



# A GUIDE TO ONLINE SERVICES – FUNCTIONALITY AND NAVIGATION

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These slides are authorised for use by accredited Scottish Widows Consultants when making workplace pensions presentations to employees.

For Employer use only.

**SCOTTISH WIDOWS**

## MONEY4LIFE LOG IN LINK

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<https://money4life.scottishwidows.co.uk/employee/#/>

- Money4Life is your online pension portal. Here you can view your policy, access tools/calculators and more.

# MONEY4LIFE LOG IN SCREEN AND A GUIDE TO GETTING YOU ONLINE

## YOUR GUIDE TO GETTING ONLINE

IT'S EASY TO GET ONLINE AND TAKE CONTROL OF YOUR SAVINGS

### FIRST TIME LOGGING IN?

3 EASY STEPS TO GET SET UP

- 1 Go to the Money4Life log in page and enter your username. You'll find this in the first letter we sent you when you joined the workplace pension.
- 2 Enter your temporary password which we sent you in a second letter when you joined the workplace pension.
- 3 Check your details, enter a new password and set up your security information.

1 If you've logged on to Money4Life from your employer/trustee selected benefits platform, our system will remember you (Single Sign-on support required). This means that the next time you go into Money4Life from the platform, you'll automatically be logged in without having to enter your details again.

And that's it – you're good to go!

