



INNOVATIVE  
PASSIONATE  
SUPPORTIVE



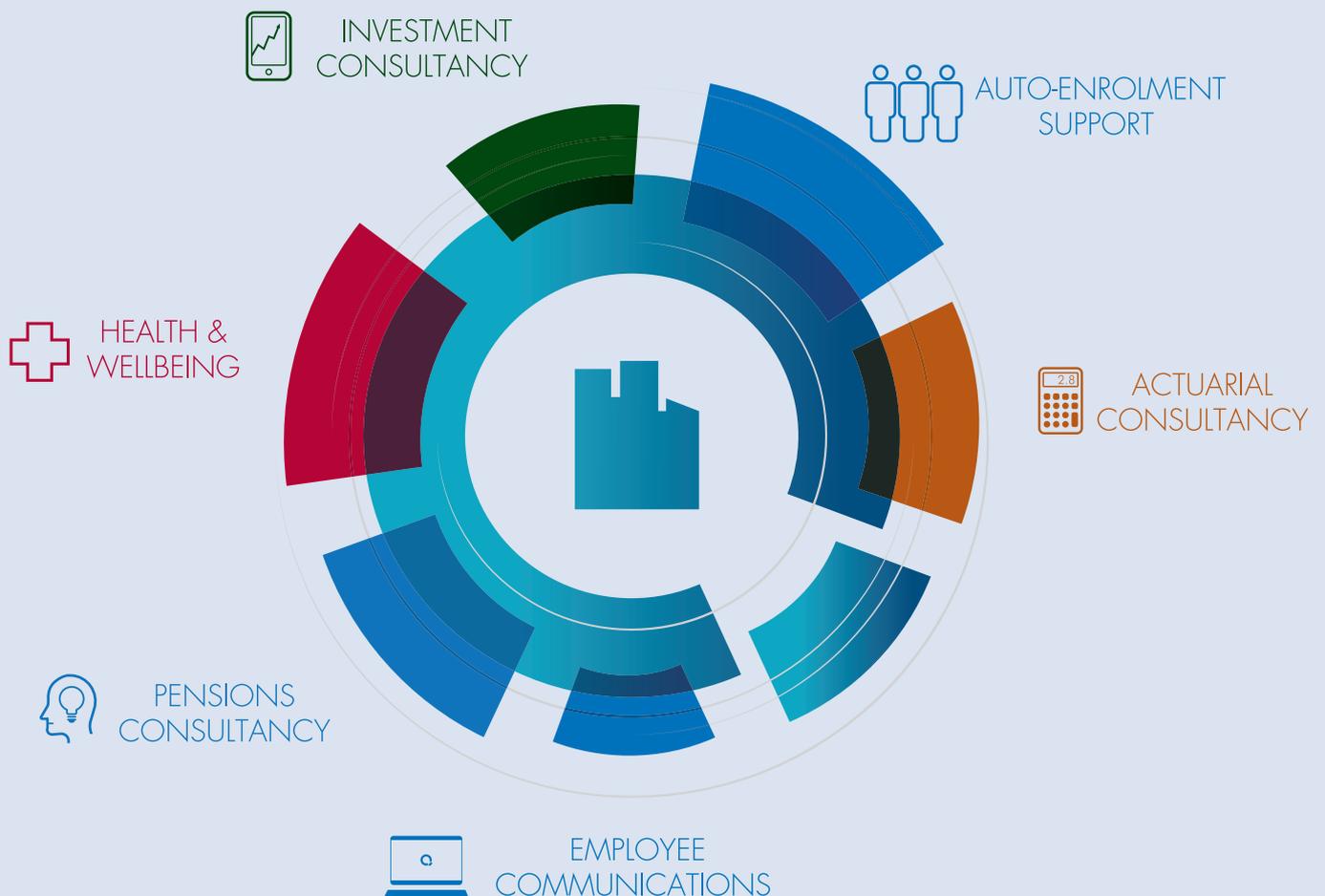
**QUANTUM ADVISORY**  
WORKING IN PARTNERSHIP WITH YOU

[www.quantumadvisory.co.uk](http://www.quantumadvisory.co.uk)

