

















Value for Money Summary

This dashboard gives you a summary of whether we think you are getting value for money from your pensions within the remit of the IGC. As there are two distinct entities managing these pensions where appropriate, we have provided two separate Value for Money scores. Much more information can be found in the pages that follow.















		ReAssure Ltd*	ReAssure Life
	Do customers* get good value for money?	Yes	Yes
	Costs and Charges Are the costs and charges you pay reasonable for what you get in return?		
	Investment Performance How are your investments performing?		
	Investment Services Are your investments well managed?		
	Customer Service What is the quality of the service?		
	Communication and Engagement How well do we communicate with you and keep you up-to-date with your pension		
	ESG and Stewardship Is enough allowance made for ESG considerations in how your pension savings are invested?		
	Investment Pathways Are ReAssure's Investment Pathways performing as they should?		

* **ReAssure Ltd** is made up from a range of heritages (including Gan, Crown, Aegon, Gresham, ReAssure, National Mutual, HSBC, and Guardian), and includes the mature savings business acquired from Legal and General, which transferred onto ReAssure systems in September 2020.

Value for Money Summary – What has changed since last year?

Why have some of the ratings changed?

In the pages that follow, we set out in increasing levels of detail, the results of the 2022 VFM analysis and what has led us to our conclusions. By way of “headlines”, we would highlight the following:

		2022	2021
Costs and Charges	Most ReAssure customers pay significantly below 1%. However, not enough progress has been made on the issue of those customers of ReAssure Ltd who are paying 0.95% p.a. when there are other customers of ReAssure (former Legal & General) who pay 0.69% p.a., and whether this represents VFM. We also remain concerned about the VFM that some of those customers (of ReAssure Ltd) whose pensions are invested in higher-charging externally-managed funds (where the average charge is 1.42% p.a.) are receiving.		
Investment Performance	Funds performed reasonably well against competitor funds and long-term inflation, but not quite as well as last year.		
Investment Services	Oversight of key fund management relationships has improved and access to cheaper funds made available to more customers. ReAssure responded well to the Ukraine crisis and its potential implications for investments. Nevertheless, we are keen to see more done to reflect climate change considerations in the design of the ReAssure fund range.		
Customer Service	There has been significant improvement in service levels compared to 2021, with 90% of transactions now taking place within the target service levels. There have also been improvements in customer satisfaction levels, that now stand at 90%, and in the recognition of customer vulnerabilities. Complaints are still higher than other providers, however.		
Communication and Engagement	Good progress has been made in this area over 2022. For example, on-line applications for retirement benefits have risen from 5% in 2021 to 75% in 2022. Communication developments include the implementation of our Fit for Purpose Protocol and improvements to the Help Centre. However, with rising standards across the industry, such improvements are needed just to maintain the previous VFM rating.		
Environment, Social and Governance	Improvements have been made to the already-strong policy and governance framework in place, and in the range of Responsible Investment funds available to customers. However, more needs to be done to communicate the impact of ESG considerations at individual fund level rather than just at a more corporate level. Becoming a signatory to the Stewardship Code is an important external validation of the progress made.		
Investment Pathways	Investment Pathway funds performed reasonably well against competitor funds and long-term inflation in 2022, but not quite as well as last year. Charges remain relatively uncompetitive.		

As is our usual practice, we have set out a number of challenges to ReAssure for 2023, and these are set out in the next few pages. We have also highlighted a number of “Calls to Action” in areas which could prove worthwhile for some customers.

Value for Money Summary – IGC Challenges to the Firm

Key Challenges

The IGC has challenged ReAssure in the following areas:

Costs and Charges

- To review the charges ReAssure Ltd customers are paying, given the alternative options available in the markets and the lower costs funds available.
- To address the gaps within the reported transaction cost data and to ensure reporting is in line with the wider Phoenix Group and industry methodology.
- To consider whether the ReAssure Life Limited business delivers value for money, in the context of advised business, and to monitor whether customers receive information around alternative fund options within their annual statements.

Investment Performance & Services

- To ensure that long-term pension fund performance remains ahead of high levels of inflation.
- To embed the Phoenix Group Responsible Investment Policy more fully in ReAssure's mandates.

Customer Service

- To maintain service levels during the outsourcing of any operational activities.
- To continue to develop services for vulnerable customers.

Communication and Engagement

- To enhance digital servicing options to include more transactional services, and increase registration and usage.

ESG and Stewardship

- To widen further the range of Responsible Investment fund choices available to customers, and enhance the climate risk management within the investment approaches.
- To extend fund-level reporting on ESG considerations, enabling more customers to see the beneficial impact on the environment and society of how ReAssure funds are invested.

Investment Pathways

- To review charging levels for all pension pots.
- To develop additional customer communications to confirm customer's choice of pathway.
- To consider whether any design modifications would be appropriate concerning the risk-return trade-offs for each of the four Investment Pathways.
- To continue to develop Investment Pathway-specific customer servicing management information.

Value for Money Summary – IGC Calls to Action for Customers

Customer Calls to action

We strongly encourage you to review your pension plans in these turbulent times.

Costs and Charges

- Compare the charges you are paying with competitor charges. By taking action you could reduce them by over 25%.

Investment Performance

- Check you are comfortable with the types of funds you are currently invested in. Do they still fit with your appetite for risk?
- Are your retirement plans on course? If not, can you make any extra contributions to your pension?
- Review your planned retirement date. This may affect how your pension is invested when nearing your retirement date.
- If you are close to retirement, consider whether an annuity rather than income drawdown might be better for your future income.
- We recommend you seek guidance or independent financial advice to help you. If you're aged 50 or over, you can use the government's free Pensions Wise guidance service.

Customer Service

- Make sure your email address and all personal details are up to date, so you don't lose track of your pension savings.

Communication and Engagement

- We recommend you register for digital access and use it regularly to review your pension savings.

Investment Pathways – current or potential customers

- Check whether the Investment Pathway you are in is still the most appropriate for you. For example, annuity offerings are much more generous than a few years ago.
- Compare the charges you are paying with competitor charges. By taking action you could reduce them by £150+ p.a.