

EAPF Pension webinar feedback 2020



Introduction

We held our Contributing member webinars throughout October and November 2020.

Our webinars covered a variety of topics and can be useful whether you've been in the Scheme for years or a few months, we covered the choices you can make now, helping you plan and save for your retirement. We also talked about how your fund is invested and what we've been doing since the activities collecting your views about this in July 2020.

We also introduced a new online booking tool making it easier for our members to register to the webinars.

2,101 members attended our pension webinars this year which is an increase of 82.22% when compared to 2019. A total of 358 attendees completed our webinar survey.

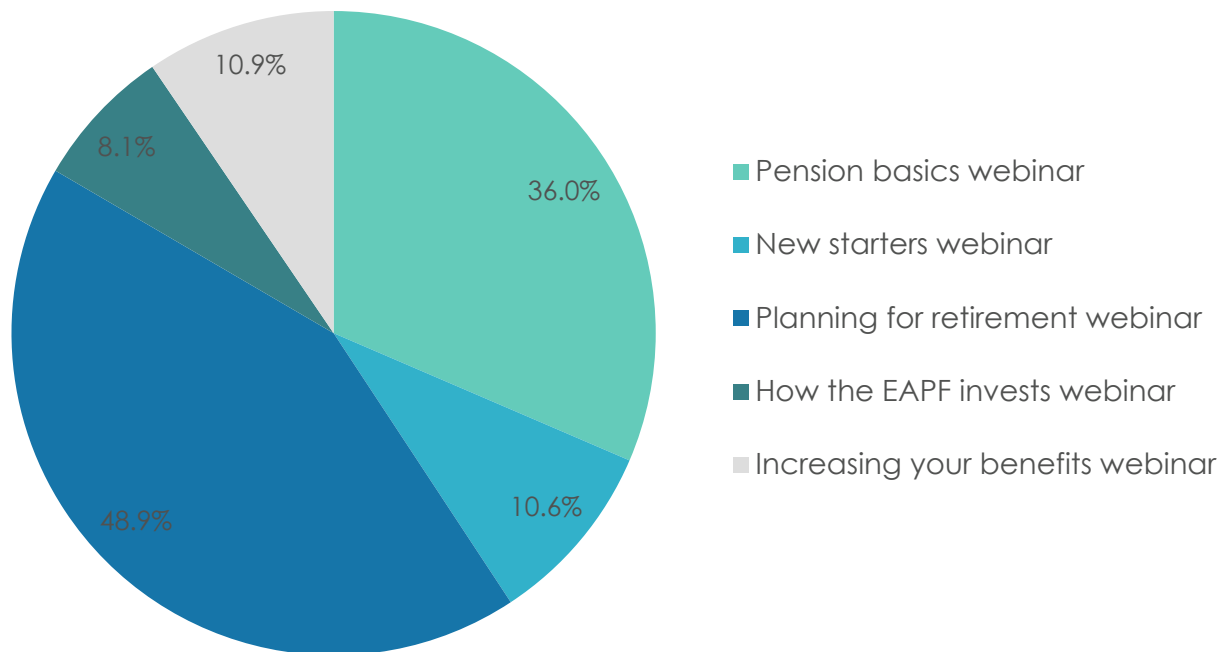
The 5 main areas we covered were:

- New starters – A guide to your pension
 - Planning for your retirement
 - Pension basics
 - Increasing your benefits
 - How the EAPF invests
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Webinar practicalities

Pension basics and Planning for retirement were our most popular sessions attended.

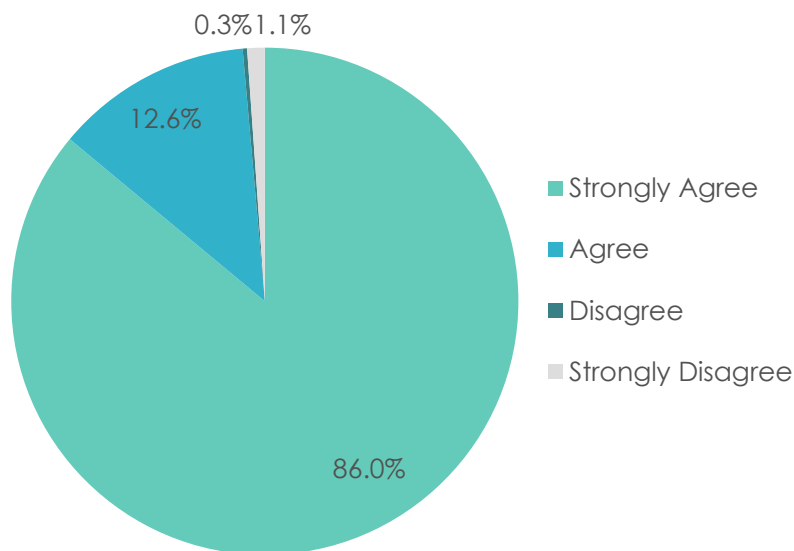
Which type of webinar session did you attend?