# OUR SERVICES

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## COMPANY SERVICES

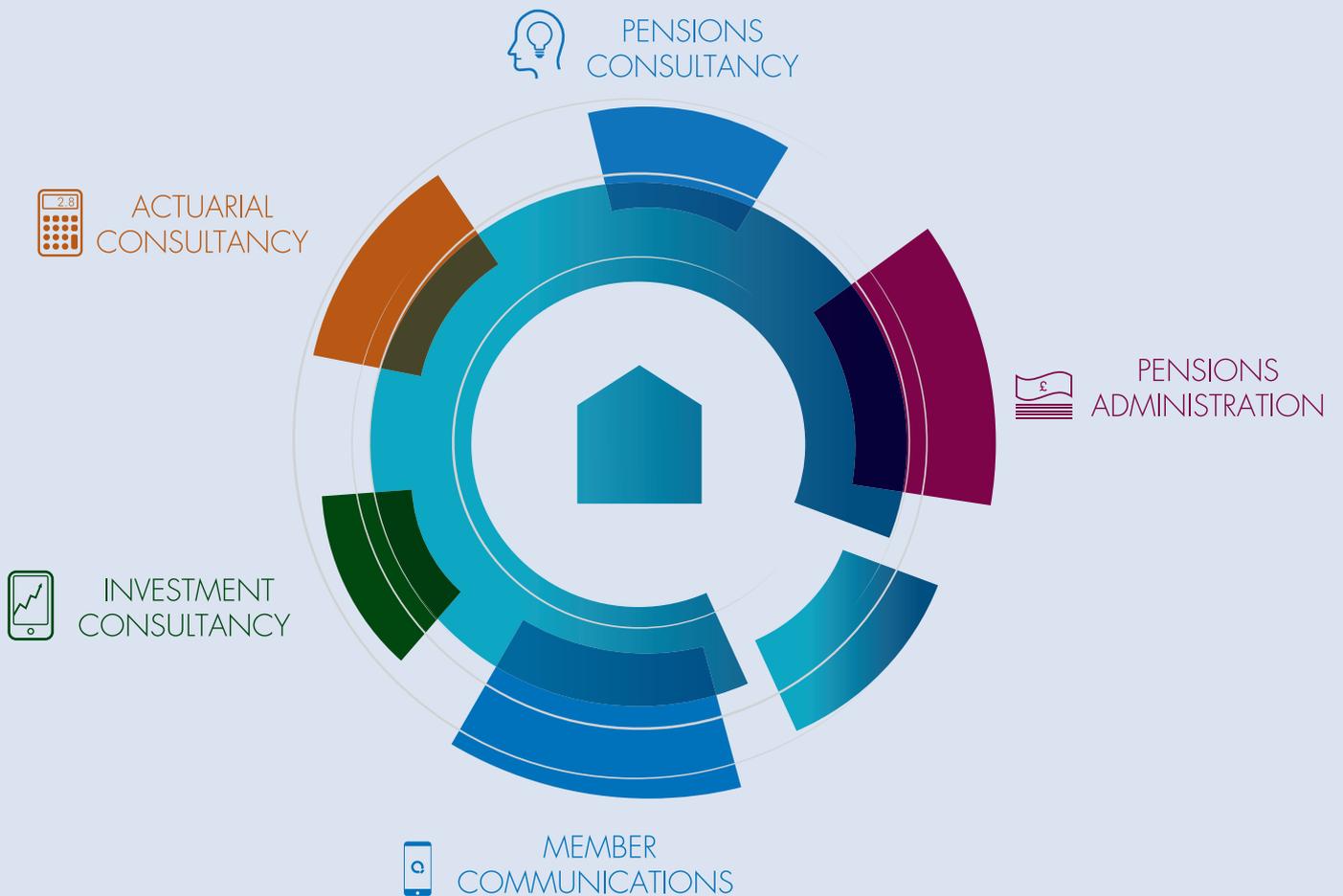




**QUANTUM ADVISORY**

WORKING IN PARTNERSHIP WITH YOU

## TRUSTEE SERVICES





# INTRODUCING QUANTUM ADVISORY

Quantum Advisory is an independent financial services consultancy that provides solution based pension and employee benefit services to employers, scheme trustees and members.

We are a Limited Liability Partnership with five offices in the following locations:

- Amersham
- Bristol
- London
- Birmingham
- Cardiff

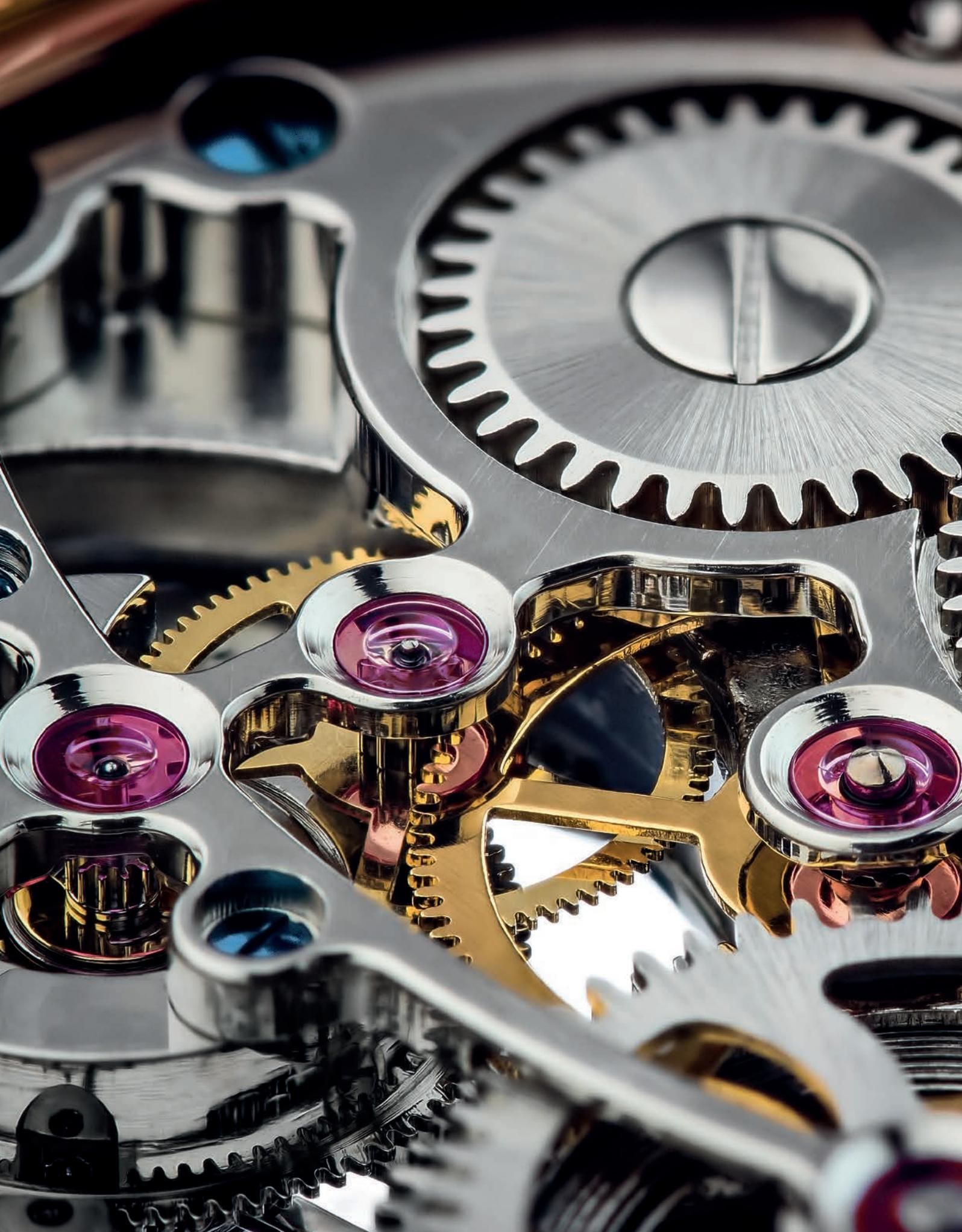
Our goal is to deliver a premium service achieved through our strong focus on employing talented individuals and the introduction and continual development of innovative and robust systems to meet the ever changing needs of our clients. We encourage proactive solution based thinking amongst our employees.

