



# Auto Enrolment? Consider it done.

**Creative Auto Enrolment Pension | Creative Pension Trust**



part of the Cushon group

[creativepensiontrust.co.uk](http://creativepensiontrust.co.uk)

# Starting up or scaling up?



Auto Enrolment? Consider it done.

## Don't let auto enrolment stand in your way

We get it. You didn't go into business to become a pensions expert. And whether you're just starting out or scaling up, your time is too precious to focus on anything other than growth.

Auto enrolment might sound simple enough, but the reality is far from it. Once you employ your first member of staff you'll need to establish a suitable pension, manage a range of legal duties and tasks each time you pay your employees, and keep detailed records.

Getting all this right takes time. Getting it wrong risks a significant fine from the Pensions Regulator.

That's where we come in.



Authorised







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# Creative Auto Enrolment Pension

## by Creative Pension Trust

Creative Pension Trust offers you a complete and all-inclusive auto enrolment pension - one solution that takes all the responsibilities and requirements off your desk, handing you back your time, saving you money and hassle - so you can be free to do your thing.

93%

Call time satisfaction<sup>1</sup>

95%

Call experience satisfaction<sup>2</sup>

97%

Callers that would recommend us<sup>3</sup>



## Save time

### Guaranteed acceptance

We welcome all UK employers of all sizes and any sector. There's no faffing around, no haggling and no application process – just a great deal for you and your employees.

### Quick setup

No previous experience needed and no complicated questions to answer. We'll set up your scheme so it meets all the legal requirements demanded of you.

### Once and done

After every payroll, our system walks you through an end-to-end process to assess employees, validate contributions are correct, auto enrol employees and issue communications.

### Looking after you

Once you're up and running, we'll file all the relevant paperwork with the Pensions Regulator and keep it up to date so they know you're on top of your legal obligations.

<sup>1,2</sup>Jan 2020 Customer Satisfaction Survey. <sup>3</sup>Nov 2020 Customer Satisfaction Survey.



## Save money

### Creative Compliance Guarantee

We know most people don't want to be a pension expert, so our process is designed to ensure you can't get it wrong, so no risking a hefty fine from the Pensions Regulator.



### Low cost, high value

You get the same great value and level of service as any other employer – however large or small – thanks to our modern, multi-employer master trust workplace pension.

### Managed by experts

Running a workplace pension responsibly can be costly and involve expensive external consultants. Our experts work tirelessly behind the scenes to do everything for you.

### A valuable benefit

To make sure your workplace pension is a valuable employee benefit, our experts communicate helpful and insightful information to members so they can take control of their financial wellbeing.



## Save hassle

### Creative Payday Guarantee

Our unique process takes place after you close your payroll, so there's no risk of auto enrolment issues preventing you from paying your people on time.



### Reliable, secure, cloud-based

Our system requires no installation, is always up to date and works with all modern payroll systems. No costly extras. No fiddly plugins required.

### Friendly help, on hand

Our experts live and breathe auto enrolment, so you don't have to. Help with any questions or challenges is just a call away so you can confidently get the job done every time.

### Employee-friendly simplicity

Many pensions are confusing and complex. To save you from needing to know all the answers, we've designed our scheme to be user-friendly and easy-to-understand.