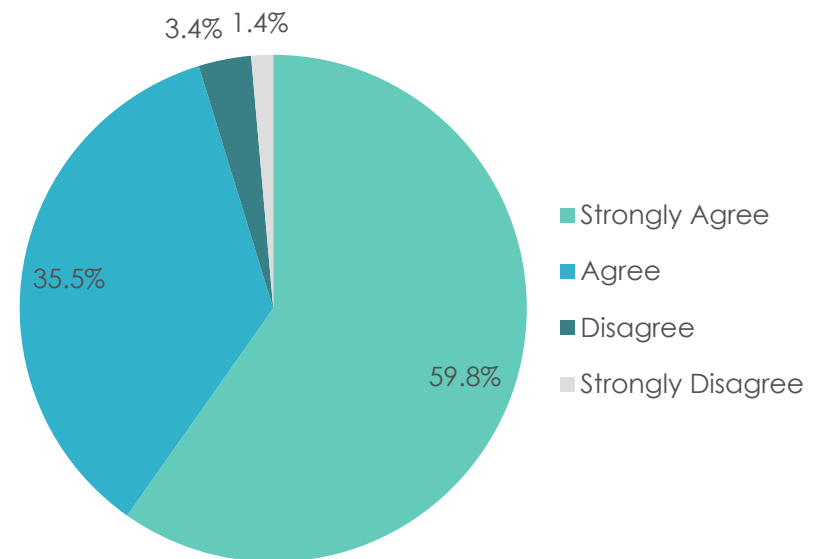
Webinar practicalities

Overall satisfaction is excellent with 98.6 % of participants agreeing that the presenter's knowledge was good and 95.3% agreed the presentation of material was good.

The presenter's knowledge was good



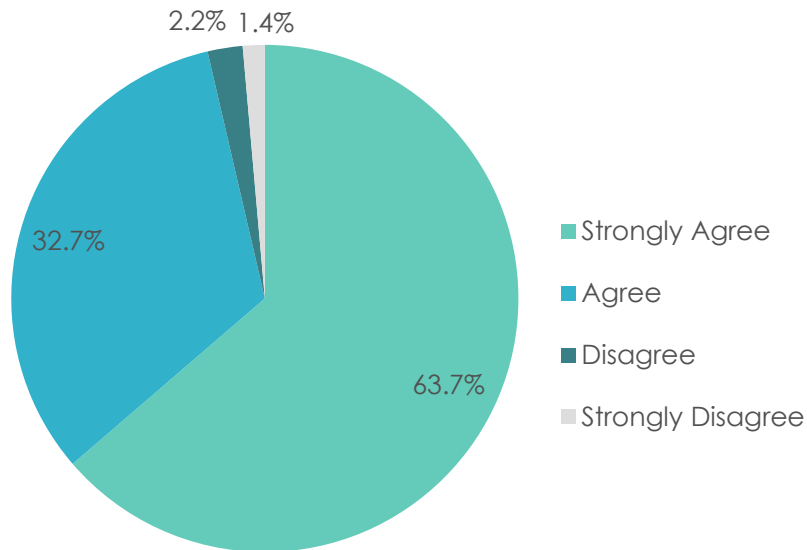
The presentation of the material was good



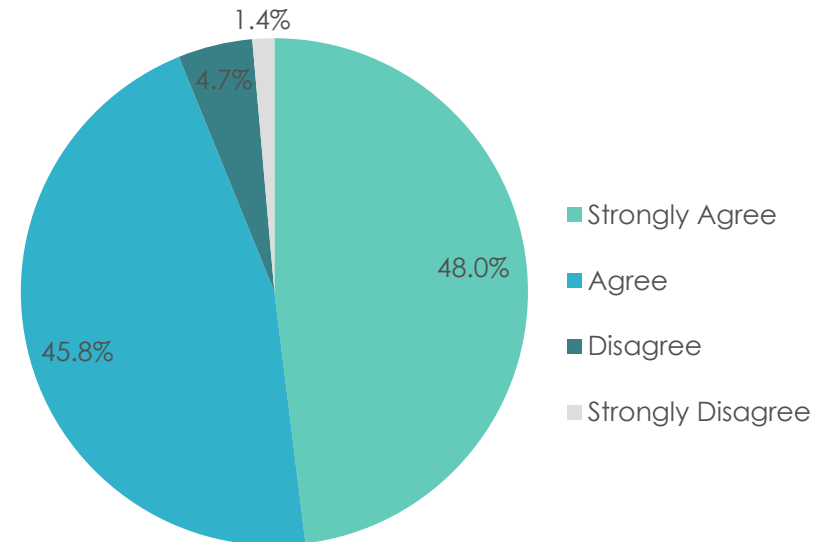
Webinar practicalities

We asked participants about the content and over 96.4% % agreed their webinar was interesting and informative, and 93.8% felt it was the right length.