### LOGGED IN BEFORE?

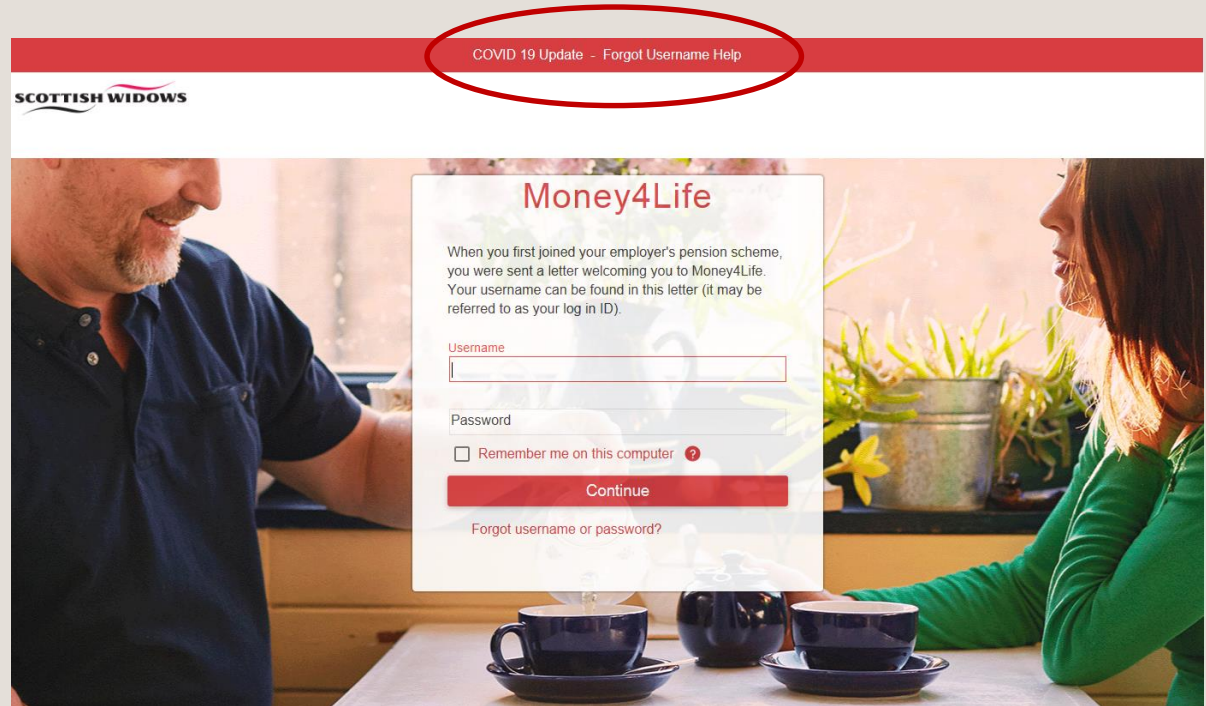
3 EASY STEPS TO GET LOGGED BACK IN, WHERE SINGLE SIGN ON IS NOT USED

- 1 Go to the Money4Life log in page and enter your username. You'll find this in the first letter we sent you when you joined the workplace pension.
- 2 Enter your password which you created when you first logged in.
- 3 Enter the characters requested from your memorable word.

#### FORGOTTEN YOUR PASSWORD?

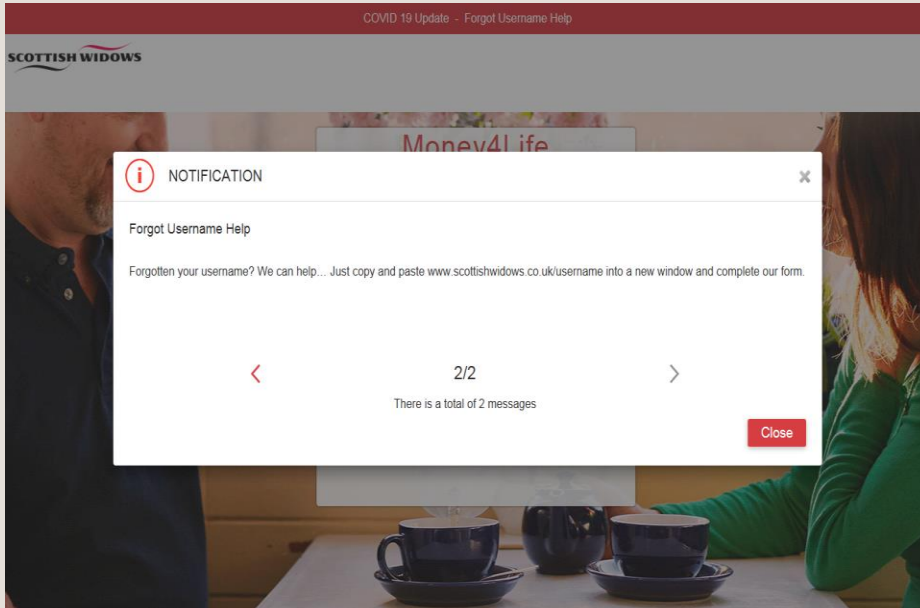
If we have an email address for you, you can reset your password online. Simply click on the 'I've forgotten my password' link, follow the on-screen instructions and we'll send you an email with a link to reset your password. If you don't receive an email with a link and have more than one email address, then make sure to check all your email inboxes.

Tip! If you can't see the email in your inbox, check your junk folder.





