



# Results of the SAUL Member Survey 2020

March 2021



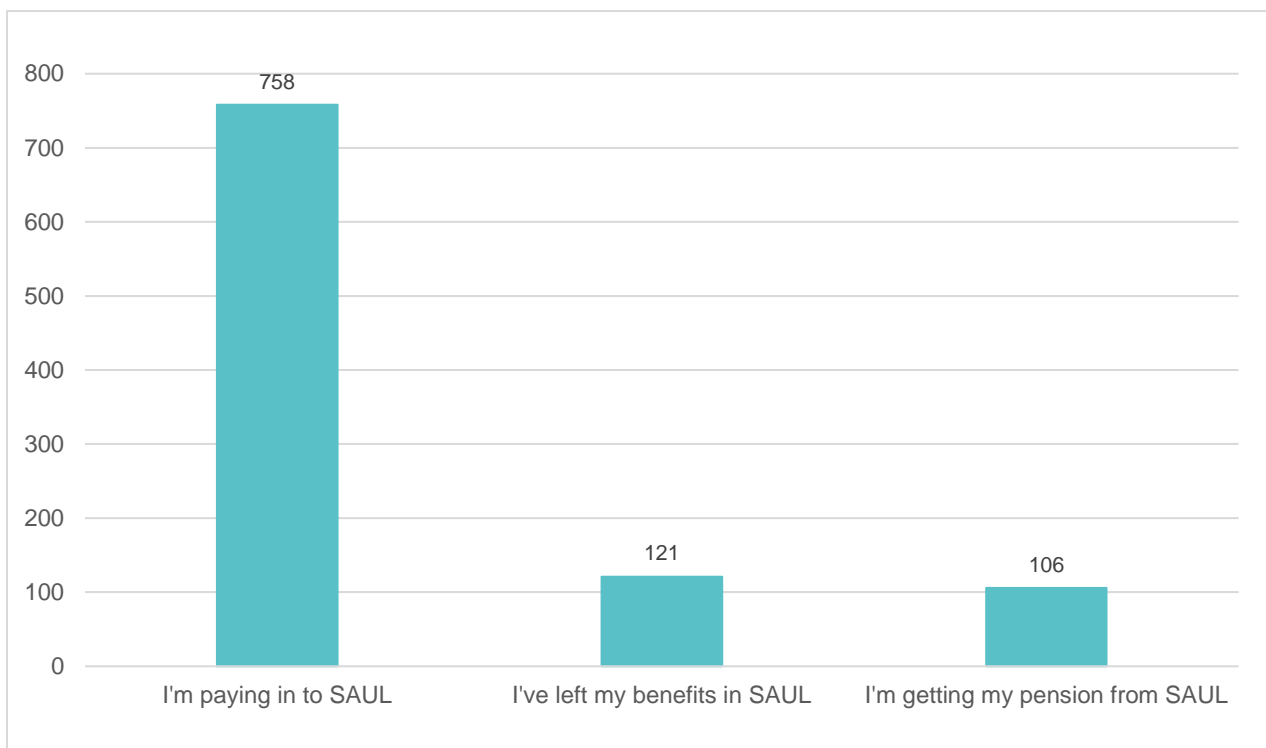
**Superannuation Arrangements of  
the University of London**

