supporting self-serve.

Many are decades old and were never built with this capability. More modern platforms are better but some struggle to automate all benefit calculations. Sometimes at retirement, calculations are automated but not early or late. Often some calculations are seen as too hard or expensive to automate. This limits the ability to deliver comprehensive calculations online.



A promised guarantee!

By contrast Mantle automates all calculations regardless of complexity.



4 weeks

Typically, the time it takes to configure and test a full suite of scheme calculations.

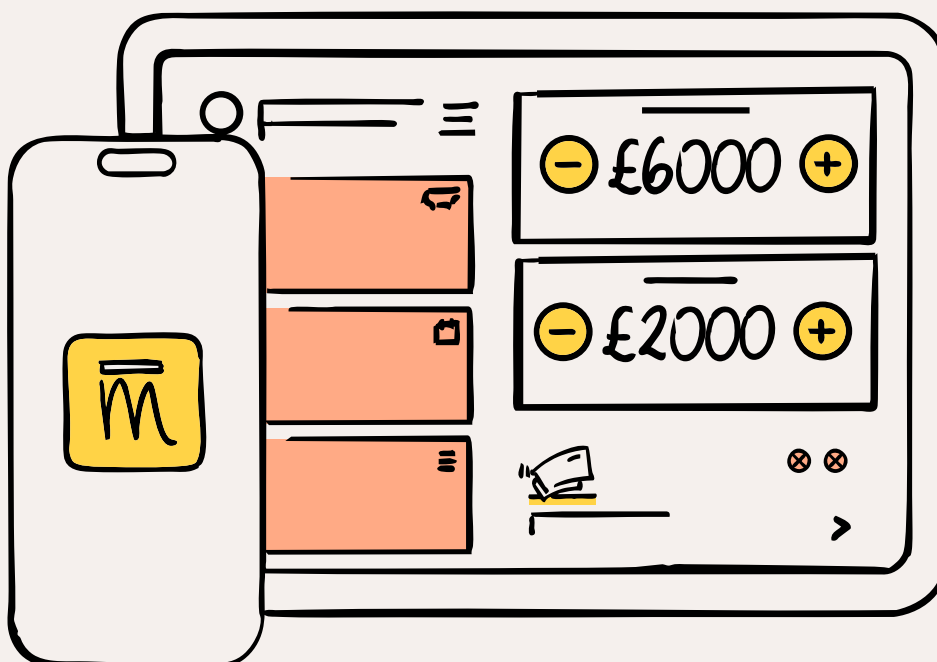


Fine tuning

That provides a great platform to support members online, delivering the information they need.



Build it and they will come



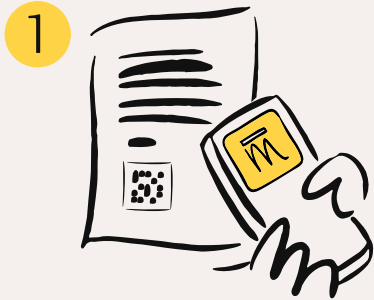
The next thing you need to do is make it easy for members to get online and then get online again. It doesn't matter how good your self-serve offering is if members can't access it.

The traditional process involves a username, password and one time code. This can create friction and deters some members from registering. Those that do register can struggle when they next login to their site. People often forget usernames and passwords.

Mantle offers a phone and web app. Experience shows people overwhelmingly choose to register for our phone app - 99% in one recent deployment. This indicates a growing preference for apps and smartphones as the way people engage with the world.

1 minute

Our phone app registration process takes less than a minute and has been ranked as a **9/10** by users. It's quick and secure, encouraging adoption.



1 The member scans the QR code on their registration letter, this allows them to download the **My Pocket Pension App**.



2 Next the member scans the QR code from the app. The code is personalised and acts as the password.



3 Next the member enters their **National Insurance Number (NINO)**.



4 Finally, they select a 4 digit PIN to allow them to access the app next time.



That's all!

Next time they want to use the app they just enter their PIN.

What's possible

Once in the app, phone or web the member can view all benefits to age 75 and a Transfer value that's updated daily. Scheme rules and documents are available plus members can keep personal details up to date. [See it in action.](#)

The times they are a changing.

How people consume information and manage their finances is changing dramatically, and schemes need to keep up. We have seen this across a number of self-serve rollouts recently with a strong preference for our phone app over the web version and adoption across different age groups.



[View our video interview with the Mantle team.](#)

300 customers

Recently adopted the app after the phase one roll out by one of Mantle's clients and was very well-received.

Headline stats (1 -5 scoring scale) below:

1 being poor, 5 being excellent.

- **92%** chose to use the app versus web app
- **90%** rated the registration process as 4 or 5
- **87%** rated ease of checking benefits 4 or 5
- **80%** rated ease of updating personal details as 4 or 5
- **75%** rated ease of understanding benefits as 4 or 5



93% usability rate

Members were also asked about how they planned to contact administrators in the future. **53%** said they'd use the app. **41%** said they would email.

Our web app is also easy to register for and the same PIN can be used to access both the phone and web versions.

Conclusion

Experience shows that members want to engage online. Making it easy to do this is key and the benefits are not just for the member. The more the member does for themselves the more time the administrator has for other jobs. At Mantle, delivering a great member experience is central to what we are about, and we have plans to develop our apps further with retire online next on the list. This will simplify what can be a complicated process for the member.

For further information about **My Pocket Pension** and how it can benefit your members, contact us at enquiries@mantleservices.com, or visit our website at <https://www.mantleservices.com/solutions/my-pocket-pension/>.



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