



**Pension
wise**

Your money. Your choice.

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Citizens Advice: Delivering Pension Wise face to face

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Citizens Advice: Pension Wise face to face

- About Citizens Advice
- How we help with people's choices at retirement
- What will Pension Wise face to face service look like
- The people who will be delivering the face to face service
- What to expect from guidance
- What does this mean for you



About us

Independent charity with 75 years experience working to help people get to grips with their finances.

We help people resolve their legal, money and other problems by providing advice and information, and by influencing policymakers

Our advice is always independent, confidential and impartial. We value diversity, promote equality and challenge discrimination.



The Citizens Advice Service

338

Citizens Advice Bureaux
members in England and Wales.

3,300

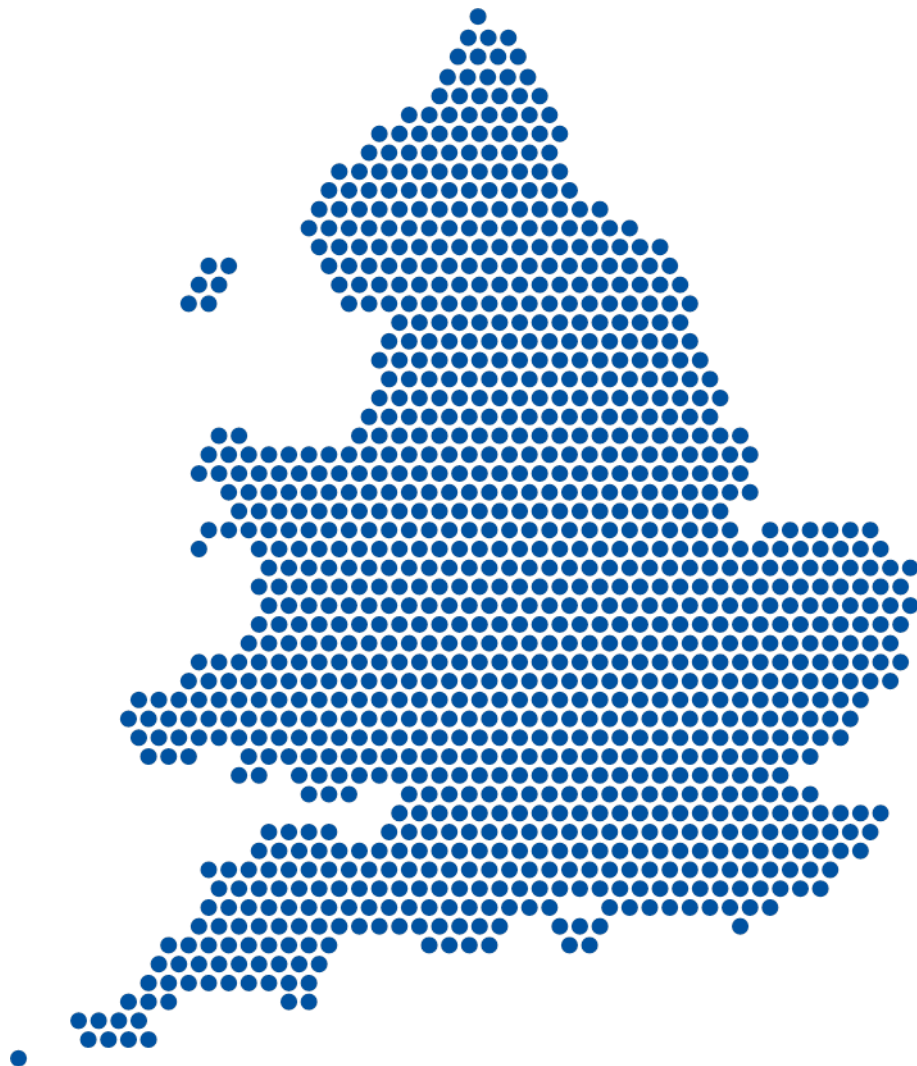
locations where the service provides
free and independent advice.

2 million

people came to us for face
to face advice in 2013/14.

16 million

looked for help online
through our digital advice service and on the
phone via Advice Line



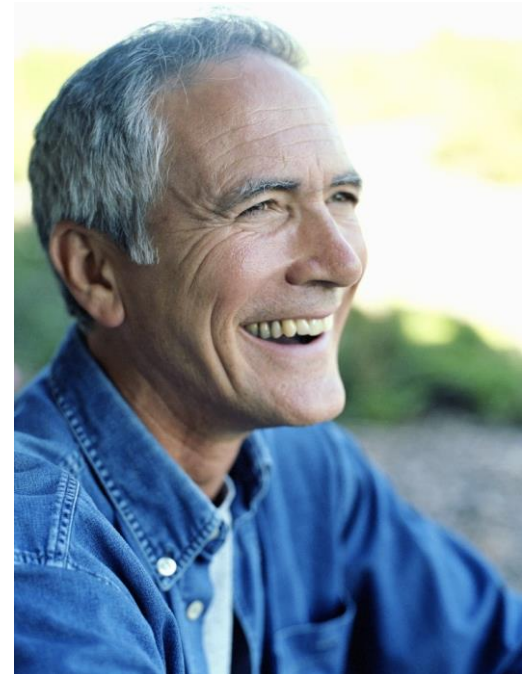
Help with people's choices at retirement

Last year over 151,000 people sought pensions information from Citizens Advice, 80,000 of these were through face to face sessions

Since 2012 visits to the pensions pages of Citizens Advice's website have gone up by 89%

Citizens Advice has a strong track record of helping people get to grips with complex issues, such as debt management, tax and benefit systems and including pensions.

We are a consumer champion, using our evidence, our reach and networks to campaign and advocate for change



What is the face to face service?

People will be able to go into any Citizens Advice Bureau to find out about the Pension Wise service, whether the service is right for them, and be referred to book in with the nearest delivery centre



44 Delivery Centres plus additional outreach locations, to ensure good reach and access

Highly trained staff providing pensions guidance

What is the Pension Wise appointment?

45 minute face to face appointment that will:

- Highlight all the things people need to consider by asking for information and raising questions;
- Help people to understand the pros and cons of the options they have;
- Offer practical next steps and things to think about before deciding what to do;
- Give people the chance and encouragement to ask questions, shop around and avoid pension scams.



Who will deliver the face to face service?

The guidance will be delivered by trained members of paid staff.



We are working with partners to deliver training and support so that all staff :

- Receive rigorous training which adheres to FCA standards
- Be assessed to ensure they meet the FCA standards before they start offering guidance to the public.

What to expect from guidance?

Pension Wise face to face service will be:

- Free
- Impartial
- Available across England and Wales with a representative geographical spread
- Adherent to standards set by the FCA

Pension Wise will not offer financial advice, nor recommend any particular product or providers

What does this mean for you?

Guidance is a starting point in helping people to think about their pension rather than a one-off event; it should lead to greater understanding and confidence in making decisions

Through using the Pension Wise service:

- ▶ People will feel more able to make decisions about their pension and future
- ▶ People will be more aware of the various options available to them on retirement
- ▶ For some, this may mean they are in a better place to access the services you offer.



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Any questions?

Thank you