# The results

## Section one – About you

985 SAUL members completed the survey, in comparison to 1,107 last year:

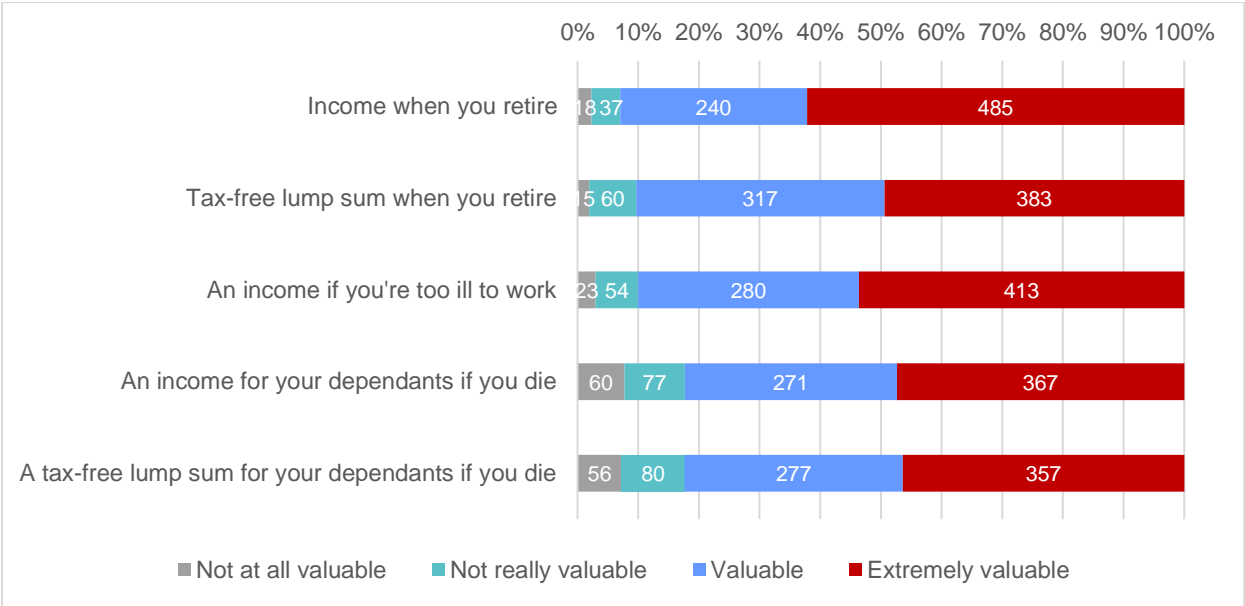
- 77% are paying in to SAUL,
- 12% have left their benefits in SAUL, and
- 11% are getting a pension from SAUL.



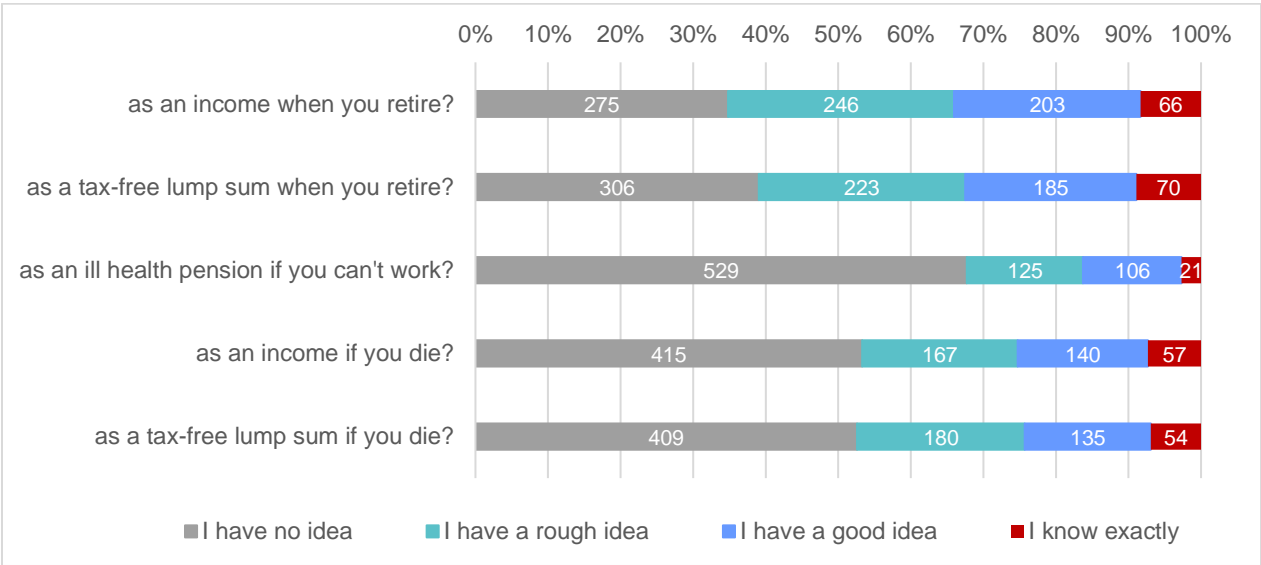
Most respondents were aged 56-65, and over 57% of these said they are paying in to SAUL.

## Section two – Your understanding of pensions and SAUL benefits

We wanted to find out how valuable SAUL benefits are to members and how much they understand about what they get.



