



User guide for accountants

Introduction

At Nest, we understand the important role that accountants play in the auto enrolment process. You're experts in your field and trusted advisers.

We've got over 21,000 intermediaries, including thousands of accountancy practices, working with clients and using Nest. You have a pivotal role in introducing auto enrolment and explaining our scheme, which is run in our members' interests.

Together, we can help employers meet their auto enrolment responsibilities with the aim of growing our members' money.

For these reasons, we're working to build strong relationships with you. This document aims to provide you with the material you need when you work with your clients to select Nest as their pension provider. This includes how to set up and run it on their behalf.

Helping you to help your clients

At Nest, we want to make it as easy as possible for you to work with us. This document highlights key points that you may wish to talk to your clients about. We'll also provide you with useful links to more detail and supporting material on each topic. You'll find information on:

- reasons for your clients to use Nest
- how to set up a Nest account for your clients
- how to run a Nest account for your clients.

Reasons for your clients to use Nest

When you work with clients to select Nest as their pension provider, you can feel confident they'll get a quality scheme. Because we were set up by government, we follow best practice, making it easy for employers and their delegates to stay compliant. And because we're run as a trust-based scheme, one of our main aims is to provide the best outcome for our members.

What's more, Nest has been consistently recognised with awards, including:

- Most innovative scheme investment approach – DC Awards 2018
- Highly commended ultimate default fund – Corporate Adviser Awards 2018
- Best DC Scheme – Institutional Investor Peer to Peer Awards 2017
- Master Trust Offering of the Year – Pensions Age Awards in 2017.

And with smart functionality like Nest Connect, we make it easier for accountants like you to manage multiple accounts. It means you can access these from one hub, saving you time and reducing the risk of errors.

Key support information

You can find information on the benefits of our pension scheme in **Why Nest?** It will be useful for the recommendation documents you may put together for your clients. You may wish to present your clients with more detailed information on our pension scheme and we've set this out in the pages which follow. We've also added links to help your clients communicate with their workers about pensions.

Straightforward and easy to use

Over half of organisations that have set up workplace pensions have signed up with Nest. They've chosen us because we're committed in our aim to provide the best possible outcome for over seven million members and counting. At Nest, we go further to make things easy for employers and their workforce, no matter how large their organisation.

Seamless payroll integration

Smart functionality, such as Nest's web services ensures our scheme integrates seamlessly into payroll software such as Moneysoft, Sage, Iris and many others. This automates how employers and their delegates can submit payroll data, reducing workload and the risk of errors, while simplifying month-to-month payroll obligations.

Help at your fingertips

We've developed our employer and member help centres, so no matter how many clients' accounts you may be running, you can find the information you need quickly and easily. Our employer help centre offers support for you and your clients, including step-by-step guides and FAQs about how the scheme works. And our dedicated member help centre means fewer queries from workers and less admin for clients' HR and payroll teams.

Simple charges

Charges to the employer and the member will be one of the key considerations for employers when choosing a scheme. We don't charge employers to set up and use Nest, and we keep costs low for members. We have one simple charging structure and we don't charge members to switch between funds. You can find out about Nest's member charges in **Nest's information about costs and charges.**

Innovative investment approach

Our sophisticated **investment approach** is widely recognised for its quality and innovation. We want to help our members have a better retirement, whenever and whatever they save. We think that, by having a pension that's carefully looked after by experts, members can feel confident they're likely to get back more from what they put away.

More than 90 per cent of people automatically enrolled into a pension scheme stay in the fund they're first put into, known as the 'default'. This means the default has to be of the highest quality and right for a broad range of people, whether they're 16 or 75. Nest invests members' money, across a broad range of global investments. Exactly where members' money will be invested depends on how far members are from their retirement and what's happening in economies and markets over time. We aim to maximise members' pots by taking the right **investment risk on their behalf** at different periods throughout their time saving. We also offer diverse **fund choices** that reflect the needs of members with different faiths, beliefs and attitudes to risk. These additional funds provide reassurance to members by giving them an option to suit their circumstances and personal requirements.

Find out more about our funds and performance information in our **fund factsheets**.