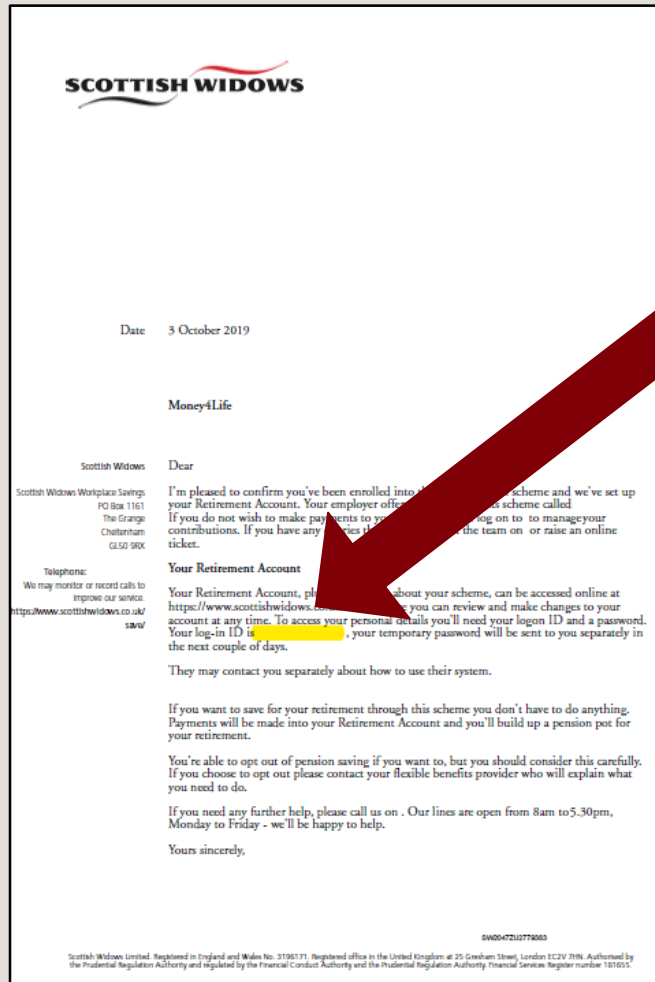
# HELP IF YOU HAVE FORGOTTEN YOUR USERNAME



A screenshot of the Scottish Widows website showing the "Money4Life – Forgot Username" form. The page header includes the Scottish Widows logo, navigation links for "Retirement", "Investments", "Insurance", and "Savings & Mortgages", and buttons for "Contact Us", "Register", and "Log In". The form title is "Money4Life – Forgot Username". The text below the title reads: "You'll find your username in the welcome letter you received when you first joined your employer's pension. If you don't have this, please fill in our form and we'll send your username to you by email." Below this is a note: "Please provide information below marked with an asterisk (\*)." The form is titled "User details:" and contains the following fields:

- First name:\*
- Surname:\*
- Date of birth (dd/mm/yyyy):\*  /  /
- Email address:\*
- Work Email address (if applicable):
- Mobile number (please do not use spaces):\*

# WELCOME LETTER – WHERE TO FIND YOUR LOG IN ID (USERNAME)?



Your welcome letter contains the first part of your log-in ID, your Username

Your password was sent separately to your welcome letter

# SUMMARY OF YOUR SCOTTISH WIDOWS PLAN

Money4Life

**SCOTTISH WIDOWS** DEMO PENSION SCHEME

Welcome, Maria

Home My retirement savings My flexible income My investment savings My plan details My personal details

HELLO, MARIA

Section	Balance / Action
My retirement savings (Pension)	£149,008.80
My flexible income (Drawdown)	£45,000.00
Stocks and shares ISA	£5,000.00
Investment Account	Open a savings account

> Tools & information



# TOOLS AND INFORMATION

The screenshot shows a web browser window with the URL 'Money4Life'. The page title is 'DEMO PENSION SCHEME'. The navigation bar includes links for 'Home', 'My retirement savings', 'My flexible income', 'My investment savings', 'My plan details', and 'My personal details'. The main content area features a greeting 'HELLO, MARIA' and three summary cards: 'My retirement savings (Pension)' with a value of £149,008.80, 'My flexible income (Drawdown)' with a value of £45,000.00, and 'Stocks and shares ISA' with a value of £5,000.00. A 'SELECT A TOOL' dropdown menu is open on the right, listing 'Investment Risk Profiler' (circled in red), 'Important information', 'My plan details', 'My documents', and 'My library'. At the bottom of the dropdown are 'Contact us' and 'Change security information'.