# Auto Enrolment

## The ins and outs

### When does auto enrolment apply?

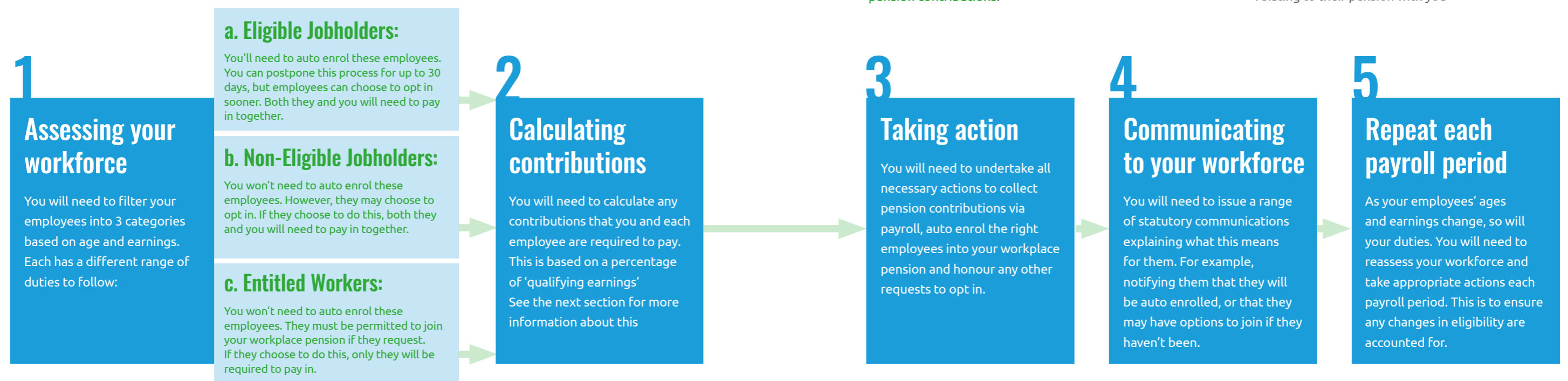
If you're hiring your first employee, you'll need to start meeting all the legal duties auto enrolment requires of you as an employer from the first day your new employee(s) start. This is known as your 'duties start date'.

### What do you need?

You'll need a reliable system to manage your regular auto enrolment duties which take place each payroll period and a qualifying workplace pension ready to offer employees.

### What duties do you need to perform regularly?

Once you reach your duties start date, you'll need to perform a range of tasks every payroll period, including:



## The simpler, faster, safer alternative



Our Creative Auto Enrolment Pension plan is designed for the needs of young businesses. It does all of this work for you.

Combining an end-to-end auto enrolment system that handles all your regular duties with Creative Pension Trust, our established workplace pension, we can ensure you stay fully compliant, keeping your pension admin in check so you can get back to business.

### What do you have to pay in?

This is based on a percentage of 'qualifying earnings'. Both qualifying earnings and minimum auto enrolment contributions are subject to annual reviews by the government.



Visit the Pensions Regulator's website for information on [current qualifying earnings thresholds](#) and information on [current minimum auto enrolment pension contributions](#).

### What other duties do you need to perform?

In addition to the duties you'll need to perform each payroll period, you will also need to make time for:

- Registering your 'declaration of compliance' with the Pensions Regulator once you've started your duties
- Re-certifying your compliance every 3 years
- Re-enrolling employees that choose to leave your workplace pension once every 3 years or so
- Keeping detailed, auditable records of the processes described on this page, which must readily be available to the regulator upon request
- Supporting employees and handling any questions relating to their pension with you

# Our solution

## How we guarantee your compliance

Whether you manage your own payroll, or you have an external accountant or payroll provider to do it for you, you're in good company with us.

We support over 15,000 employers and 16,000 individual payrolls and, because we work with over 1,700 accountants and payroll providers throughout the UK, most payroll software works with our cloud-based portal without any extra work.

Here are just some of the payroll systems we work with:



## Our once and done process

We solve the auto enrolment challenge with a simple, step-by-step approach which guarantees your compliance, so you can get back to running your business with confidence.

### 1. Close your payroll

Because everybody needs to be paid on time, our unique process runs after you close payroll. When you're done, download your payroll file.

### 2. Login to our portal

### 3. Upload your payroll file

### 4. Data validation

We will check your payroll file for any changes, such as new employees and leavers, and anything that doesn't look right which could lead to errors. You can access a handy report to easily make any changes required before the next step. This ensures small errors don't develop into major challenges later on.

### 5. Summary

We will show you how employees have been assessed for auto enrolment, providing an at-a-glance summary on screen so you can see any changes since your last payroll.

