We believe that everyone should expect more from the pensions industry.
At XPS we believe that everyone should expect more from the pensions industry, and we are dedicated to helping people rise to these challenges.

Following our merger of Xafinity and Punter Southall in January 2018, XPS Pensions Group became the largest purely pensions consulting and administration firm in the UK.

We have the benefits of scale – we have very deep experience to draw on, and can invest in solutions for the good of our clients – yet we remain agile, able to respond quickly as the world shifts around our clients.

As the only UK pensions specialist listed on the FTSE we have the flexibility to think differently and to act differently.

Our unique structure means that we can make transparent, long-term investment decisions in our business for the good of our clients and pension scheme members.

We are dedicated to challenging and changing the industry for the good of all.

The pensions industry is undoubtedly under pressure with the environment becoming increasingly challenging and complex for trustees, corporate sponsors and scheme members.
A unique combination of agility and capability

XPS has the capacity to advise and administer the largest schemes in the country, and the responsiveness to deliver a bespoke service for all clients. And as a plc with a clear and straightforward commitment to the industry, we are here for the long term.

Our business employs over 900 people in 15 locations across the UK, giving our clients a valuable mix of local insight and national oversight.

Today we advise on over 1,200 defined benefit pension schemes, of all different sizes. Schemes range from those with assets of £10m to those with assets in the multi-billions.

Our teams of actuaries, pension specialists, investment consultants and administrators are dedicated to delivering excellence in customer service, clear advice and improved use of technology to facilitate effective decision-making by our clients and their pension scheme members.

XPS is the only listed pensions specialist in the UK. We are 100% focused on the UK pensions market. This is a combination that no other consultancy or pension administrator in the UK is able to match.
>600,000 members
Over 600,000 people are members of pension schemes administered by XPS.

>40 years
XPS has been providing pensions services to the UK market for over 40 years.

£19bn AUA
We have total pension assets under advice (AUA) well in excess of £19 billion.

900 staff
900 staff focused on UK pensions.
Pragmatic advice that delivers successful outcomes for clients

The XPS Pensions team provides pragmatic advice and support across all areas of pension scheme management that addresses the specific and often complex challenges faced by UK pension schemes and their corporate sponsors. This includes everything from support in relation to scheme governance through to advice on member option exercises and scheme benefit design.

In particular, there is increasing pressure on trustees and corporate sponsors to ensure they can deliver member benefits and honour scheme promises. That is why we believe it is so important to establish long-term objectives and develop pragmatic strategies to achieve these goals. Our role is then to help in assessing and monitoring a scheme’s position to deliver on the strategy.

The team brings a track record of delivering innovative and practical approaches to managing scheme funding, covenant and investment risks; and help clients understand and react to legislative changes and regulatory developments.

We do not adopt off-the-shelf solutions or provide advice based on prescribed house views. Our local teams, based across the UK tailor their advice to meet the needs of each individual client.

We eliminate jargon so that the options available are as clear as possible. We understand that a hands-on demonstration of an idea is worth a dozen reports, so we use our own proprietary technology platform, Radar, to bring insight into what is happening to a scheme, why it is happening, and most importantly what can be done to improve things.

Our technology enables trustees to experiment and test scenarios to help them manage risks. We believe that better information leads to better decisions. The end result is that trustees are empowered to act more quickly, more effectively, to achieve optimal outcomes.

Case Study A new approach to scheme funding

A pension scheme for a manufacturing business with assets of around £200m faced a declining financial position and an increasing deficit due to falling interest rates. The trustees wanted to address the deficit, whilst allowing the company to invest in the business. The trustees wanted a new approach that was robust and would stand up to scrutiny by The Pensions Regulator.

We worked with the trustees to help them look at funding with a longer-term perspective and to start monitoring the break-even rate of investment return to meet the scheme’s projected outgoings. In line with The Pension Regulators’ guidance we worked with the trustees to develop an integrated approach to risk management to take account of their range of risks including funding, investment and covenant risks.

Using Radar, our interactive modelling software, the trustees could very quickly and clearly see the position of the scheme and test downside risk and any potential impact on the ability to pay member benefits.

This provided peace of mind to trustees that they had tested potential outcomes, and had the flexibility to adapt as required.

