

## Platform - 2021 survey results

**Thank you for being part of Platform. Here's a summary of how you've helped us make pensions easier to understand in 2021.**

We started the year by going through all of the feedback you provided about **video styles**. We put that into practice in our short films about retirement options for [RPS members](#) and [BTPFSF members](#). And we'll continue to use the insight you gave us to help make our videos more accessible and understandable moving forward.

In April, we asked for volunteers to test a new tool, designed to help you manage your money more effectively. **MoneyFit** proved to be pretty popular and we've now added it to the member websites. You can find it under 'Planning for the future' after you've logged into your account.

In July, more than 100 of you responded to our **channel survey**, asking how you prefer to contact the scheme and find out about your pension. Convenience was clearly a big factor, so we're looking at ways we can make getting in touch even easier in future.

You also gave us some brilliant feedback in August, sharing your thoughts on 2 quite different topics. The first was about **your investment choices** within the scheme, where we asked for your thoughts on what we should name our funds and what was important to you when choosing which funds to invest in. We hope to be able to reveal those results to you in more detail in 2022.

The second was about your **Annual Benefit Statement (ABS)**, whether you find it useful and how it can be improved. We'll be taking all of your suggestions into account as we look to enhance this important document.

In September, we asked you about **your pension preferences**. You gave us a helpful insight into your feelings about your pension contributions, and how you would prefer to take your pension when it's time to stop working. The majority of you told us it was important that you could still pay into the same pension pot if you move jobs within the rail industry.

In November, you shared your thoughts on **sustainable ownership**. You told us what's important to you when it comes to ethical investing, and supported the work we do to influence companies we invest in on environmental and social issues. We will be inviting members to share more insights on this topic with us via online focus groups in January – if you'd be interested in taking part, please email us at [platform@railpen.com](mailto:platform@railpen.com) and we'll get in touch with more details.

Finally, all **new joiners** to the Platform group receive a 'Welcome' email which prompts them to answer a few questions about what their pension means to them. This really helps us to understand how you see your pension and why it matters. The top answers currently remain 'saving for the future' and 'saving for life after work,' with members also valuing the benefits they receive and the sense of security a pension can bring.

Once again, **thank you for being a part of Platform** and for taking the time to help us with the surveys we've sent you this year. We look forward to collaborating with you and continuing to improve your pension communications together in 2022.