### 6. Contribution validation

Unlike other providers, we take a thorough 'belt and braces' approach to ensure nothing can go wrong. We will check your payroll file to ensure all pension contributions are correct. Any underpayments are immediately brought to your attention and must be corrected within 3 payroll cycles, keeping you compliant and protecting your organisation from any regulatory action.

### 7. Finishing up

So long as you've got all the contact information for your employees, all you have to do is hit finish and we'll take care of the rest. Employees will receive the relevant communication based on their age and earnings explaining auto enrolment and their options. You'll be able to download a changes report detailing anything that will need to be amended on your next payroll run.

And if you have a question or hit a challenge along the way, our dedicated team are standing by to get you moving again.



# Rethinking workplace pensions

## Run for you by experts

We've rethought workplace pensions for the 21st century.

It hasn't always been the case that every employer must provide a workplace pension. Although large employers have traditionally provided them, the running costs have been substantial and the requirements complex.

Thankfully, times have changed, and we've rethought workplace pensions so they're manageable for every employer.

There's no need to become a pension expert. Everything that needs to happen, happens – and we manage it all for you. And, although not all pensions are compliant with auto enrolment, it goes without saying that ours is, so you're good to go.

Auto Enrolment? Consider it done.

# 15,000 reasons why...

## ...you're in good company with us

By choosing our Creative Auto Enrolment Pension plan, you're joining over 15,000 other businesses who benefit from our multi-employer workplace pension.

Unlike traditional occupational pensions our multi-employer scheme, known as a Master Trust, is run on behalf of all participating employers for the benefit of their employees. This not only frees employers from the complexities of running their own workplace pension, it also offers a range of fantastic benefits:

### No barrier to entry

We accept all employers at a single, low monthly cost to provide auto enrolment compliance and no charge to employers to join our workplace pension.

### Employee friendly

Pensions aren't known for being straightforward. That's why we've built our scheme differently, with online account access, a helpful member website and clear, regular communications, quality investments as standard powered by global specialists, and a range of ways to draw money in retirement.

### Low member charges

Rather than having to negotiate individually with a traditional pension provider, our scheme provides one simple set of very competitive, low member charges for all.

### Access to global expertise

By serving employers in the thousands from across the UK, our scale and the economies it provides mean we can access global grade expertise to manage members' investments at a fraction of the price it would otherwise be.

### Professional management

Running a workplace pension requires a range of costly expertise, professional qualifications, and regulatory commitments. With hundreds of years of collective experience, our team undertakes all the work to meet these requirements, so you don't have to.

With such accessible and comprehensive expertise, our Creative Auto Enrolment Pension plan for young businesses offers you a robust, compliant, quality workplace pension built for the needs of modern employers and their workforces. When you join us, you're in good company.



# Our expertise

## Who's behind Creative Pension Trust?

We've partnered with leaders in their respective fields to provide a workplace pension designed with you in mind.

### Investments powered by:



Our investments are carefully designed to work hard for members' savings while helping care for the future of the planet.

### Scheme oversight provided by:



Creative Pension Trust operates under a legal trust, run for the benefit of all members, overseen and safeguarded by our Board of Trustees.

### Scheme designer and sponsor:



part of the Cushon group

Creative is a leading financial services organisation specialising in the design, management and governance of multi-employer workplace pensions.

### We're registered, regulated and accredited

Creative Pension Trust is approved by HMRC and authorised and regulated by the Pensions Regulator. As one of the largest schemes of its kind in the UK, we meet or exceed the rigorous quality standards demanded of multi-employer schemes and work closely with our regulators to ensure transparent, fair and professional management for the benefit of all participating employers and members.



Creative Pension Trust is additionally accredited by the Master Trust Assurance Framework (MAF), which was developed by the Institute of Chartered Accountants (ICAEW) and the Pensions Regulator. This voluntary accreditation provides a further independent review of our Master Trust against additional, industrywide quality standards.





# How it works

## Our employer experience

We've designed the employer experience to be as effective and easy to manage as possible. Read on to find out more about what you can expect.

