



InHouse Plus

Practical support for pensions professionals

Are complex regulatory requirements and ever-increasing legislation giving you a headache?

Are you feeling the burden of constant project work?

Our range of services and expert teams can help you

InHouse Plus is a range of complementary services **designed to offer support to pensions professionals**. We can offer **additional support** to not only comply with pension industry standards, but to continue to **provide an excellent service for your members**.

The proposition can be used in conjunction with your existing administrator or can be useful for in-house pension teams. We can offer bespoke services to get projects over the line or deliver resource and technical support when you need it.

Our experienced administration teams have

185 clients

140 pension call handlers

2.7M members

Operational support

- **Contact centre support:** Experienced pensions call handlers and mailbox management
- **Pension transfer due diligence:** Outbound call service for transfers; mailbox management for in-flight requests
- **Pensions knowledge training:** Technical training and leader development
- **Operational enhancements:** Proven methods and tools, operational models, skills and support, drive to digital
- **Accounting and treasury:** Accounts preparation, maintenance and reporting

Pensions management

- **Trustee secretariat and governance:** A full secretariat and/or governance solution — or the ability to partner with in-house teams and their advisers with complementary services
- **Project management:** Experienced programme and project delivery
- **Complex case resolution:** Analysis and resolution support for complex cases; recommendations for trustee discretions on complaints, transfers and death discretions
- **Secondment:** Enhanced governance requirements and a tight labour market can be challenging when workloads spike. We can parachute support into your business at short notice

Risk and technical solutions

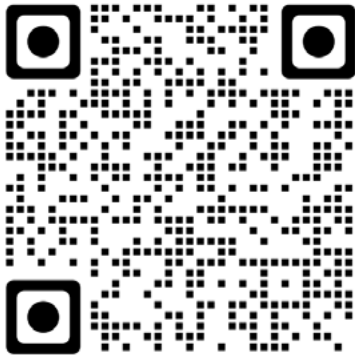
- **Contingency planning:** Mitigate against key dependencies with our knowledge capture tools to ensure a smooth transition
- **Technical solutions:** Technical, legislative and regulatory preparation, support and reviews
- **Cyber resilience:** A managed service which can integrate with your existing file transfer mechanism to deliver key files at regular intervals

What our clients say

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InHouse Plus gives us the flexible resources we need to help us support our members, stay compliant and manage costs.

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Scan the QR code to find out more:
www.wtwco.com/InHousePlus



Proposition highlight — WTW's Settlement Portal

A self-service platform that empowers ex-members without the need for lengthy administration processes, offering:

- A quick, secure portal to pay pension liabilities, such as GMP top-ups, and can be used more extensively
- Secure payments via BACS
- Robust anti-fraud and ID verification controls
- Full audit trail

This helps free up administration teams and helps with project and resource planning.

Contact

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About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organisational resilience, motivate your workforce and maximise performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success — and provide perspective that moves you. Learn more at wtwco.com.



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