Our business is founded on six core values which govern how we approach our relationships with our clients. We aim to be:

- Innovative
- Hard working and diligent
- Personable and supportive
- Passionate and enthusiastic
- Pragmatic
- Principled

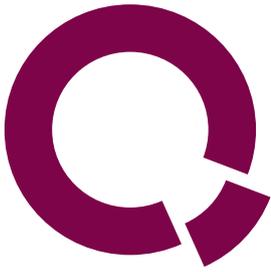
We place great value on long-term client relationships, and as a result we strive to deliver a high quality service at all times. Our objective is to have a strategic business partnership with our clients which is based on professional, open and friendly interaction.

As we are a Limited Liability Partnership free of any strategic business relationships, our clients are able to rest assured that the advice that we provide is not only of the highest quality but also free of any bias.





# PENSIONS ADMINISTRATION

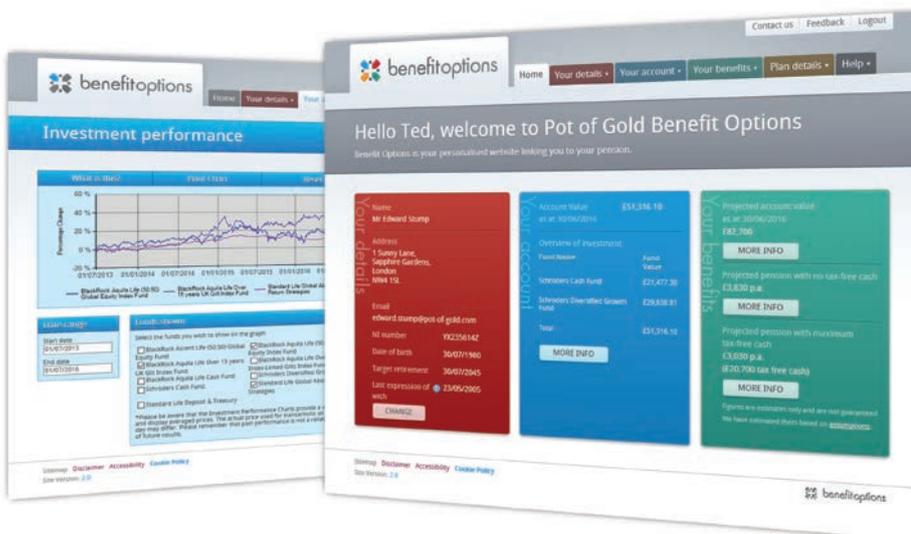


Quantum Advisory has delivered a high-quality pension administration service to clients since inception. It is a core part of our business.

We take pride in our ability to design and operate quality control systems and procedures that ensure consistently high service standards are maintained. We remain flexible and use innovation to meet each of our clients' specific needs.

Our extensive range of administration services can be provided for all types of occupational pension schemes – Defined Benefit (DB), Defined Contribution (DC), Career Average Revalued Earnings (CARE), and hybrid schemes. These can include arrangements that are still open to new members, open or closed to future accrual, in the process of winding up and in PPF assessment periods.

Our web based member platform, **Benefit Options**



QUANTUM ADVISORY

## People

Administration services are provided by teams based in two of our locations – Amersham and Cardiff, and include banking, accounting and payroll. Our administration teams are organised so that each looks after a portfolio of clients, and undertakes all of the administration tasks for those clients – promoting responsibility and providing the opportunity to get to know a client well.

Each team is made up of administrators who have a wide range of experience and skills, enabling us to provide a quality and effective service for our clients. The Team Leaders are responsible for the daily operation of their team – ensuring client service levels are adhered to.

In addition to the administration teams, there are specialists providing centralised support in the following areas:

- Pension scheme accounting
- Pensioner payroll
- System development and testing
- Implementation and maintenance of IT systems
- Procedural reviews and governance

All clients have a dedicated Client Manager, who acts as the key contact in relation to account management and maintains an active dialogue on all issues of quality.

# PENSIONS ADMINISTRATION

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## Pension Administration Software

We use the P3 administration system, chosen for its capabilities and user friendliness. As P3 uses “open architecture” we are able to easily programme ourselves, rather than using external consultants.

This is used in conjunction with the P3 Payroll module – providing complete integration of our pensioner payroll and administration systems.

We provide a web-based member platform, Benefit Options, which integrates directly with P3 and can be customised for individual client needs. Benefit Options allows members to:

- Obtain live annuity quotations
- Model the effect of contribution changes, changes in target retirement date or economic performance
- Monitor investment performance and change investment strategy
- Update personal details
- View generic scheme documentation and personal correspondence e.g. annual benefit statements

Benefit options is available for DB, DC, CARE and hybrid schemes.