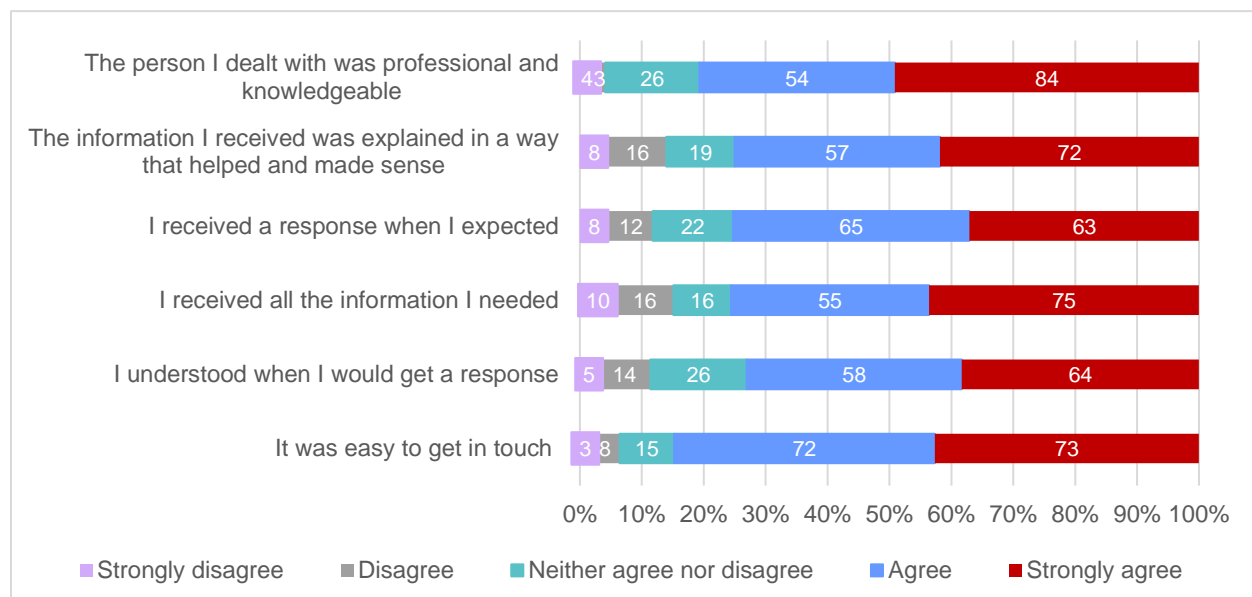
The vast majority of members said that they find the benefits from SAUL to be extremely valuable or valuable, with the immediate retirement benefits (income and tax-free lump sum) being the two most valued benefits.



Most members said they don't fully understand how their SAUL benefits are calculated, with ill health pension being the benefit understood the least.

## Section three – Service from SAUL Trustee Company

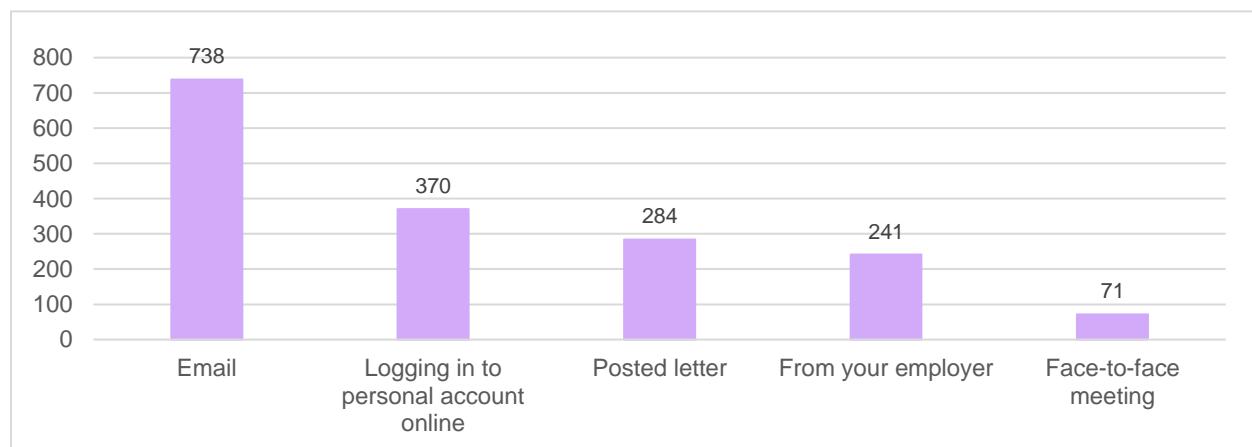
We wanted to know what members think about the service they receive from SAUL Trustee Company.



