

# Web Based Member Communication Module

## Helping schemes approach change effectively

The web provides a convenient way to support programmes for education and choice, address the communication of scheme changes, as well as updating members with news and information.

Xafinity Claybrook's latest Web Communication Module is designed to meet the objectives of employers and trustees quickly and effectively, improve quality of service to members and support legislative requirements.

Functionality is accessed through a secure login and can be used to both interact with and inform scheme members.

### Interaction

- Provides a vehicle for notification of major scheme change and collection of member elections
- Supports selection of Auto-enrolment choices and options, including opt out
- Used to process fund selection including investment switching
- Gives access to electronic forms and documents

### Information

- View current and legacy scheme information
- Display up-to-date news, comment and issues
- Address and educate on any specific scheme changes both as a one off or regular update

### How does it work?

The Web Communication Module has a standard set of pages, configurable to meet scheme specific requirements. It is deployed independently of any pension administration or HR system currently installed. Standard interfaces are used to update existing systems with any selections or new information from members. It can be deployed on a clients' own environment or through Xafinity Claybrook's full hosting facilities which include disaster recovery protection. At set-up, only a simple file of information is required to populate the 'communications' database. ID and passwords are set up automatically. The module contains a process for refresh of passwords on loss or lock out.

### What do members see?

Where there are choices to be made, members are presented a series of screens which guide them through a step-by-step decision process with explanation at each point. A Summary presentation will then be produced either in letter format or email for authorisation as required by the scheme. This can be easily printed and signed.

The module allows for several interactions in order to complete the process with re-presentation of choices automatically on subsequent visits.

The Web Communication Module also delivers members:

- Calculation capabilities to provide illustrations of various options
- Ability for 'opt-out' or investment fund selection with default alternatives
- Salary sacrifice alternative option as standard
- Ability to choose contribution level with guidance against scheme rules



## Why use these modules?

<b>Better service</b>	Supporting member engagement through web communication.
<b>Individual</b>	Simple branding and styling capability are easily incorporated.
<b>Cost</b>	Low cost, fixed price, start-up solution. Using the hosted service option, cost and speed to market can be further reduced.
<b>Flexibility</b>	Platform independence means schemes administered either in-house or outsourced can make use of the technology.
<b>Ease of implementation</b>	Ready built with a pre-programmed layout, configurable to meet scheme specific requirements.
<b>Ease of use</b>	Offers intuitive ease of use and 'hover over' help facilities for users and maximises screen layout through pop up's for additional information when required.
<b>Safe</b>	Application subject to an independent security assessment by the NCC.

## Why Xafinity Claybrook?

Xafinity Claybrook has over thirty years experience as a pension and systems specialist, working with some of the largest and most complex private and public sector arrangements in the UK. Our Web Based Member Communication Module incorporates the expertise we have gained working with schemes to improve communication over this time.

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