### Auto enrolment ready



Our scheme was designed from the ground up with auto enrolment in mind. This means you'll never need worry about ensuring it continues to meet the regulatory requirements, because we do this for you:

- We integrate with robust, online auto enrolment assessment software, ensuring you can't go wrong when it comes to assessing your workforce and paying the correct contributions
- Our standard member charges are significantly less than the legal limits providing members with a fantastic, low cost way to save towards their future
- The scheme provides a default investment for members' money, as required by law, making it easy for members to confidently save without needing to make their own investment choices
- Contributions are collected automatically by Direct Debit, so they reach members' accounts within the legally required timelines

### Giving you and your employees a tax break



As an HMRC approved occupational pension scheme, Creative Pension Trust offers favourable tax advantages to you and employees, giving you a valuable and cost effective employee benefit offering and employees a highly efficient way to save:

- Your contributions into your employees' pensions are an allowable business expense for corporation tax
- Employees that pay income tax receive a significant boost from the tax man when they pay in. In fact, for every £20 they pay in, just £16 comes out of their pay packet if they are a basic rate taxpayer. If they pay higher rate tax, it's just £12
- Our scheme uses a Net Pay basis, meaning employees who can benefit from tax relief do so straight away. There's no need for them to file tax returns to get the full benefit of tax relief



There is no employer charge to pay – just one low, flat monthly fee to handle all your auto enrolment duties.

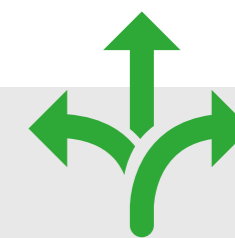
### Quality investments managed on your behalf



We provide a range of robust and well-managed investments designed to support a range of member requirements – from those that don't want to make investment decisions to those with specific requirements:

- As a qualifying auto enrolment scheme, we provide a quality pre-selected investment, known as a 'default investment strategy', so members can save for the future even if they are not confident making investment decisions
- We offer a straightforward and uncomplicated range of alternatives to meet a range of other member needs and personal requirements

### Flexible member choices and support



We support members at every stage of their career. From getting started, saving with us, through to retirement and beyond, our services and support are thoughtfully designed, ensuring your focus can remain on growing your business:

- Members receive online access to their accounts so they can update, administer and check-in on their pension when it's convenient
- We provide a wide range of member how-to guides, financial education and information on our web-based Member Help Centre so you can confidently refer members to us for any help or further information
- We provide a range of retirement choices, which includes a flexible option for members who want to continue working for you part time
- Regular communications and pension statements are issued by us, so there's nothing you need to issue manually to your employees

# How it works

## Our member experience

We've optimised the member experience to be as straightforward, friendly and easy to understand as possible. Read on to find out more about what your employees can expect as members.

### A highly effective way to save

Auto enrolment exists because the UK workforce isn't saving enough for retirement and the full state pension is very low. Our workplace pension provides a highly efficient way for members to save together with their employers:

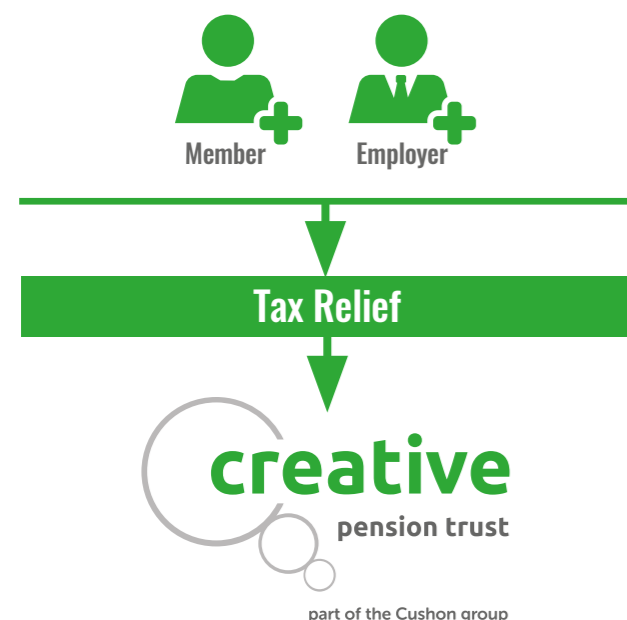
- When they pay in, so do you. So long as employees choose to save each month from their pay, employers must pay in too. There are legal minimums and both they and you can choose to pay in more if you choose to. The addition of employer contributions makes a workplace pension a very effective way to save for the future