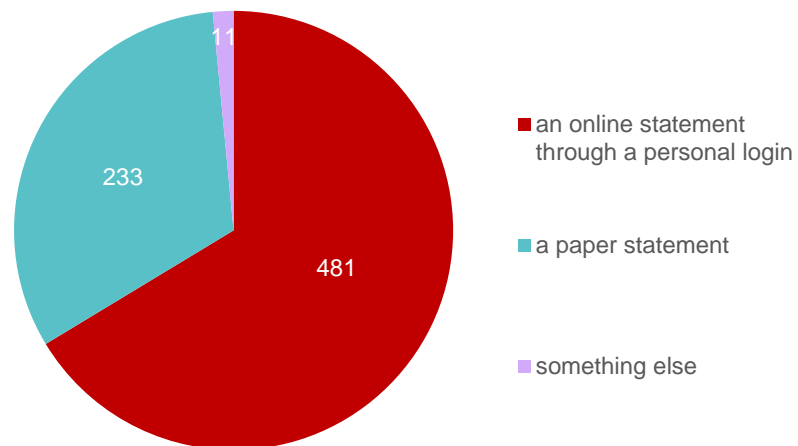
Most members said that it's easy to get in touch with us and that they got all the information they needed in a way that helped and made sense.

## Section four – How we communicate

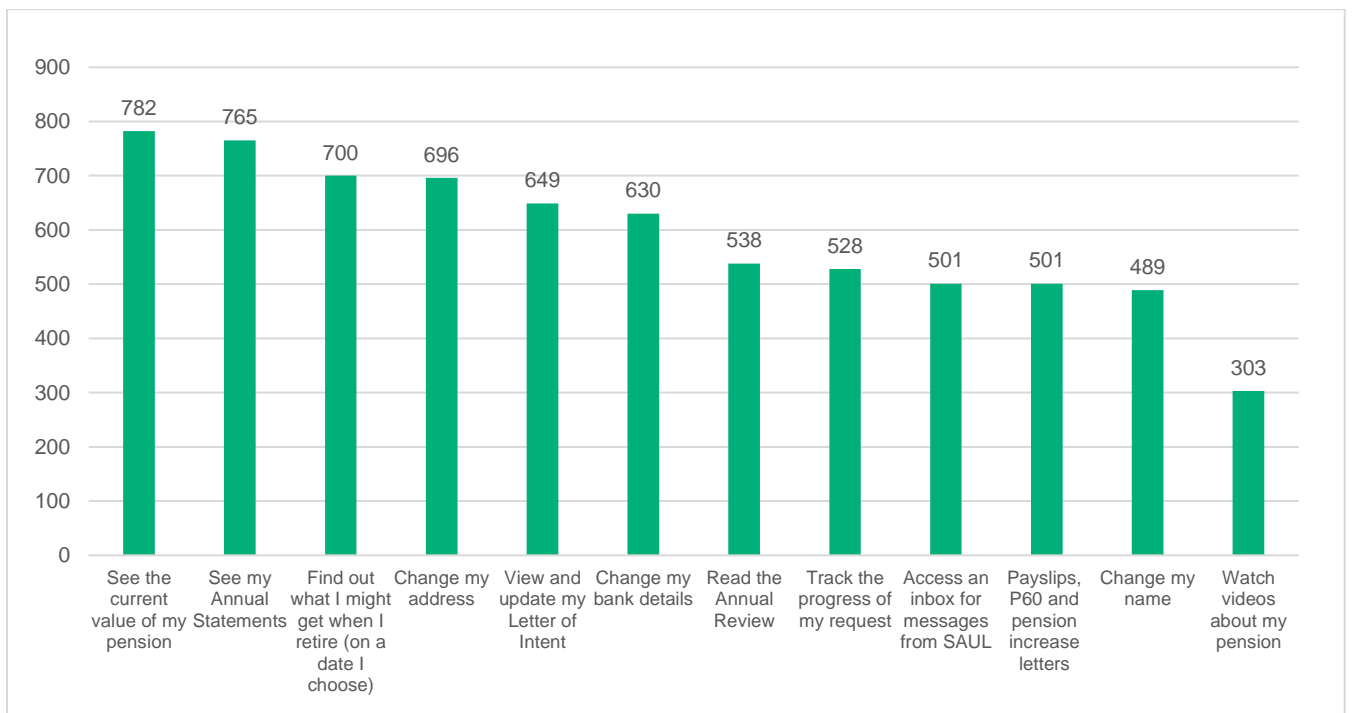
We wanted to find out what methods of communication our members prefer.