Good governance

Nest Corporation was established by statute and is a Public Corporation. We act at arm's length from government and are accountable to Parliament through the Department for Work and Pensions (DWP). We're an essential component of the DWP's Automatic Enrolment Programme (AEP), which is leading the delivery of the government's workplace pensions reform agenda.

We're a public organisation but the day-to-day decisions we make are mostly independent. Government ministers are responsible to Parliament for the effectiveness of decisions made by Public Corporations such as Nest.

You can provide more information to your clients on how we're run by using the links below.

i Useful links
Nest scheme annual report and accounts
Members' Panel annual report
Master trust assurance report

Clear communications

Nest communicates in a straightforward way to make its scheme easy to understand.

Your clients have a legal duty to write to their workforce about their pension rights. To help them do this, we've put together a guide to the information they have to provide by law, as well as letter templates they can use. The links to these can be found below.

i Useful links
Guide to Nest's employer notices
Employer notice templates (DOC)
Other language templates

We've also developed a large range of other non-statutory **communication materials**. Your clients' HR departments and team line managers can use these to explain auto enrolment and Nest to their workers. You can also use these with your clients and their staff. This should reduce the number of questions your clients will be asked from their workers.

Independent accreditation

When your clients use Nest, they can feel confident they're using a high quality product. We're one of only a handful of schemes to have achieved **Pension Quality Mark READY status**, and we have a **Defaqto 5 Star Rating** for auto enrolment pension schemes. We also have both type 1 and type 2 **master trust assurance reports**, which offer independent recognition of our scheme's robust governance controls.

How to set up a Nest account for your clients

Once your client has decided to use Nest, they may ask you to manage the set up and running of their account for them. You can do this with **Nest Connect** – our free online hub for intermediaries offering auto enrolment services to clients.

Find out more about setting up with and running Nest by following the steps below.

Set up Nest Connect

First, you'll need to create a Nest Connect account for your company. Setting up Nest Connect is easy. Simply follow the instructions in our **help centre guide**. You'll then be able to add users from your company and set up and manage accounts for your clients.

Get the right information

Once you've set up a Nest Connect account, you'll be able to set up and manage your clients' accounts. To set up clients more quickly, we recommend capturing all information you need before you start. You can do this in one go using the **Employer Information Form (PDF)**. This may highlight areas the client is unclear about so they can be resolved before you begin the set-up process.

Set your clients up with Nest

There are two ways you can set your clients up with Nest Connect:

- You can set up a client's Nest account from scratch.
- If your client's already registered with us, you can complete the set-up process for them.

When you've got all the set-up information you need from your client, just follow the instructions in our **help centre guide**.

What your client needs to do to set up with Nest

Once you've set up the framework of your client's Nest account, there are a few things they need to do. We've outlined these in our **Client acceptance** which you can send onto your clients. This is an email template you can send on to your clients which you should have received along with this guide.

Aligning your client's Nest account with their payroll software

It's important to match your client's Nest account to the same timeframe they use for payroll. For example, monthly, tax monthly or weekly. You can find instructions on **setting up pay periods** in our **employer help centre**.

Working with others

If you work with other intermediaries to provide auto enrolment services to your clients, you may want to allow them access to your client's Nest account. For example, this may be your client's financial adviser, who'll help your client monitor and manage their account. Simply ask the third party to set up a Nest Connect account and add them as a delegate on the relevant employer's Nest account.

You can add third parties as part of the set-up process or after the account has been set up, using the 'manage delegates' option.

How to run a Nest account

Who's responsible for what?

It's important to remember that our contractual relationship is with the employer, not with you as a delegate. This means the employer will only need to agree to our terms and conditions.

Make sure your client understands the scope of the different delegate roles and how you'll be accessing and using their account. All users in a delegate organisation have the same level of access to an employer's account.

When deciding what level of access they want to grant you, your clients will need to think about what they want you to do for them. For example, if the client only wants you to enrol workers then they can make you an enrolment delegate.

You can find out more about the **different levels of access** in our *help centre*.

Delegates get their own Nest secure mailbox. We'll send them a message every time a task is completed on the Nest secure website that's relevant to their level of access.

