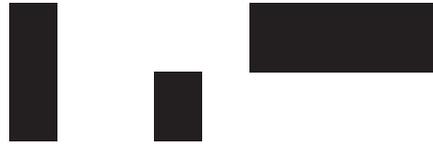


Face-to-face employee guidance and advice services

Willis Towers Watson's Financial Planning Group offers a range of services as summarised below:



Workshops



Workshops sponsored by employers or trustees can be fully tailored to your specific needs, but typically include:

- General financial education
- Mid-career
- Pre-retirement
- Scheme change
- Lifetime Allowance and Annual Allowance planning

One-to-one guidance



Our guidance services to individuals (not including regulated advice) on a one-to-one basis comprise:

- A general financial planning review – WealthSense
- A retirement planning review – PensionSense
- Short surgeries to supplement the workshops detailed above
- Retirement income choices

These services are typically sponsored by the employer.

One-to-one advice



Our regulated advice services to individuals often include:

- Pension transfer advice
- Implementing and maintaining income drawdown
- Lifetime Allowance and Annual Allowance planning
- Options on redundancy and early retirement
- Income and portfolio planning for the dependants of a recently deceased employee

Again, these services can either be sponsored by the employer or self-funded by the employee.

Workshops



General financial education

The level of a member's ultimate retirement income will be highly dependent on the decisions they make earlier in their career including how much, how and when to invest. Our financial education workshops provide a bedrock on which employees can make these decisions from a position of understanding and control. Topics covered may include:

- General financial awareness and borrowing and debt management
- Wealth accumulation and pension planning
- Investment options and risks
- Options at retirement
- Family protection and estate planning

Mid-career

As employees progress in their career, well before their target retirement age, they will need to commit more time to their retirement planning and consider whether their existing savings need to be supplemented and what risks they are happy to continue to bear. Our mid-career workshops provide this guidance to employees to ensure that their investment decisions continue to be aligned with their likely retirement decisions.

Pre-retirement

As employees reach retirement, they often already have a number of complex decisions to make in determining how they should optimise bringing their range of benefits into payment. While there may be a need for one-to-one guidance here (see page 3), a number of generic issues can be covered most cost-effectively via a workshop; the interaction of a workshop setting often stimulates employees to consider issues they may otherwise find challenging and/or ignore.

All of the above workshops can be delivered face-to-face at your office or via an interactive or pre-recorded webcast. We would be very pleased to discuss the most appropriate format for your employees.

Lifetime Allowance and Annual Allowance planning

With the further changes to these allowances from 6 April 2016, their potential impact is no longer restricted to the highest earners. Our extensive experience in addressing the issues relating to these allowances both pre- and at-retirement can be shared with your employees via a workshop and again supplemented via a one-to-one guidance or advice service, where appropriate.

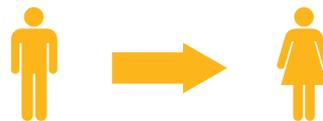
Scheme change

A change in future scheme benefits for your employees can be very daunting for them if they have previously relied on the company or the trustees making all the decisions for them. The time pressure of making a number of new decisions alongside the stress of the change in benefits can prove very challenging for many employees. Our scheme change workshop package can educate members in terms of their:

- Contribution choices
- Investment choices
- Retirement choices

and allows them to join the new scheme with the positive feeling that comes from a full understanding of their options.

One-to-one-guidance



A general financial planning review – WealthSense

WealthSense assists employees to ensure that optimal benefit decisions are taken and the employee makes the most of the benefits available to them. It is tailored to the specific circumstances of the employee and includes guidance on one or more of the following:

- Pension provision, including Annual Allowance and Lifetime Allowance planning
- Retirement options, including annuity purchase, income drawdown and phased retirement
- Investment strategy, including asset allocation and tax-efficient investment
- Incentive schemes, including tax-efficient share option exercise
- Personal taxation, including income tax and capital gains tax planning
- Family financial protection and estate planning

A retirement planning review – PensionSense

The PensionSense service provides a similar service to WealthSense but is more focussed on retirement planning and covers:

- Past and future pension provision
- Retirement options
- Timing and order of drawing benefits
- Potential merits of consolidation of defined contribution arrangements
- Estate planning by use of phased retirement or income drawdown via self-invested personal pensions
- Retirement abroad

Both WealthSense and PensionSense are three-stage processes, with the employee completing a confidential questionnaire before a one-hour meeting with a senior consultant from our Financial Planning Group. This is followed by a letter summarising the main issues discussed. These services can be extended to provide individual-specific regulated advice at the employee's cost when requested (see page 4).

Short surgeries to support the workshops

While each of the workshops considered above provide a strong bedrock on which employees can make their future financial decisions, there is often a demand for employees to have a confidential environment in which they can test their understanding or raise questions of a confidential nature. Supplementing the workshops with short drop-in surgery sessions of 20-30 minutes can provide this opportunity for employees. For example, a workshop may be provided early in the day, with the consultant remaining on site for the rest of the day to allow employees to book a one-to-one guidance surgery session at a time convenient to them.

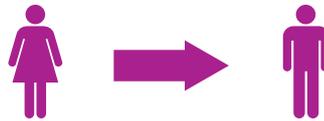
Retirement income choices

This service is designed for members at the point they are drawing their benefits from a defined contribution pension scheme. It entails a simple three-stage process of a short questionnaire, a telephone call with a Financial Planning Group consultant and a follow-up email or letter to help the employee understand their options at retirement, including:

- The advantages and disadvantages of drawing a tax-free lump sum
- Annuity purchase (including the potential type of annuity to purchase)
- Income drawdown and phased retirement



One-to-one advice



The Willis Towers Watson comprehensive one-to-one advice service covers areas regulated by the Financial Conduct Authority and extends the services we provide under our guidance services (as considered on page 3) so that we can provide a recommendation on the most appropriate way forward for the employee in the area in which our advice has been sought.

The remit and costs of the advice to be provided will be agreed in advance, but can often include:

- Pension transfer advice
- Implementing and maintaining income drawdown
- Lifetime Allowance and Annual Allowance planning
- Options on redundancy and early retirement
- Income and portfolio planning for the dependants of a recently deceased employee

Willis Towers Watson's Financial Planning Group

Consultants in the Financial Planning Group advise all levels of employees from many of the UK's leading companies, helping them to make the most of their employment benefits and personal savings.

Our team of experienced consultants offers a holistic approach to advice and, as well as providing specialist pension advice, we are also able to provide advice on investment strategy and estate planning issues.

A combination of the above services is often used to provide the appropriate level of advice and guidance to the employee at the right time for them. We often work alongside our colleagues in the Communication and Change Management team for our clients to ensure a consistent financial education message or strategy can be adopted. This can then be applied across all employees and pension schemes via a combination of written media, web-based tools and materials, and face-to-face guidance. Our consultants in the Financial Planning Group have a wealth of technical knowledge and experience, having dealt with the new pensions tax allowances/flexibilities since they were first proposed in 2004. We are used to meeting with and advising employees at all levels, up to and including Board level, on a regular basis. This experience gives the individuals receiving our guidance comfort that they are in a 'safe pair of hands' and allows them to make important decisions from a position of knowledge.

Further information

For further information on how these services might be delivered to your employees to help them with their financial planning, please contact:

Stephen Green

+44 1737 274347

stephen.green@willistowerswatson.com

Jackie Holmes

+44 20 7170 2228

jackie.holmes@willistowerswatson.com



About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 39,000 employees in more than 120 countries. We design and deliver solutions that manage risk, optimise benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance. Together, we unlock potential. Learn more at willistowerswatson.com.

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