Most members said that they prefer emails about their SAUL benefits. Another popular choice was logging in to an online account.



66% of members who pay in would prefer to see the value of their pension and what they might get when they retire online. Though 32% of members would prefer to get a paper statement. We're introducing secure online accounts for members later this year.

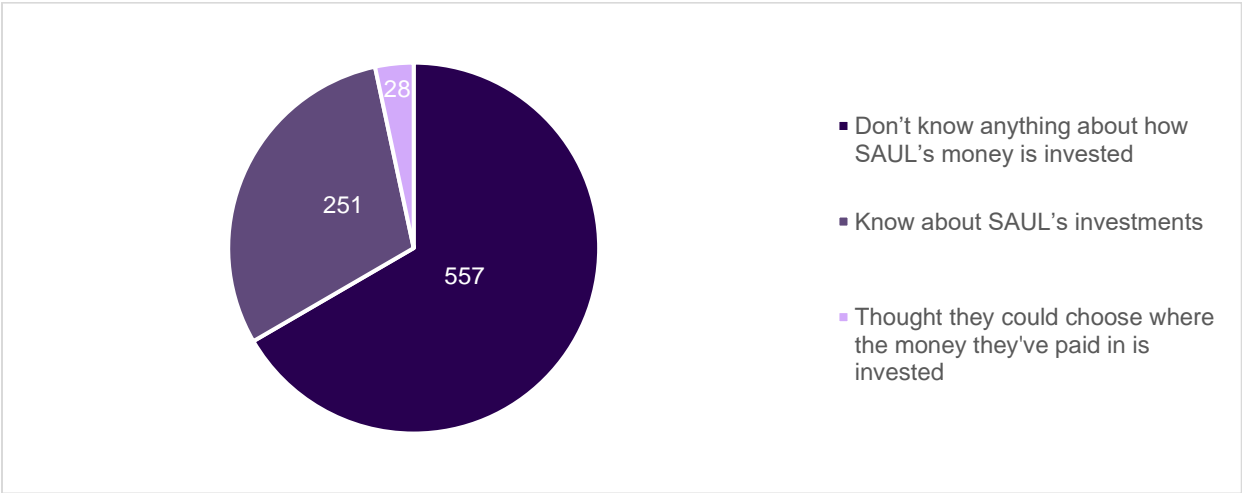


The top three features members said they would want to see in their online account are: seeing the current value of their pension, seeing their Annual Statements and finding out what they might get from SAUL when they want to retire.

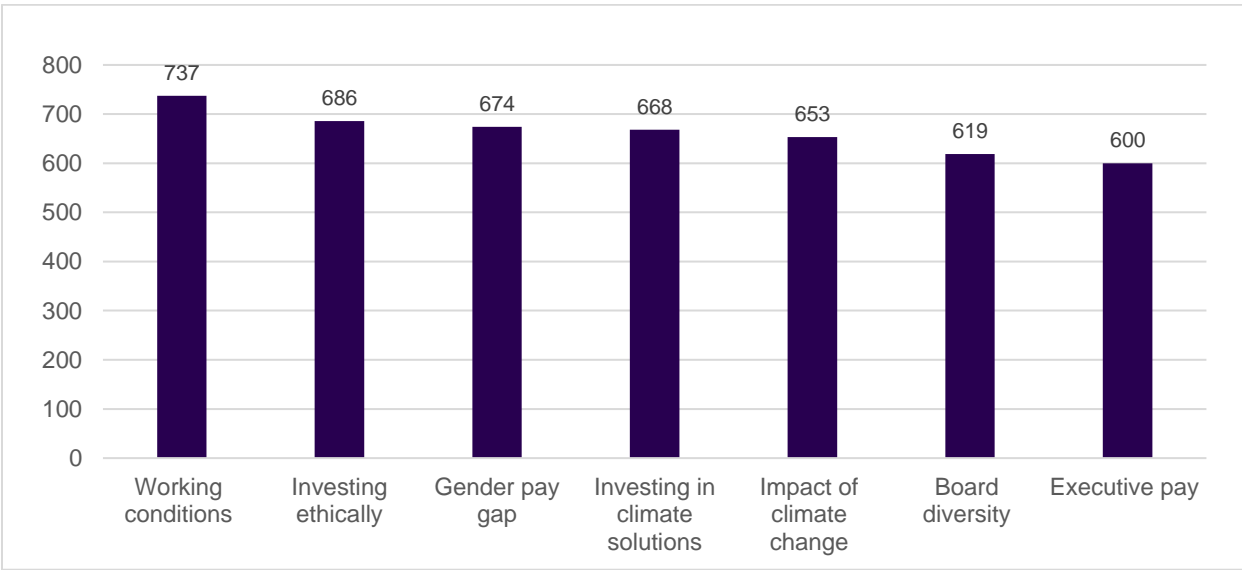
## Section five – How SAUL’s money is invested

The SAUL Trustee is responsible for making sure there’s enough money in SAUL to pay the pensions we’ve promised.