For the rest of this guide we'll assume that you've been assigned full access delegate status. This is the access level your clients should choose if they want you to set Nest up for them.

Business services	Read-only delegate	Payment delegate	Enrolment delegate	General delegate	Schedule delegate	Full access delegate
Enrol workers into the scheme	✗	✗	✓	✓	✗	✓
Make contribution payments	✗	✓	✗	✓	✗	✓
Create and change contribution schedules	✗	✓	✗	✓	✓	✓
Make payments other than contributions	✗	✗	✗	✗	✗	✓
Update the employer's business information	✗	✗	✗	✓	✗	✓
Stop using Nest	✗	✗	✗	✗	✗	✓
Raise complaints and respond to decisions	✗	✗	✗	✓	✗	✓
Put right late payments	✗	✓	✗	✓	✗	✓
Handle situations of employer insolvency	✗	✗	✗	✗	✗	✓
Give other delegates access to the employers account	✗	✗	✗	✗	✗	✓

A full access delegate can do everything that the primary contact for the account can do. They'll also get all the important messages that go to the primary contact to make sure that they can keep up with what's happening and take any required action.

Depending on your delegate access you have the ability to administer different actions for your clients. Nest Connectors can manage all of these ongoing tasks.

Payroll integration

Nest web services for payroll integration means many of these activities can be completed directly from payroll. Contact the payroll provider directly to find out if they're **compatible with Nest web services**.

Other ways to provide us with information

To send data without using web services, either upload files or key information directly onto Nest's system. This can be done by producing files through payroll software or by using **our template files**. Either way, files can be checked using our **file tester**.

Enrolling workers

As well as web services, there are two other ways to enrol workers:

- your clients can log into their Nest account, or you can go into their account via Nest Connect, and add them **one by one online**.
- or, if there are a lot of workers to enrol at once, it might be easier to **upload a file**.

Submitting contributions

Once workers are enrolled, their contributions will need to be calculated and managed for them, whether by you or by your clients.

Find information on what is required for a contribution schedule and which workers will appear in each schedule on the links below. There's also information about how schedules are created and how long this takes, as well as the criteria for various validations, which check information has been entered correctly.

Useful links

Contributions: **manage, calculate, make**

Contribution schedules: **correct unpaid schedules, paying completed schedules, paid schedules, overdue schedules**

Refunds: **receiving refunds**

Making payments

As soon as contribution schedules are loaded, payment can be made. There's information on what to do when a **contribution schedule is set up**.

Use the links below to discover how to add a new payment source or change an existing payment source.

Useful links

Managing payment sources

Adding a new payment source

Changing bank or building society details

Preparing your clients' worker information

We need details about your clients' workers before they can use Nest. In particular, you should make sure we have:

Address

We have a very specific address format. You should use our file templates or look in our **Employer payroll guide** (PDF) to make sure that you're providing everything we need in the right format. Getting it right first time will drastically cut down on the amount of administration time you have to spend enrolling workers. It will also ensure that workers get all the information they need from us when they're enrolled.

National Insurance number

Without a National Insurance (NI) number we can't claim tax relief on workers' contributions. This means that your clients will have to collect the member's full contribution, including any tax relief they may be entitled to.

Read our article **Why National Insurance numbers are important** (PDF). It's crucial that we have complete data in the right format. Elements like date of birth, postcodes, NI numbers and other fields have to be formatted correctly for Nest's system to process your clients' enrolments and contributions. You can find out more about getting your clients' worker data in the right format and up to date in the **Employer payroll guide** (PDF). You can download file templates before you to submit a file to Nest from our **Support and resources** page.

Solving problems

Most of our users find using Nest simple and straightforward. If you encounter a problem when using the scheme, you can find simple solutions to some of the more common issues below.

We also provide guidance on **fixing errors**.

Useful links

Error message while entering information

Problems getting into your account

Payment source name isn't valid

Difficulties creating a new schedule

Pensionable earnings and contributions don't match

Can't find a record of the worker

Enrolling a member using a future start date

Getting help

If you have any general questions about setting up and using Nest, you can go to our **employer help centre**.