## Quality Control

As we are aware of the need to be able to provide independent verification of our quality to existing and prospective clients we have

obtained ISO 9001 and AAF 01/06 accreditations for our administration, accounting and related IT services.

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## SELECTED CASE STUDY

It's an all too familiar story these days to read about members who have lost their retirement savings after being duped by scammers following cold calls and people turning up on their doorstep with transfer forms to complete.

We have rigorous procedures in place to protect members of the schemes we administer and our administration teams are fully trained to ensure they warn members of the dangers of transferring to suspect arrangements.

In one case we contacted a member immediately on receipt of his transfer forms as we recognised the provider as a non-regulated firm who specialise in cold-calling asking to carry out a pensions review. The member acted swiftly to call a halt to proceedings and was very appreciative of our efforts to warn him.

In another two cases, where both members wanted to transfer to the same suspected liberation scheme, we ran a number of checks on the scheme and their named administrators which led us to question the legitimacy of the potential transfer. In addition, incomplete and inconsistent information had been provided by the receiving scheme which raised our suspicions further. As a result of this, a report was made to Action Fraud and the scheme has now been referred to the Pensions Regulator.

A campaigner in the pensions liberation field with whom Quantum has shared information on these cases has said of Quantum “These professionals are giving their time and effort and take a fierce pride in helping to protect their industry which is so heavily abused by scammers and opportunists...”





# INVESTMENT CONSULTANCY



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Uncertain investment markets, continually developing investment solutions, more stringent funding requirements and a greater focus on the covenant of sponsoring employers require the delivery of clear, concise, flexible and well informed investment advice. Our expertise spans DB, DC, CARE and hybrid schemes and delivers material and measurable benefit to trustees and sponsoring employers alike.

Our experienced investment analysts and consultants work closely with pension scheme trustees and sponsoring employers to formulate, implement and monitor bespoke investment solutions to address scheme specific issues.

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## SELECTED CASE STUDY

A newly acquired client faced the following issues:

- the absence of a flexible governance structure to accommodate regular monitoring and timely decision making
- a disconnect between the Scheme's investment strategy (100% equity) and its funding level
- increasingly demanding calls upon the Sponsoring Employer to support four underfunded sister schemes

The first step was to introduce an Investment Sub Committee ("ISC") and to support this through the delivery of bespoke trustee training sessions. This resulted in a more efficient and responsive governance structure.

The next step was to align the Scheme's investment strategy with its funding level. This was achieved by undertaking an Asset Liability Modelling exercise, the

outcome of which was to replace the Scheme's equity holding with a suitable diversified growth fund and an allocation to UK Gilts (as part of a dedicated liability matching portfolio).

A subsequent migration of the Scheme's UK Gilt holding a Liability Driven Investment ("LDI") strategy allowed the Scheme to achieve a higher proportion of funding level protection, whilst simultaneously allowing further investment in two additional diversified growth funds to further improve levels of diversification.

Most recently, a dynamic de-risking strategy was formulated to deliver improvements in funding level protection as the Scheme's funding level improves.

These changes to the Scheme's investment strategy continue to deliver material and demonstrable benefits to the Trustees, Sponsoring Employer and ultimately Scheme members.

# INVESTMENT CONSULTANCY

## Investment Consulting

Our investment advice is always cognisant of the objectives and constraints that our clients face, whether they be trustee boards or sponsoring employers. Our investment consulting capabilities include:

- Strategy reviews
- Strategy implementation
- Monitoring and reporting
- Proactive advice based upon our latest thinking, market developments and regulatory change

Use of our funding and investment tool, **QuantiFI**, supports the delivery of clear and effective analysis of scheme investment strategies.

**QuantiFI** allows real-time analysis of:

- Funding level activity – past, present and projected into the future
- Identification of de-risking triggers
- Sensitivity analysis and impact upon recovery plans
- Disaggregation of key risk drivers

## Fiduciary Consulting

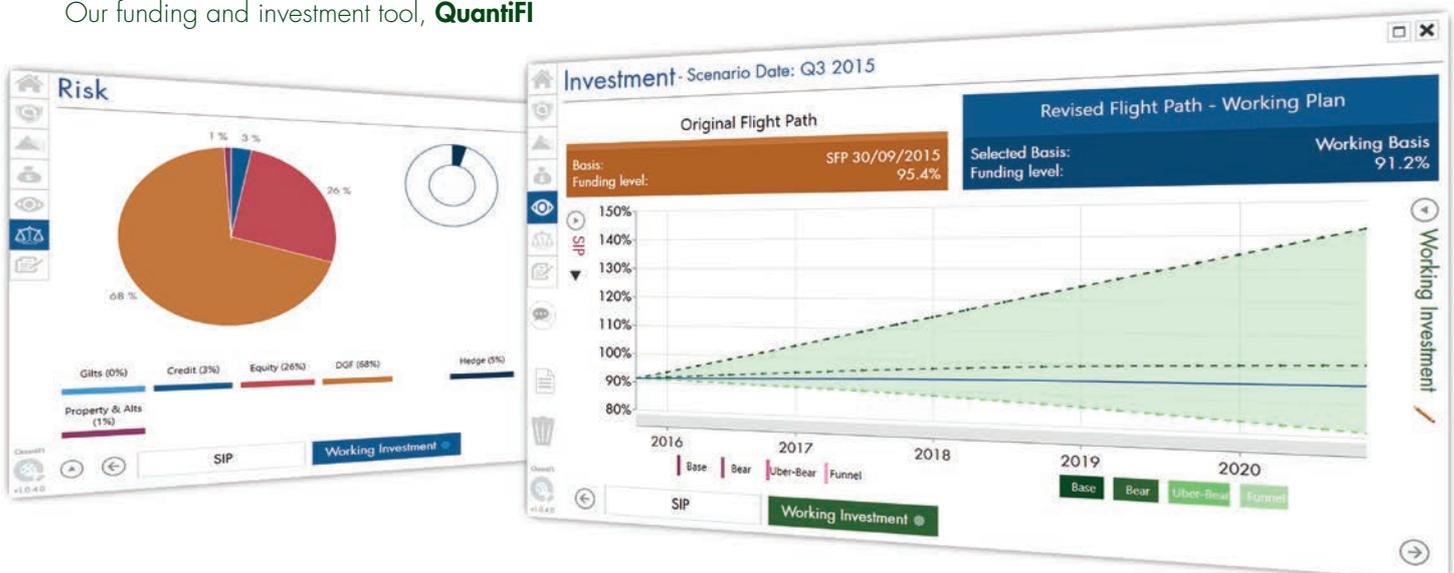
Our Fiduciary Consulting service enables trustees to pro-actively manage their assets and liabilities on an ongoing basis by monitoring movements in funding levels. Daily funding level and interest rate trigger monitoring allows trustees to “lock in” funding level improvements when they occur.