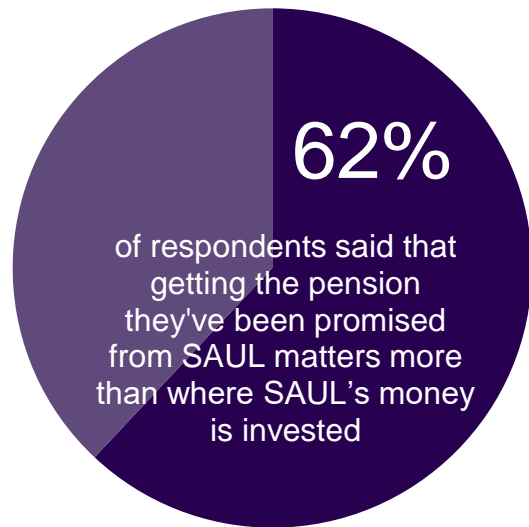
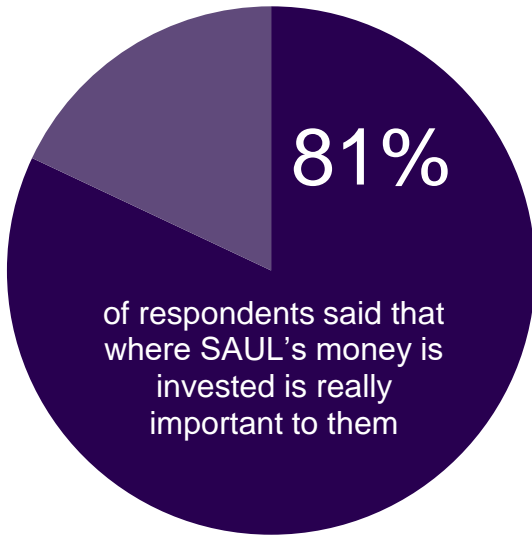
The money members and employers pay into SAUL is invested in a single fund. This means members can’t choose where their money is invested, and the Trustee has to agree a strategy for investing all the money paid in to SAUL. Because of this, we asked members their views about where SAUL’s money is invested.



67% of members said they don't know anything about how SAUL's money is invested.



The most important investment issue to members was working conditions, with 89% of members saying that they are either very important or quite important to them.



The top three topics members said they would like to see in future news we send to members were:

How SAUL pension income is calculated



Where SAUL's money is invested

SAUL's financial health



What other members are asking:

How other SAUL benefits are calculated

Member experiences

Issues like climate change and equal pay

Things to think about before retiring from SAUL

How Covid might affect SAUL

What members are asking

Things to think about before transferring out of SAUL



## Section five – Improvements for the future

What members said	What we're doing about it
"Provide all members with online access to their personal pension"	We're planning to introduce online accounts later this year. We'll let members know when this feature is available.
"Would it be possible to have more interactive resources or videos describing the full benefits of SAUL including individuals who have benefited from the scheme"	We're sharing a few videos on our website this spring to help members understand how SAUL works and what to think about when they are considering retirement. We also plan to speak to real members and share their stories with all SAUL members to show real member journeys and outcomes.
"I am not an active member of SAUL and so my present employer cannot send a statement, for members such as myself, would it be possible for SAUL to send a statement or for me to have online access?"	Once we've launched online accounts later this year, members who have left their benefits in SAUL will be able to view the current value of their pension online.
"I would love to see more of where SAUL's money is invested"	This year, we're improving the Environmental, Social and Governance (ESG) section of our <a href="#">website</a> . We aim to provide regular updates on what we're doing and include ESG in our member emails. We've also updated our <a href="#">FAQs</a> to include questions about our investments.
"Infographics to briefly explain SAUL benefits, and then links to more information"	We're looking at giving more bitesize content to help members understand their SAUL benefits. This includes using infographics on our website and in our emails.