- Our standard member charges are significantly less than the legal limits providing members a fantastic, low cost way to save towards their future
- Contributions are collected directly from members' pay, so there are no forms to fill in and no setup

### Investment choices for a range of needs

We offer members:

- Access to a pre-selected 'default investment strategy' that enables us to make investment decisions for members who are not confident doing so themselves. In fact, over 98% of our members trust us to do this on their behalf
- Members with faith-based investment requirements can choose our Islamic fund, which is fully compliant with Islamic Shariah principles
- We are proud to offer an Ethical fund for members who are concerned to ensure their money is only invested in companies with strong environmental, social and governance practices



## Online account access, support and information

We are a digital-first workplace pension and strive to ensure members have access to their account and any supportive information and services at their fingertips, including:

- Online account access for every member via the [Creative Pension Trust Member Portal](#), to administer, update and check on the progress of their pension pots
- A web-based Member Help Centre filled with useful information, regular updates, videos and how-to guides
- An easy means to combine old pensions from previous jobs into our low-cost workplace pension



## Easy-to-understand member guides and communications

We want our members to have confidence when saving for the future, so we've pulled out all the steps to ensure members receive an experience that makes sense:

- Member guides avoid complexity and jargon, providing a magazine-style reading experience so encourage members to learn about their pension, investment choices and retirement options
- Ongoing member communications provide useful insight and practical tips, signposting simple steps members can take to stay in touch with their money
- Annual statements provide members a guide to how their pension is growing and what it may be worth at retirement



Members receive all the benefits of a modern, accessible and user friendly workplace pension at very low cost. 



# How it works

## Our member experience (continued)

### Freedom and choice for members to retire on their terms

Thanks to our modern design, members can choose from a number of options to suit their personal circumstances and retirement plans:

- A lump sum option, to encash their pension in one go
- Annuity option, enabling members to secure a regular retirement income using their pension pot, with an optional tax-free lump sum
- Deferring retirement, in the event they wish to continue working and growing their pension pot
- Periodic access, allowing members to top up their income from time to time, which can support semi-retirement and part-time working

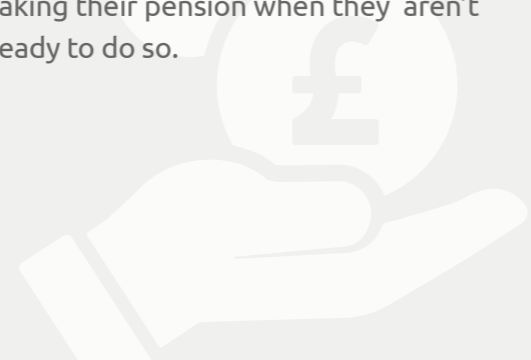
## Leaving investment decisions to us

We recognise that many pension savers are not comfortable making investment decisions, which is where our default investment strategy can help.

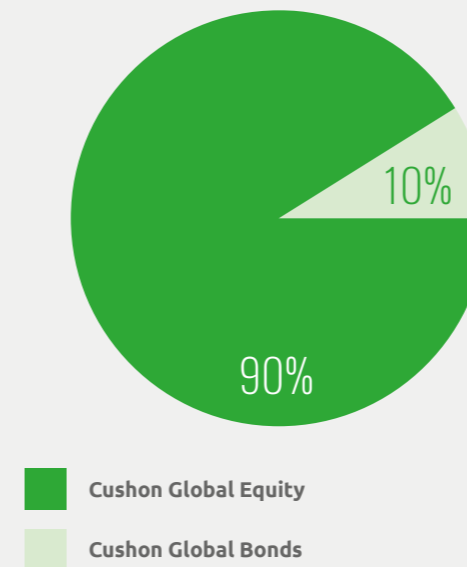
With this option, we invest members' money in a way that is designed to grow their savings for the long term during their early and mid-career years. This means we spread their money into carefully selected investment funds that hold stocks, shares, government and corporate bonds which we expect to provide a financial return.