## Fiduciary Manager Governance

Our fiduciary manager governance service enables trustees to receive an independent perspective not only during the fiduciary manager procurement process, but also on an ongoing basis to ensure that the appointed manager delivers value over the long-term.

Our investment service offering to employers gives senior management the advice and guidance they need to support their discussions with trustees and to understand any potential implications for their business. Our independent and strategic advice helps sponsoring employers to manage risk, protect profits and develop collaborative relations with trustee boards.

Our funding and investment tool, **QuantiFI**





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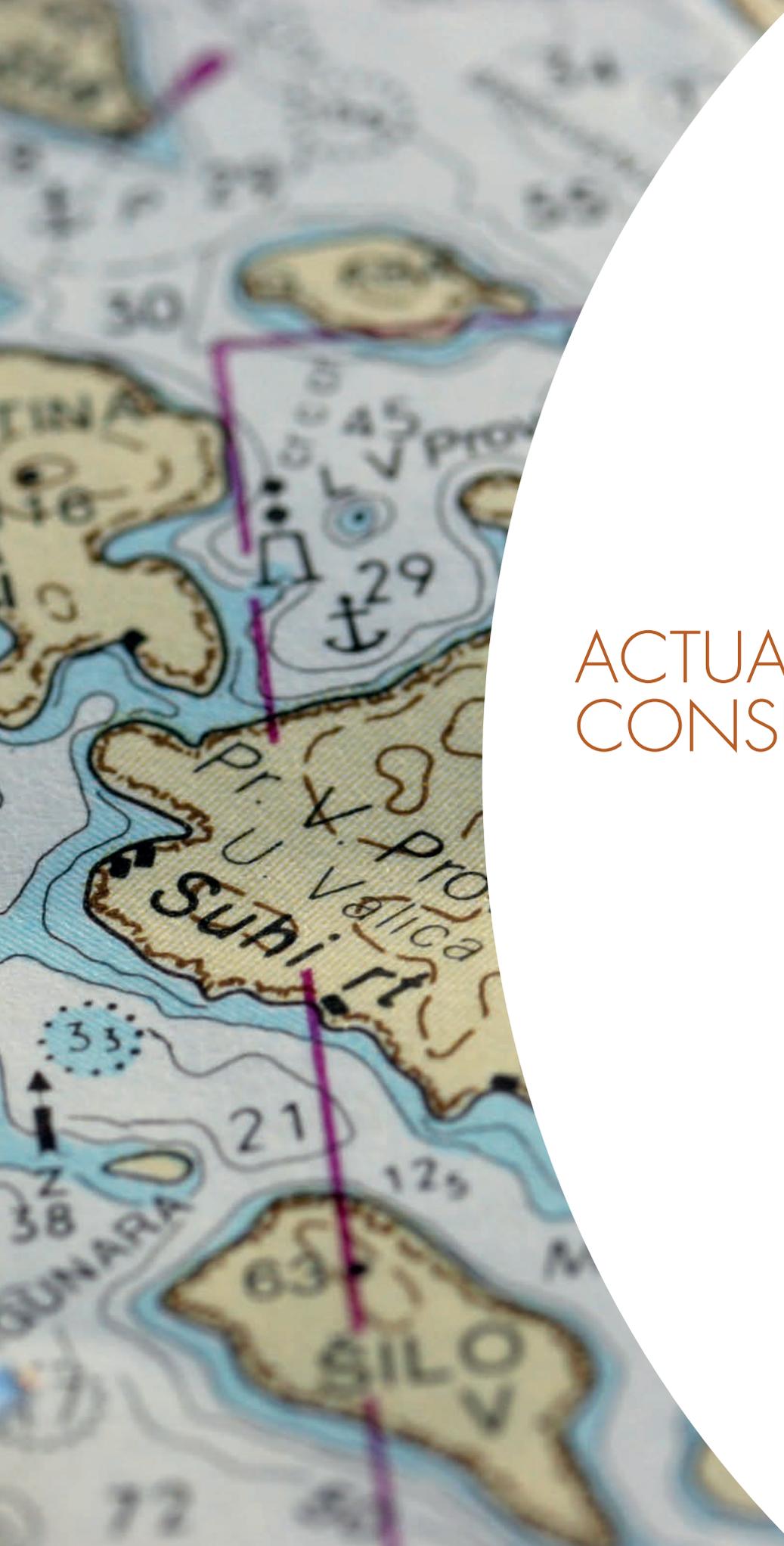
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# ACTUARIAL CONSULTANCY



The increasing focus placed upon scheme funding by the Pensions Regulator has made the provision of high quality, yet pragmatic, actuarial advice more important than ever. Our actuaries provide strategic and day-to-day actuarial consulting advice for a wide range of occupational pension schemes, combining their experience and technical capabilities to deliver tailored scheme funding solutions.