The webinar was interesting and informative



The webinar was the right length

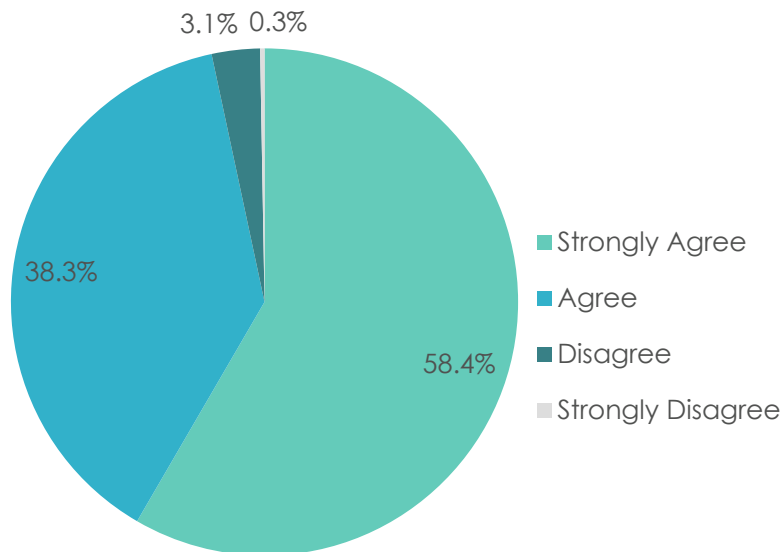


Webinar practicalities

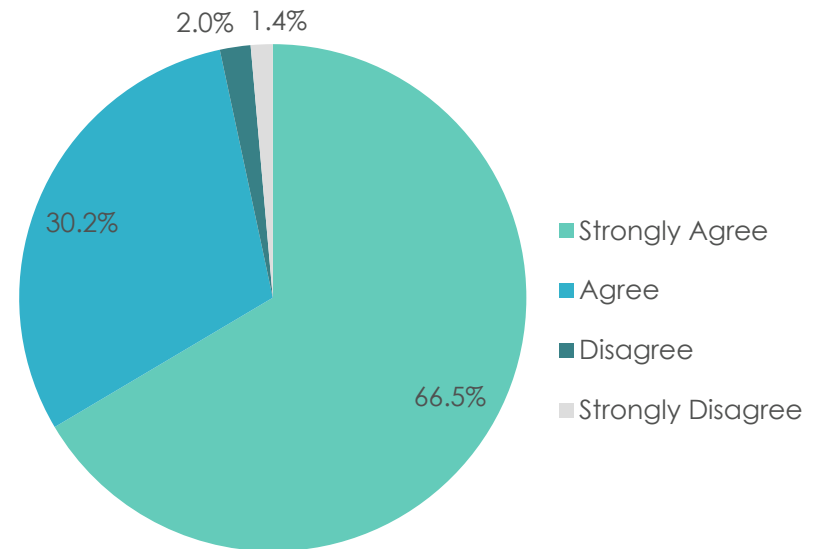
96.7% of participants would be interested in attending future webinars.

96.7% said they'd recommend the webinar to other members.