Over the years, we will change the mix of these investments depending on the financial outlook and how far each member is from their retirement age. When they get nearer to their retirement age, we will begin moving their savings to investments designed to secure and preserve the value of their pension pot so it's ready to be drawn. There are no guarantees, but these changes aim to reduce the more significant ups and downs in investment markets.

We will assume a retirement age of 65, but members are free to choose their own and we will not insist members begin taking their pension when they aren't ready to do so.



## Target Fund Allocation



<sup>1</sup> As this represents a target mix of investments only, these details are subject to change. Investment fund managers may alter the mix of investments from time to time, which may include investments into different kinds of assets other than those illustrated here.

<sup>2</sup> We will assume members plan to retire at 65 unless they tell us otherwise. Members can choose their preferred retirement age using the [Creative Pension Trust Member Portal](#).

## What are the underlying funds in the Default Investment Strategy?

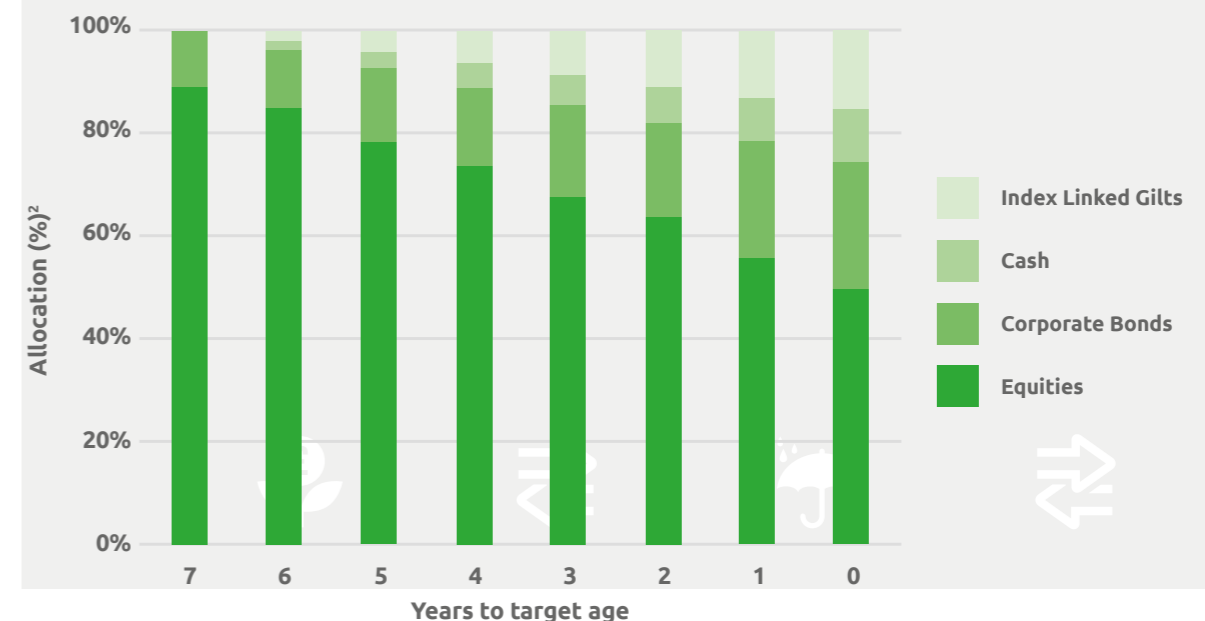
To provide each member with an investment portfolio suitable for their age, we blend their investments in varying amounts across 2 funds:

- 1. Cushon Global Equity:** investing in global equities, including many from low carbon emitting companies to help the transition to a low carbon economy, both in developed and emerging markets. We align these to the UN's Sustainable Development Goals.
- 2. Cushon Global Bonds:** We use a number of leading managers who oversee global bond portfolios that carry a low carbon bond mandate and a social impact mandate.