## Actuarial Consulting

Our experience in the delivery of actuarial advice is considerable. Our teams can provide advice on:

- Triennial valuations and funding updates using our internally developed funding and investment tool **QuantiFI**
- Complex member calculations e.g. benefit augmentations
- Scheme design issues

## SELECTED CASE STUDY

A not-for-profit organisation was becoming progressively more frustrated with its increasing (and increasingly volatile) contribution commitments to its defined benefit pension scheme, both in respect of the future accrual of active members and the repayment of a sizeable deficit.

Following consideration of professional advice, the sponsoring employer proposed the use of an Asset-Backed Contribution (ABC) structure. A large one-off employer contribution was paid into the Scheme, which was subsequently invested in solar farm assets via a Scottish Limited Partnership (SLP). The ABC arrangement entitled the Scheme to receive a stable, inflation-linked income stream for a period of twenty years.

A discounted value of the stream of income was included as an asset of the Scheme within the annual Trustee Report and Accounts, immediately replacing the funding deficit with a surplus.

During the next funding valuation, the Scheme Actuary needed to ensure that the funding decisions reached

by the Trustees were in accordance with the relevant guidance. Despite the Scheme being in a surplus position, the ABC arrangement was viewed on an “unpacked” basis whereby the value in the accounts is disregarded and the future payments are treated as a funding stream (effectively a Recovery Plan funded by the ABC arrangement). As such, the issues that trustees typically consider when putting in place a Recovery Plan were also applied to the ABC arrangement e.g. the timing and amount of contributions, likelihood of payments remaining affordable to the ABC arrangement, potential impact of sponsor insolvency and whether the solar park could continue to provide value to the Scheme.

Despite being faced with these additional layers of complexity, the Scheme Actuary was able to implement an efficient, transparent and collaborative process to enable the conclusion of funding decisions within six months of the valuation date on a basis that was favourable to both the Trustees and the Sponsoring Employer.

# ACTUARIAL CONSULTANCY

- Schemes in wind-up
- Pension Protection Fund Levy assessment and mitigation
- Actuarial factor reviews
- Changes in legislation and market developments

Pension issues are not only the preserve of trustees. Funding a pension scheme for its employees is a major commitment by an employer and one which can have a material impact upon an employer's business strategy and targeted profitability.

## Advice areas

### Expert second opinion

We can review and comment upon advice received by sponsoring employers and trustees from primary advisers. A second pair of eyes and different perspective on matters can help identify new alternative opportunities and efficiencies.

### Accounting

Under current accounting standards, pension scheme performance has a direct effect on company profitability, as any surplus or deficit has to appear on a company's balance sheet. We have extensive experience in providing pension accounting calculations and advice for UK company accounts (FRS102), EU (IAS19), US (FAS87) and Canadian (CICA) parent companies.

### Mergers and acquisitions

Pension schemes and other employee benefit liabilities are an important part of any corporate transaction. We provide specialist advice in this area to you so you can ascertain whether the pension scheme of the company you may be looking to acquire is critical to a transaction. Once any deal is complete, we can assist with setting up the new arrangements,

the design, communication and implementation of the changes, along with any changes required to the scheme's investment strategy. We can also work with you to ensure the pension scheme continues to run efficiently by providing ongoing management assistance.

### Buy-Ins and Buy-Outs

We have extensive experience in assisting trustees and employers in securing their pension scheme liabilities with an annuity insurer through the use of buy-out and buy-in policies.