As a result of acting quickly when opportunities arose, the trustees have been able to agree on an improved long-term funding plan, with reduced volatility whilst enabling the company to continue investing in its business.
I love that we have developed technology that provides accurate information, at pace, to inform better decision-making and delivers improved outcomes – it’s a win for everyone.

Shelley Jeffery
Scheme Actuary, XPS Pensions
Award-winning, client and member focused pension scheme administration

Our clients and their members have a right to expect excellent pension scheme administration and the peace of mind that their pension scheme and retirement benefits are being well looked after. That is why we’re proud to offer an award-winning, client-focused pension scheme administration service that has been ranked the no. 1 Third Party Administrator in the 2018 Professional Pensions Survey for the fourth time in the past five years.

Our teams of pension administrators provide services to a wide range of trust-based company pension schemes, including defined benefit (DB), defined contribution (DC), career average revalued earnings (CARE) and hybrid schemes.

Each team is responsible for every aspect of each client’s service, which ensures our administrators have knowledge and expertise on the schemes they support. This approach enables us to provide the dedicated and personal service that pension scheme members require and appreciate.

Our range of services include pensions administration, communication, scam identification, payroll services, pension scheme accounting, de-risking projects and technical consultancy.

Ultimately, pension schemes are there for their members. We place equally high emphasis on delivering excellent customer service as technical proficiency and quality control, which ensures the experience of each member is as positive as it can possibly be.

Setting the Standard

In 2018, XPS Administration was not only ranked first overall in the Professional Pensions Third Party Administration Survey, but also came first in each of the eight criteria administrators were rated on.

Criteria includes: value for money; data accuracy; flexibility; good customer service; innovation; reliable; technical support; and technology.
With a clear focus on members and a business that we love; we are dedicated to the achievement of long-term success.

Julia van de Mortel  
Operations Manager, XPS Administration
Independent investment advice and razor-sharp execution, based on expert analysis

We deliver clear, independent, pragmatic advice that can be quickly and effectively implemented, to enable our clients to make the right investment decisions.

Our approach is twofold: adopting the right strategy, then delivering razor-sharp execution. We understand how important it is for trustees to have investment advisers who actually make things happen, so this is what we do, ensuring decisions are actioned efficiently between meetings through our specialist operations team.

The services we provide encompass objective-setting against buy out, self-sufficiency or technical provisions, assessing the appropriate level of investment risk and return and defining strategies to achieve these targets.

We help identify how and when schemes need to reduce the rate of return, managing the pension scheme’s level of risk, and bring understanding of how and when pension schemes can reduce the level of contributions required from the sponsor.

In essence, we help clients to choose the right portfolio, in order to maximise returns and/or minimise their level of risk, which we do by identifying an appropriate mix of asset classes.

We neither own our own funds nor take the role of fiduciary managers, which means we are able to be truly independent, tailoring our advice solely to the needs of our clients.

Case Study Rethinking the pension deficit and managing cashflows

A large, FTSE 250 property developer faced significant challenges with a large pension scheme deficit and pressures on cashflow. The scheme was being forced to sell assets in poor market conditions and if this persisted it was in danger of running out of money. This is when they spoke to us to help them find a fresh approach.

We listened to the issues and facilitated discussions between the trustees and the employer. It became clear very quickly that the scheme needed to take a step back and take a longer-term approach to funding and its investment strategy, in particular. Using Radar, our modelling software we were able to clearly explain where the scheme was, and then present scenarios, based on different potential funding approaches and reflecting their requirement to minimise volatility.

We worked with the scheme to create a long-term strategy, which doubled cash generation from its assets, reduced expected volatility by around 40% and allowed them to increase the security of member benefits. This has allowed the business to go back to focusing on its core business activities.
We put ourselves in your shoes. We think as you do. We act as you need us to - and we implement effectively.

Adam Gillespie
Investment Principal, XPS Investment
Bringing clarity to corporate transactions

We provide specialist pensions advice and analysis during corporate events. Whether buying, selling, restructuring or refinancing a business, there can be significant pension challenges and complexities.

We work for vendors, purchasers and other corporate entities, including private equity firms and hedge funds as well as pension scheme trustees.

Our specialist team help set pension strategies, deliver pension due diligence, provide option analysis and advise on ongoing pension risk and cost management.

