



# MantleComms

Your pension member communications suite

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# What is MantleComms?



**Modernise and automate pension member communications with MantleComms, your pension member communication suite.**

MantleComms is Mantle's fully integrated member communications suite, connecting your Mantle platform directly to your chosen fulfilment provider. With MantleComms, pension schemes can automate the creation, dispatch, and management of physical member post -and bring inbound mail into your digital environment securely as soon as it arrives.

# The problem we set out to solve

We developed MantleComms to address operational pressures we kept hearing from our clients. Manual print and post room operations create data risk, cost inefficiencies, and key person dependencies that modern pension schemes can no longer afford to carry.

## Data risk in outbound comms

Member data leaving your platform in CSV files, travelling through unsecured channels to mailing houses.

## Uncontrolled postal costs

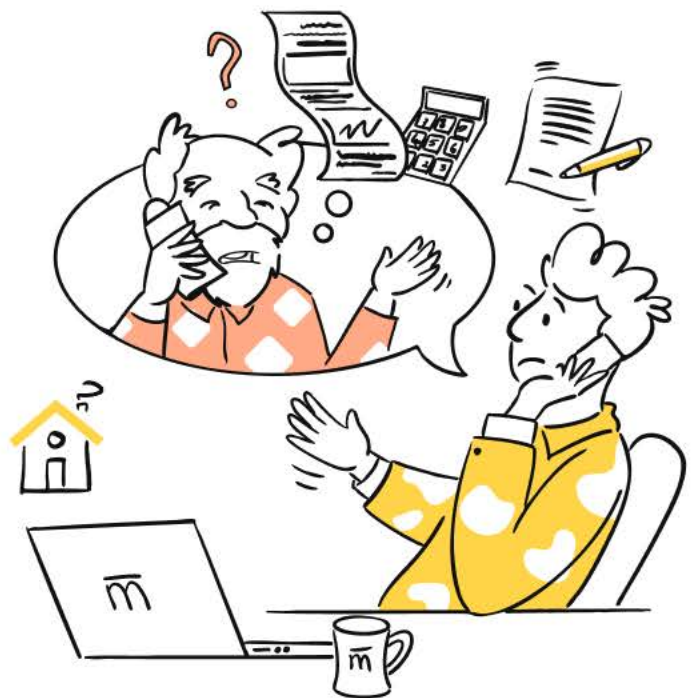
No visibility of communication volumes or spend by scheme or member, making cost-to-serve analysis impossible.

## Key person dependency

Post room operations dependent on individuals - when that person is unavailable, member communications are delayed or disrupted.

## No audit trail

No reliable record of when letters were created, sent, or delivered - creating compliance gaps and making member queries difficult to resolve.



# The solution

MantleComms brings your entire communications workflow inside the Mantle platform, eliminating manual steps, removing data risk, and giving you complete visibility and control from despatch to delivery.

## Outbound - Available now

Letters are created, configured, and sent to your chosen fulfilment house directly from Mantle. No CSV exports. No manual uploads. No data travelling through unsecured channels. The process runs automatically, everything is logged, and you remain in full control of how every letter is produced and sent.

## Inbound - Coming soon

Incoming member correspondence will be received by your chosen fulfilment specialist, opened, scanned, and routed into the correct scheme in Mantle. Matched documents trigger workflows automatically. The manual sorting, the key person risk, and the possibility of lost letters are removed.

## Real results from Mantle clients



**65%**

reduction in postage costs for payslip delivery

**£1.71 → £0.50**

cost per payslip after switching to MantleComms

**0 CSV**

exports required — data stays in Mantle

# Key features of MantleComms



## Mailing type configuration and control

Define your own postal specification library - covering paper type, paper weight, envelope style, postage class, and print preferences. Set defaults at client, scheme, or letter-type level, and override for individual sends where urgency or circumstance requires it. Your whole team works from the same consistent set of options.



## Full cost visibility and TPA reporting

Every letter carries metadata: scheme, member, postage class, and cost. For third-party administrators, this means accurate scheme-level cost reporting as standard - enabling client invoicing, cost-to-serve analysis by member, and clear commercial conversations about communication spend.



## Compliance-ready audit trail

Every communication event is logged within Mantle, from creation through to delivery confirmation. For compliance, member queries, and internal reporting, the complete record is always there without having to chase your mailing house. You control the evidence.



## Vendor-agnostic fulfilment

MantleComms connects to your chosen communications vendor. Mantle maintains an approved panel of fulfilment specialists, but the decision is yours. You can transition to other providers at any time, giving you flexibility, commercial control, and the freedom to choose the partner that best fits your needs.



## Member-level letter history

Access a full record of every letter sent to or received from a member, directly from their record within Mantle. Date, postage class, cost, and workflow outcome - all there when you need it for complete visibility and control over each member's communications history.



## Inbound post boxes by scheme [Coming soon]

Set up dedicated physical and digital post boxes by scheme so incoming member correspondence is correctly attributed from arrival - no manual sorting, no mis-routing. The right workflow is triggered for the right scheme, every time.



## Modular rollout

Take outbound now and add inbound when you're ready. MantleComms is designed to be adopted in phases - start where the operational pain is greatest and build from there at a pace that works for your team.



## Risk transfer to specialist providers

By routing physical mail through vetted, regulated fulfilment specialists, you transfer operational and data handling risk to organisations built and audited for exactly this purpose. You keep oversight while they carry the risk.

# Benefits for administrators



## Keep member data secure

Data never leaves Mantle through manual or unsecured channels. No CSV downloads. No file transfers. No hard drives in transit. You control where your clients' data goes.



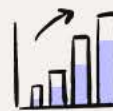
## Take control of rising postal costs

Optimise postage class by letter type, benchmark spend across schemes, and shift to lower-cost channels where appropriate. Cost savings are immediate and ongoing.



## Reduce manual process and key person risk

Replace manual post room workflows with an automated, specialist-managed process that runs consistently - regardless of who is in the office that day.



## Strengthen your tender position

Communications capability is a scored section in enterprise tenders. MantleComms gives you a modern, integrated, fully evidenced answer - not a list of manual workarounds.



## Demonstrate compliance with confidence

Every communication is tracked, logged, and reportable. Respond to member queries and satisfy regulatory requirements without piecing together information from multiple sources.



## Built for TPAs

Scheme-level cost reporting and invoicing as standard. Accurate, member-level data that makes cost-to-serve analysis straightforward and client conversations easier.

# Benefits for schemes



## Reliable, timely communications

Automated dispatch means letters are batched and sent without delay or human bottlenecks - regardless of staffing levels or operational pressures.



## Greater confidence in data security

Member personal data is handled within a secure, audited process - not manually transferred between teams and systems.



## Clear, accurate correspondence every time

Mailing type configuration and templated workflows mean every member receives communications that are correctly formatted, correctly addressed, and appropriate to their situation.



## Built for digital in future

As MantleComms evolves to include digital delivery channels, members will benefit from faster, multi-channel communications - we're focused on getting physical mail right first.

**mantle**<sup>®</sup>

## Ready to modernise your member communications?

Book a discovery call with the Mantle team to see MantleComms in action and find out what getting started looks like for your schemes.

Book a **discovery** call

Find out more →