### Liability Management Exercises

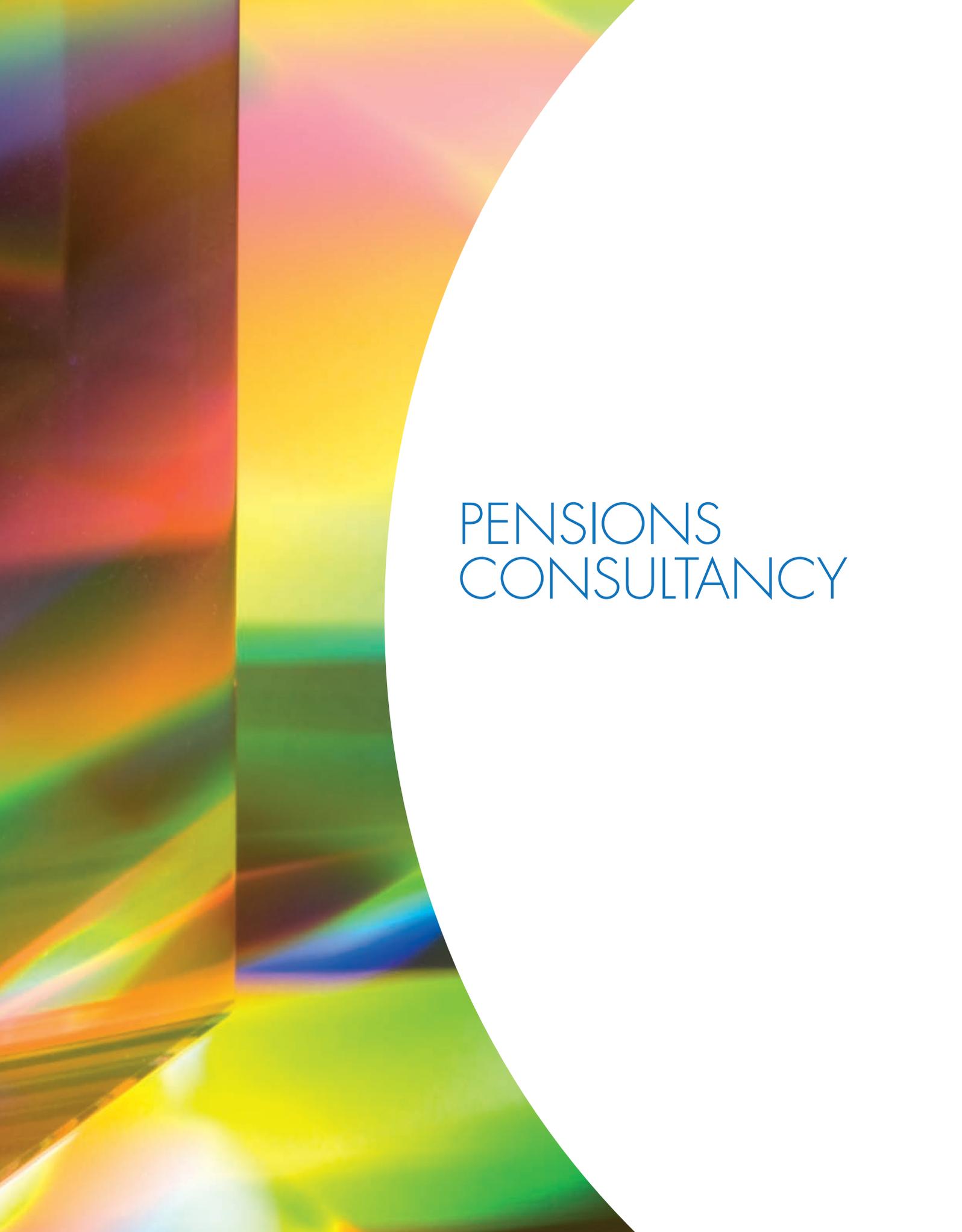
We have worked with a number of clients to reduce their scheme liabilities by undertaking Pension Increase Exchange and Enhanced Transfer Value Exercises, delivering material reductions to scheme liabilities and by association funding obligations.

Our funding and investment tool, **QuantiFI**



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The background features a vertical strip of vibrant, multi-colored light patterns on the left, transitioning into a large, white, curved shape on the right. The colors include shades of purple, blue, green, yellow, and orange, creating a dynamic and modern aesthetic.

# PENSIONS CONSULTANCY



# PENSIONS CONSULTANCY

Our talented consultants work in an environment that allows them to devote time to analyse the objectives and constraints of their clients, enabling them to deliver bespoke consultancy advice of the highest quality. Our experience covers both trust-based and contract-based pension schemes.

We recognise that providing a pension for employees represents one of an employer's biggest costs, both in terms of money and resource. We work with our clients to ensure that they achieve the maximum possible return on their employee benefit spend so that their pension scheme attracts, retains and is appreciated by their employees.

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## SELECTED CASE STUDY

Whilst the introduction of auto-enrolment has been a positive step towards promoting greater individual responsibility for retirement planning, it is widely accepted that the current minimum contribution levels are not sufficient to support the type of retirement that many aspire to.

One of our clients, a well-known electronics manufacturer, was keen to ensure that its employees understood the importance of making adequate pension contributions throughout their working life, regardless of age. A comprehensive communications exercise using various forms of media, combined with the introduction of a SMART pensions facility, resulted in a substantial increase in the level of employee and/or employer contributions.

In addition to improving contribution levels, the exercise has also resulted in improved levels of employee engagement and staff appreciation of their employer's pension offering.

A great combination for improving the retirement outcomes for employees!

## Pensions Consultancy

Our clients rely upon us to guide them through the maze of pensions legislation in a manner that recognises their culture, objectives and constraints, which is why we only raise an issue with our clients if it is of relevance to them.

We firmly believe that the delivery of consultancy advice should be a proactive and collaborative process that delivers meaningful and measurable results.

## Automatic Enrolment Support

The introduction of automatic enrolment from 1 October 2012 placed a legal requirement on employers to provide a compliant pension scheme for employees who satisfied prescribed eligibility criteria.

We can help employers to not only meet their auto-enrolment obligations, but also to do so in a way that recognises their values and strategic goals by:

- Advising upon amendments necessary to your existing pension arrangements to make them auto-enrolment compliant
- Advising upon and implementing alternative pension arrangements if these provide a more preferable solution than your existing pension scheme

Our online governance tool, **QView**



- Preparing compliant auto-enrolment communications, including employee presentations

Our bespoke advice not only ensures that you will satisfy your auto-enrolment obligations, but that the solution you decide to use reflects your unique circumstances.

## Pension Scheme Design

We have a proven track record in this area. Our ability to think outside the norm, engage with key stakeholders and project manage change within a time frame and budget that suits your circumstances means that change need not be as daunting as first thought.

The drivers for change vary from employer to employer but they normally fall within the following areas:

- The ability to provide ongoing financial support, in terms of funding deficits and future benefit accruals
- Concerns that an existing pension arrangement may not adhere to existing and/or forthcoming legislative changes
- A desire to attract, retain and incentivise key employees
- A need to harmonise pension provision following corporate activity

A thorough review of your current arrangement(s) will enable us to formulate advice that addresses your specific issues. Alignment of your pensions strategy with your corporate values and strategic goals will ensure that a consistent message is communicated to your employees across your business.

## Defined Contribution Governance

At Quantum we believe that good governance and achievement of good member outcomes need not cost the earth. Our experienced consultants are passionate about pensions and will take the time to understand your specific circumstances and use this to deliver high quality, relevant and cost effective advice that will benefit you and your members.