The chart below shows how we automatically invest members' pension pots across different assets and how this changes as they get closer to their Target Retirement Age.

Unless members tell us otherwise, we will assume they will want to access their pension from age 65. If they have other plans, it's easy to set a different Target Retirement Age using the Creative Pension Trust Member Portal. We will automatically adjust their investments according to their plans:

## How we automatically invest members' savings



# Pricing

## A breakdown of our charges

To pay for the professional expertise, auto enrolment management, governance and ongoing support needed to manage this scheme, we collect the following standard charges.

### Employers

We charge a low, flat fee of just £23.00 per month to provide you with a full auto enrolment management service. There is no employer charge for your ongoing participation in Creative Pension Trust.

|                                     |   |   |
|-------------------------------------|---|---|
| £23.00<br>Auto enrolment management | + | No charge<br>Employer participation in Creative Pension Trust |
|-------------------------------------|---|---|

Just so you know, we offer an extended range of services and support for employers who have missed their duties start date and where specialist support may be needed, such as data cleansing and reconciliation. If you think this may affect you, please contact us and our experts will work with you to establish a tailored support plan.

### Members

For members taking advantage of our pre-selected Default Investment Strategy, our fees are as follows:

|                                |   |   |
|--------------------------------|---|---|
| Fund Management Charge<br>0.4% | + | Active Membership Fee:<br>£2.00<br>(for members paying in regularly)                    |
|                                |   | Deferred Membership Fee:<br>£1.50<br>(for members who have stopped paying in regularly) |

For members selecting investment options to cater for other specific needs, Fund Management Charges may vary.

### Value

The government imposes a maximum charge that workplace pension providers can levy for employees that are auto enrolled into a default investment. Our membership charges are lower than this cap and we aim to always provide value for money, fairness, and transparency. The following additional caps also apply to small savings accounts and contributions with us, and pension transfers into Creative Pension Trust:

- For members with savings of under £102, no monthly membership fee is charged
- There are no fees charged for members combining old pension pots into Creative Pension Trust if they have opted to remain in our default investment strategy.

# Getting started

## Signing up takes just minutes

We've partnered with leaders in their respective fields to provide a workplace pension designed with you in mind.

We can have you up and running in no time at all. Visit us online and we'll create your account with just a few items of information:

- Your employer contact details
- Your headcount (we accept from as little as one employee and above)
- How often you pay your employees
- Your duties start date

... or speak to your accountant or payroll provider

As a nationally recognised provider, you'll find us available through all good accountants and payroll providers.

## Sign up online at

[www.creativebenefits.co.uk/  
auto-enrolment](http://www.creativebenefits.co.uk/auto-enrolment)

If you have any questions and want to reach one of our auto enrolment experts, call us on:

 0345 606 0424





# Contacting us

If you want to reach us about anything in this guide, or if you have other questions we've not yet answered, a member of our team will be glad to help you.



Stephenson House, 2 Cherry Orchard Road, Croydon, Surrey, CR0 6BA  
0345 606 0424 [creativepensiontrust.co.uk](http://creativepensiontrust.co.uk)

Creative Pension Trust is an occupational pension scheme governed by a group of Independent Trustees including PAN Trustees UK LLP (Company No. OC333840) of The Annex, Oathall House, Oathall Road, Haywards Heath, West Sussex, England RH16 3EN and BESTrustees Limited (Company No. 02671775) of Aquis House, 49-51 Blagrove Street, Reading, Berkshire RG1 1PL. The scheme is sponsored by Creative Auto Enrolment Limited (Company No. 8554978), trading as Creative.  
Registered office: Stephenson House, 2 Cherry Orchard Road, Croydon, Surrey, CR0 6BA.