



Scheme administration

Keeping things simple

Our scheme is designed for the 21st century and beyond. It can be set up and managed entirely online in just a few clicks. Employers and employees can log into their online account to do everything they need to do — making it really flexible and straightforward for them to run it by themselves. We've also created tools to make technical tasks easier for employers including pre-set enrolment types and electronic member opt-outs.

What's more, if the employer or member gets stuck, they can get step-by-step guidance from our help centre either by using our webchat service or by calling us.

Professionally run

Employers have the peace of mind knowing that our scheme is robust. It's run by Tata Consultancy Services, one of the world's largest third party administrators. We have a range of internal controls in place to make sure that they administer and manage it effectively and that financial information and members' data is kept safe.

By using an external supplier to administer our scheme, we can provide our clients with an efficient quality service that gives members better value for money.

A scalable scheme

We've achieved an incredible amount in such a short space of time — growing from 0 to over 5.9 million members and 528,000 employers in just over five years, as at 31 December 2017. Although we're pleased with this success, we're constantly reviewing and updating our scheme administration to ensure it continues to offer an efficient service for both the employer and their employees.

System security

We make sure that our members' money is held securely. This includes safeguarding their money against financial crime. We have internal controls and security measures in place to manage our scheme in line with the high standards expected by The Pensions Regulator.

Member communications

We're committed to producing clear and concise communication materials that are appropriate for members.

Throughout a member's journey, we provide a range of communications including information on our costs and charges, on investment choices, and on when and how members can access their retirement savings details. This information is designed to assist members in understanding the impact of their decisions.

We also make it easy for employers to communicate with their employees before enrolment, by providing them with a suite of communication tools.

A seamless online experience for members

Once enrolled, members can log into their accounts and:

- › check their retirement pot and contributions
- › change their retirement date
- › switch funds
- › make one-off or regular additional contributions
- › edit their personal details
- › take their money out at retirement
- › name a nominated beneficiary to receive their retirement pot if they die while saving with our scheme
- › use our pension calculator to work out what they might get.

We designed our online user experience after extensive testing with individuals similar to our members. We continue to make regular improvements to our user experience based on customer feedback. We've a range of other resources to help members on our website including videos and a pension calculator.

What our existing employers say

We've had great feedback from our employers about how easy our scheme is to set up and run. Brigid Miles, Head of reward, Rank Group said:

'The NEST communications are very clean, very easy to understand and very eye-catching in terms of the design and the simplicity. That fits really well with how we like to talk to our employees.'

Independent rating

We're proud to have been awarded a 5-star rating by the independent body Defaqto. This demonstrates that we provide one of the highest quality pension schemes in the market.

