

Seminar A3 – Progress of the Guidance Guarantee: lessons for the future

This seminar will be chaired by Peter Williams from Aon Hewitt and will be presented by Michelle Cracknell, the Chief Executive of The Pensions Advisory Service and Andrew Seager Head of Service Development for Citizens Advice.

Michelle and Andrew have been involved in the establishment of the guidance guarantee, now known as Pension Wise since its inception and remain involved as this service continues to develop. TPAS are responsible for delivery of the phone channel and Citizens Advice the face to face channel.

The seminar will cover:

- the policy landscape in which Pension Wise operates, where we are now and where we will be in the future
- how Pension Wise is delivered, the principles behind the service and what the customer journey looks like
- the volumes using Pension Wise, how a consumer prepares for a session and what are the routes taken after they have received guidance

Finally, Michelle and Andrew will give their first hand perspectives on the lessons learnt so far, what consumers will be looking for in the future and how they think the service needs to develop.