













Value for Money Summary

This dashboard gives you a summary of whether we think you are getting value for money from your pensions within the remit of the IGC. Much more information can be found in the pages that follow. Overall, we still believe that Phoenix offers adequate value for money, but there are areas where we believe this could and should be improved. We are pleased that, during 2024, Phoenix are taking some important steps to improve customer outcomes in response to our challenges. These are mentioned in this year’s report, but will be covered in more detail next year.

Do customers get good value for money?		Yes
 Costs and Charges	Are the costs and charges you pay reasonable for what you get in return?	
 Investment Performance	How are your investments performing?	
 Investment Services	Are your investments well managed?	
 Customer Service	What is the quality of the service provided by Phoenix?	
 Communication and Engagement	How well does Phoenix communicate with you and keep you up-to-date with your pension?	
 Environmental, Social and Governance	Is enough allowance made for ESG considerations in how your pension savings are invested?	

This report is for your information. You do not need to take action. However, we do recommend that you review your own pension arrangements on a regular basis and we hope this analysis helps you in doing so.

Value for Money Summary – What has changed since last year?

Why have some of the ratings changed?

In the pages that follow, we set out in increasing levels of detail, the results of the 2023 VFM analysis and what has led us to our conclusions. Overall, we still believe that Phoenix offers adequate value for money, but there are areas where we believe this could and should be improved.

		2023	2022
Costs and Charges	During 2023 the level of costs and charges remained largely unchanged. Phoenix have committed to actions in 2024 to implement a temporary value adjustment on the charges some of you pay, effectively reducing your charges, as part of work to improve outcomes for customers		
Investment Performance	The short-term performance of your funds continues to recover from the difficult period experienced in 2022, although certain concerns remain about long-term performance versus the competition.		
Investment Services	We have been reassured after an in-depth examination of the processes to identify and deal with poorly performing funds. Otherwise, the oversight and governance of your funds remains very good.		
Customer Service	The vast majority of customers received adequate customer service during 2023. Some large mailings generated increased call volumes and enquiries. Coupled with staffing issues, this caused delays and customer dissatisfaction throughout Q2 and Q3.		
Communication and Engagement	We have been pleased with the implementation of our 'Fit for Purpose Protocol' which ensures communications properly take into account customers' characteristics, needs and objectives. Phoenix has also made some developments to its communication and customer engagement in 2023, although this has been limited. Graphical content of the communications remains very low and requires more focus. Whilst we acknowledge development to the digital functionality offered to customers throughout 2023, the IGC highlights the lower levels of digital capability and low levels of online registrations compared to their peers.		
Environment, Social and Governance	Improvements have been made to the already-strong policy and governance framework in place, and also in customer communications – though not as much as the IGC would like. Becoming a signatory to the Stewardship Code is an important external validation of the progress made.		

As is our usual practice, we have set out a number of challenges to Phoenix for 2024, and these are set out in the next few pages. We have also highlighted a number of “Calls to Action” in areas which could prove worthwhile for some customers.

Value for Money Summary – IGC Challenges to the Firm

Key Challenges

The IGC has challenged Phoenix in the following areas:

Costs and Charges

- Implement the value adjustment for customers paying above 0.75% per annum with no additional valuable guarantees or benefits or access to lower charging funds within the wider Phoenix Group and develop a longer term solution for what other options may be available to improve value for money for customers at the end of this period.

Investment Performance & Services

- Ensure that suitable processes are in place to identify and replace poorly performing funds with sufficient speed.
- Ensure that procedures are implemented to deal correctly and rapidly with under-performing funds.

Customer Service

- Improve customer service standards to target levels.
- Roll out digital access to all workplace customers.
- Improve the Bereavement process for customers, to reduce the overall time.

Communication and Engagement

- Urgently improve the 'Gone-Away' process
- Update the 'look and feel' of key communications to make them more appealing and engaging to customers and reinforce the Phoenix branding.
- Increase the number of email addresses held for customers (as currently only c15% are held).
- Take action to increase online registrations and usage with their current digital capability (ready for further digital development).

ESG and Stewardship

- Speed up the application of more explicit responsible investment considerations to the workplace pension funds designed by Phoenix.

Value for Money Summary – IGC Calls to Action for Customers

Customer Calls to Action

We strongly encourage you to review your pension plans.

Costs and Charges

- Engage with any communications from Phoenix around options to improve the value for money you receive. Some options may require you to take specific action.

Investment Performance and Services

- Check you are comfortable with the types of funds you are currently invested in. Do they still fit with your appetite for risk? Have you reviewed your planned retirement date? This may affect how your pension is invested when nearing your retirement date.

Customer Service

- We recommend you register for digital access (online or via the App) and use it regularly to review and manage your pension savings.

Communication and Engagement

- Make sure your email address and all personal details are up to date, so you don't lose track of your pension savings.