I'd be interested in participating in future webinars



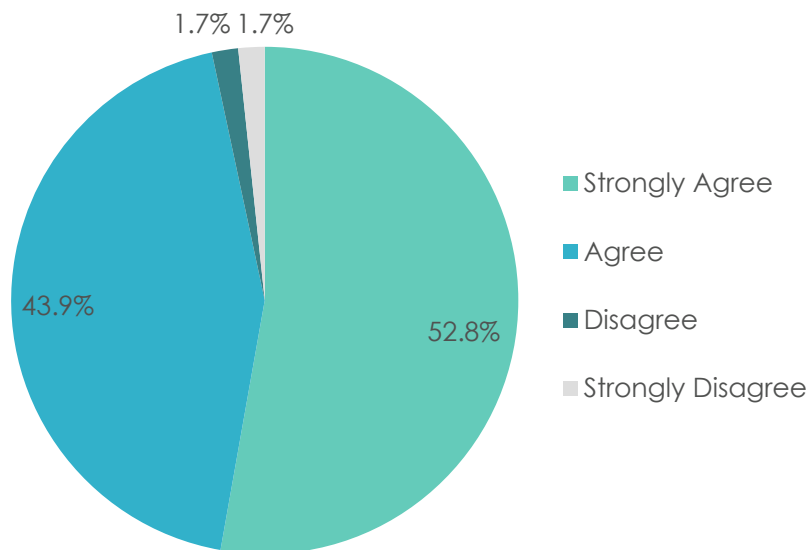
I'd recommend this webinar to others



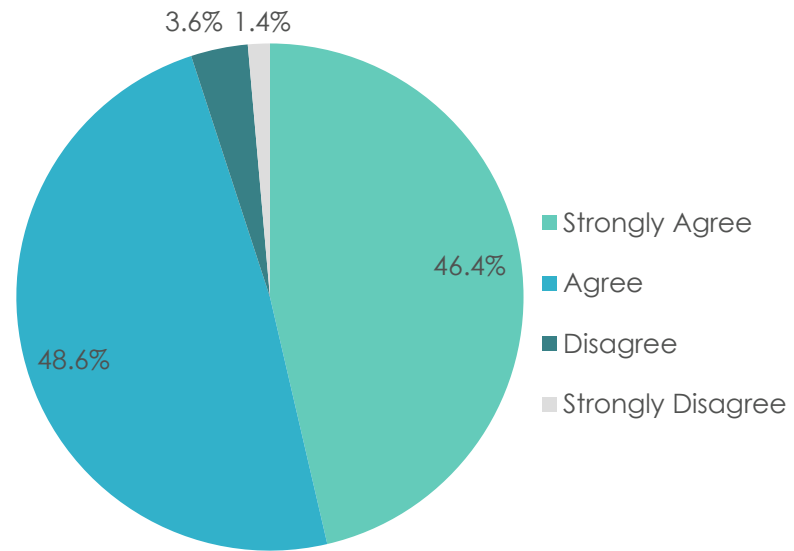
Learning and knowledge

96.7% felt they'd learnt something new and 95% had felt their knowledge had improved following the training.

I've learnt something new



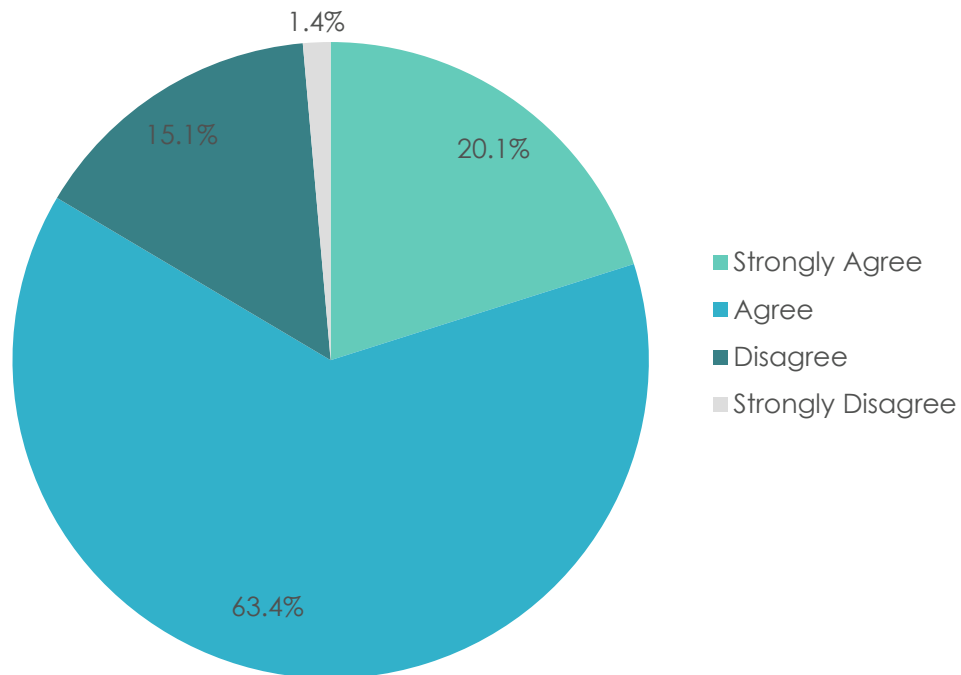
The training has improved my knowledge of my pension



Learning and knowledge

83.5% still feel they need to learn more about the Scheme.

I feel I still need to learn more about the Scheme



Pension topics

When asked what you'd like to see in our future webinars, here's what some of our attendees told us.....

“Additional contributions and the maximum that can be invested each year”

“I was hoping for some information for those of us having already reached the NRA and the benefits of continuing to be in the scheme to the point of retirement.”

“Tax and NI impacts on pensions once they are in payment.”

“Early retirement and paying more in now and how to work out how much you should pay in. For those of us who do not fully understand how to take the next steps for early retirement.”

“Partial retirement options; rules around taking all or part of pension when retiring early (i.e. can you just take 'protected' benefits not subject to reduction and leave the remainder until reaching normal pension age)

“Using the pension calculator & 85 year rule”

“Upcoming changes. VERS and taking pension straight away (60+)”

“How I find out about the companies the pension fund invest in.”

We really value all your feedback and will use it to evolve future webinars where we can.