

Why we are listening to consumer voices during Pensions Dashboards Week 2024

✓ **As Bravura prepares to kick off Pensions Dashboards Week (PDW) 2024, it seems an opportune moment to set our intentions and what we hope to achieve with this year's programme of events**

We created Pensions Dashboards Week (PDW) as a way to raise awareness, encourage best practice and bust some of the myths around pensions dashboards. This industry-wide initiative is led by us at Bravura and delivered in partnership with the Pensions Management Institute. Taking place between 23 and 27 September, PDW 2024 will feature a range of free online talks, webinars and Q&As involving leading figures in the pensions space. The aim is to get our industry sharing ideas and debating pensions dashboards and coming up with innovations and solutions to support implementation like ISPs (Integration Service Providers) such as Bravura's Dashboards Connect.

Our theme this year is 'The Voice of the Consumer'. We want it to be a moment for pension industry players to pause and reimagine how we can better work together with the ultimate aim of serving consumers better. Some of the topics to be covered in PDW 2024 include how pension scheme members will use dashboards, and what challenges stand in the way.

We will be asking what we can learn from the Netherlands, Belgium and Sweden, all of which have brought in their own versions of pensions dashboards as well as Australia, with its 'pot for life'. We will also explore how AI could help turbocharge the digital experience of dashboards, and how we should handle sensitive customer data. The new Labour government has

announced plans for a wide-ranging pensions review aiming to boost investment and tackle waste in the pensions space, while increasing people's savings pots. Our agenda this year will delve into the government's plans and ask whether we can expect a change of direction on pensions.

The return

PDW returns this year after a two-year hiatus which reflected the Department for Work and Pensions' decision to pause and reset the pensions dashboards programme. We think this year's events will be especially important because the pensions dashboards implementation deadline is fast approaching, so the industry needs to come together and engage on both the big issues and the details.

We are just months away from the first deadline, 30 April 2025, by which time large scheme and providers will need to connect to the pensions dashboards ecosystem.

For regulators and providers, there is still work to be done ahead of this first deadline.

For the Pensions Dashboards Programme, there remains a number of standards to be published as well as guidance on connection and an online connection hub, all expected to be published later this year. The final connection deadline for all pension providers and schemes, large and small, is 31 October 2026.

Pension providers, third-party administrators, schemes and platforms are currently at different stages of connection. There are still decisions to be made and processes to refine around member data cleansing, connection plans and ISP providers. Educational initiatives such as PDW are needed to focus the efforts of all the players involved in making this project a success.

The point of pensions dashboards is to boost to consumer engagement with their pension pots and improve long-term savings rates. The project represents the biggest transformation in the pensions market for a generation, modernising pensions for today's world, so it's vital that we get it right.

We are urging our peers across the pensions space to join us and share their ideas during PDW, because we think collaboration is the key ingredient for success.

✓ **Written by Bravura propositions lead, Jonathan Hawkins**

PDW
23 - 27 September 2024
PENSIONS DASHBOARDS WEEK

- 11:00 | Monday**
Pensions 2045: Understanding the voice of the consumer
Kim Spiller | Rosie Lacey | Elin Tomlinson | Karen Soles | Jonathan Hawkins
- 10:00 | Tuesday**
The Space Race of Pensions Dashboards
Richard Smith | Michelle Lusty | India Dugg
- 10:00 | Wednesday**
Data, AI and dashboards - a match made in heaven?
Rebecca Lawrence | Elin Tomlinson | Adam Wainwright | Lisa Lyon
- 10:00 | Thursday**
Pensions continuity in an uncertain world
Chris Curry | James Jackson | Louise Duffin | Jonathan Hawkins
- 10:00 | Friday**
Pensions Dashboards 101
Jonathan Hawkins | India Dugg

#PDW2024