In simple terms, the good governance of a defined contribution pension scheme is dependent upon a number of areas:

- Robust governance processes and procedures
- Provision of appropriate investment options
- Competitive charging
- Relevant and engaging member communications

## Trustee Support Services

### Secretarial services

We are able to provide full secretarial services to complement our consultancy and administration offerings, or as a standalone service.

Our secretarial services include:

- Liaison with third party service providers
- Preparation and issue of trustee meeting packs (hard copy or electronic)
- Attendance at trustee meetings
- Preparation and circulation of trustee meeting papers
- Management of trustee meeting action points
- Use of our online governance tool, **QView**

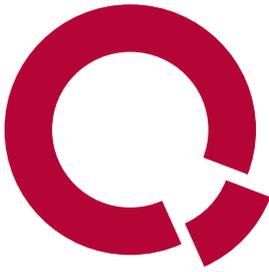
### Trustee training

We provide general and scheme-specific trustee training and consultancy through modular training courses. Our generic one-day courses provide a solid grounding in trust and pension law, investment and funding principles, and how to be an effective trustee. Our scheme-specific training offers a tailored package, depending on your needs. Both types of training are suitable for new trustees and experienced trustees alike.





# HEALTH & WELLBEING



## HEALTH & WELLBEING

Ensuring that the health and wellbeing services that you offer employees are relevant in today's market, insured as required and well managed and supported is a key part of our service offering. The services included in our health and wellbeing offering are detailed on the right – and some or all are likely to form a key part of your employee benefit offering – helping you to ensure that the benefit package you offer is competitive.

We are independent of any one provider, and believe that a key element of our health and wellbeing offering stems from the good relationships we maintain with all of our business partners – working hard with all group risk providers to understand their business and the particular strengths of their insurance offering. This gives us the ability to “match” clients with insurers which are suited by common business aims.

We assess the group risk insurance market, researching developments which may stem from legislative change, or market competition, and keep clients abreast of any changes which may be required to existing arrangements.

Our expert team are well versed in auditing existing arrangements, carrying out market reviews which encompass products, providers and the cover in place to ensure that they remain fit for purpose, and providing ongoing administration which include the renewal process and assisting with claims as required.

### Health & Wellbeing consultancy

By combining our detailed knowledge of the protection market with a good understanding of your business, we can deliver advice that delivers value for money in terms of premium spend, quality of administrative support and product choice.

### Group life assurance

We can secure group policies at very competitive rates, and assist with placement, underwriting requirements and reviewing policy documentation. In the event of a claim occurring our team of administrators will help with the process to ensure settlement in a timely manner.

### Excepted and relevant life cover

A number of clients have established policies for key employees who have applied for a form of Lifetime Allowance protection – ensuring that the benefit payment in the event of a claim does not attract unnecessary tax charges.

### Group dental insurance

This cover is growing in popularity – offering employees to improve their dental and general health, all at a competitive cost.

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## SELECTED CASE STUDY

As part of the market review process we engage with our clients regarding their business operating practices and any changes that have occurred since the last review.

During an initial review for a client, it came to light that although they had low levels of employees undertaking overseas travel, they did have an annual incentive for sales staff which resulted in an overseas group trip for successful employees. At the time of negotiating terms for cover with the holding insurer, we were surprised to see that whilst the main event limit for the Scheme was more than adequate, the travel event limit offered was inadequate and would not have covered the group of employees travelling overseas as a result of the sales incentive.

As a result of the above, we were able to work with the holding insurer to ensure that an adequate travel event limit was put in place, while the full market review was completed.

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### Long term disability insurance

Assistance can be provided with traditional, or innovative, cover arrangements – with the opportunity to utilise the excellent intervention services now offered by certain insurers. These provide support and assistance to both companies and their employees by helping those who are able to return to work in a timely manner. Over the longer term these benefits can lead to positive real returns on your premium investment.

### Private medical insurance

By helping you access quality cover and innovative solutions, your employees can access appropriate care quickly, minimising time out of work and creating a culture of employee loyalty.

### Group critical insurance

These policies recognise changing patterns in general health and illnesses, and the impact on an employee of being diagnosed with a serious illness. Group critical illness helps employees deal with these challenges by providing financial assistance when required – the use to which it is put (for example unexpected childcare demands) can be determined by the individual.

### Health screening

Many companies are choosing to implement health screening programmes for their senior, if not all, employees. Helping individuals understand and manage their own health can help to avoid unexpected events delaying or stopping business processes in the event of an unforeseen absence. Health screening may also pick up previously undiagnosed ailments – leading to early treatment – again a positive for both the employer and the individual themselves.

### Health cash plans

Such policies allow all employees to benefit from health care that is more proactive than the NHS. Given the increase in demands on the NHS, this benefit can have a positive impact on the health and wellbeing of your employees and associated business productivity. Rates for providing such cover are very competitive, particularly when compared to a corporate private medical insurance policy.

### Employee assistance programmes (EAP)

EAP provides employees with a means of accessing support and guidance for personal matters of concern, aiding their general health and wellbeing, and as such the provision of such a facility is now regarded by a number of employers as helping to fulfil an essential duty of care requirement.

### International benefits and multinational pooling

Increasingly companies are finding themselves part of a multinational or global organisation, with mobile employees. This does present challenges from a HR, benefits and compensation perspective, and our health and wellbeing team can assist with implementing a package that can meet both the employer and the employees' needs.

## Your local contact

We have offices in Amersham, Birmingham, Bristol, Cardiff and London.  
Call us to see how we can help with your pensions and employee benefit challenges.

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# QUANTUM ADVISORY

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