We support clients through negotiations with all stakeholders including trustees, employers, purchasers, sellers, lenders, The Pensions Regulator and Pension Protection Fund. We bring clarity and fair outcomes to these often complex situations.

Using our proprietary digital technology platform Radar we can measure risk and test options quickly with our clients, providing real-time information to the parties to a transaction.

Ultimately, we help our clients make informed and timely decisions.

Case Studies Supporting transactions

A global utility business wanted to dispose of a non-core subsidiary group to a private equity buyer. We worked with management to design and negotiate a fair split of pension liabilities, ensuring pensions were proportionate to the businesses with risk and cost managed going forward.

This allowed the transaction to proceed without negatively impacting value and ensuring proper support for the schemes.

A media group wanted to dispose of its print media business. We helped the group negotiate pension pricing at a level that would allow the disposal of the subsidiary operating in a challenging industry. Reflecting the wider benefits of the transaction to both buyer and seller, we achieved pricing that was fair and pragmatic.

We helped a global IT company restructure its UK business and move the pension scheme to a new employer.

We worked with the company to clearly set out the benefits to the scheme and show how support for the scheme, while different, was improved. This facilitated the restructuring without any additional pension cost being incurred.
We are committed to challenging the expectations of our industry, our clients and ourselves.

James Saunders
Transactions Lead, XPS Transactions
Empowering our clients with technology

Radar is our unique, proprietary pensions modelling software. It’s a technology platform that provides our clients with real-time information about their pension schemes.

Gone are the days of opaque information (the Actuary’s “black box”), with a valuation every three years, but draft results not available until many months after the valuation date. This is no way in the modern world to approach risk.

Instead, we deliver complete transparency, using Radar, so you can see exactly what’s happening in real-time, and why.

The intuitive online dashboard enables you to monitor your funding and investment positions, explore sensitivities, and evaluate alternative scenarios as to their impact on deficit or risk.

We are committed to providing greater access to insight so that our clients understand the issues and are fully equipped to make the most appropriate decisions, quickly.
The ABC Pension Scheme: Valuation results at 6 April 2015

**Funding Position**

- **£487.6m**
- **£440.9m**

**Benefit cashflows**

- **£46.7m**

**Recovery plan**

- £3.125m PA for 9 yrs

**Assumptions**

- **Discount rate**
  - 2.81%
  - Single Envelope Discount Rate

- **Life expectancy at age 65**
  - Male:
    - 24.7 yrs
    - 22.6 yrs
  - Female:
    - 22.1 yrs
    - 20.4 yrs

- **Long term inflation**
  - 3.40% CIP
  - 2.60% CPI
Increasing numbers of scheme members are choosing to access new flexibilities; whether this involves transferring out of a defined benefit scheme, or reaching retirement in a defined contribution arrangement.

Our commitment to excellent customer service extends to helping pension scheme members achieve the right outcome for themselves. It has never been more important for members to receive the right support, to make sure that they are protected against scams and overly expensive arrangements that may erode benefits.
NPT is a safe haven for member benefits. It is a multi-employer master trust, offering members full flexibility in retirement in a highly tech-enabled way.

NPT is an excellent landing vehicle for members wishing to flexibly access pension savings – whether built up in defined contribution or defined benefit schemes. Charges are low and transparent due to economies of scale, and extensive support is provided. NPT is overseen by professional independent trustees, a governance structure that puts members first.

NPT is one of the few master trusts to receive both the Pensions Quality Mark and the Retirement Quality Mark from the Pensions and Lifetime Savings Association (PLSA).

Scam Protection
Our Pension Scam Identification Team provides an extra level of protection to members from scams. An experienced interviewer sensitively conducts calls with members, to explore the circumstances of any proposed transfer.

Trustees confirm how important this service is. Our evidence indicates that many potential scam cases would have been missed by paperwork review alone – in many cases we have saved members from potentially losing hundreds of thousands of pounds of pension savings.
A fresh approach to pensions

XPS is changing the UK pensions industry. We’re more open, more connected, more innovative and more dynamic. We believe it’s what our industry needs, and what our clients are entitled to expect.

As a business, we’re just beginning the next chapter of our story.

It’s a very exciting time to be part of XPS; whether you are a client, or colleague, we look forward to sharing the journey with you.

Paul Cuff and Ben Bramhall
Co-Chief Executive Officers
XPS Pensions Group