Money4Life

**SCOTTISH WIDOWS**

**DEMO PENSION SCHEME**

Home My retirement savings My flexible income My investment savings My plan details My personal details

SELECT A TOOL

- Investment Risk Profiler  
Determine your attitude to risk
- Important information  
Learn more about our Risk Profiler here.
- My plan details
- My documents
- My library

Contact us

Change security information

HELLO, MARIA

My retirement savings (Pension) £149,008.80	My flexible income (Drawdown) £45,000.00	Stocks and shares ISA £5,000.00
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# INVESTMENT RISK PROFILE

Helping you decide your approach to investing

13 questions to answer

5 minutes to complete

Please answer the following questions which ask about your thoughts, attitudes and experiences when making general financial decisions and when considering your future income in particular. There are no right or wrong answers. Choose the answer that best reflects how you feel and act.

Help me understand my approach to investing



Click here to begin the investment questionnaire

- ✓ All investing involves taking a degree of risk. You should only use the questionnaire if you are prepared to make your own investment decisions. Any investment decisions you make, with or without the results of the questionnaire, remain your sole responsibility.
- ✓ Don't spend too much time thinking about a question - your first response is likely to be best.
- ✓ Answer every question even if you feel it doesn't really apply to you.
- ✓ Your attitude to risk and associated risk profile may change with time and personal circumstances. The length of any investment period, or the nature of a specific investment goal, will have an influence on your answers and the results.
- ✓ You should regularly review your attitude to risk and re-take the questionnaire each time your circumstances change or you are considering making any investment decisions.

What you should do with the answer

1. After answering the questions you will be given a risk profile and description for an investment approach that might be appropriate, based on the answers given.
2. You should check if this description does reflect your approach to investing. If it doesn't, you can either re-take the questions, or consider whether a different risk profile provides a more appropriate description for your current circumstances.
3. If the description is a good fit, note the risk profile that has been calculated for you and consider the typical asset allocation given alongside.
4. Alongside your risk profile you will be presented with a typical asset allocation. It represents a suggested set of assets (portfolio) that might be appropriate for someone with your risk profile, who is looking to build a lump sum or remain invested whilst taking an income. You might want to consider using this to select your own funds, or choose any suitable solutions available to you that are built to match your risk profile.

- 13 Questions to answer and it takes around 5 minutes to complete
- Designed to help you make investment decisions, for example self selecting your own fund choices available from your Scottish Widows retirement savings plan
- If you are not sure about choosing your own investment choices you should consider speaking with an independent financial adviser
- Visit [www.unbiased.co.uk](http://www.unbiased.co.uk) to find an adviser near to where you live
- You may be charged for any financial advice



# SUGGESTED OUTCOME BASED ON YOUR RESPONSES



This asset allocation is given as a guide only and may not be suitable for your precise circumstances. If you are uncomfortable making your own investment decisions we suggest you consult a qualified Financial Adviser.

[Retake questionnaire](#)

Your responses suggest a Moderate to Adventurous risk strategy is right for you.

You are prepared to take more risks with your investment in return for the prospect of better longer term investment performance.

You are looking for an investment that has the potential to produce above average longer term returns, which is likely to involve a high proportion of worldwide company shares.

You appreciate that over some periods of time there can be sharp falls, as well as rises, in the value of your investment and you may get back less than you invest.

**If this is not a good description of your approach to risk, or you believe the suggested asset allocation does not fit your circumstances, you should retake the questionnaire.**

- Opportunity to retake the questionnaire
- You should review your profile and investment choices on a regular basis

# YOUR DASHBOARD

The screenshot shows the 'My retirement savings' dashboard for a demo pension scheme. The page is titled 'SCOTTISH WIDOWS DEMO PENSION SCHEME' and is personalized for 'Maria'. The dashboard is divided into several sections:

- My retirement savings (20/05/2019):** A table showing various metrics:

My value	£149,008.08
My payments taken directly from my salary in 2019/2020 tax year	£0.00
My personal payments made in 2019/2020 tax year	£0.00
My tax relief	£0.00
My employer payments in 2019/2020	£600.00
The latest payment into my plan was made on	15/05/2019
My withdrawals taken in 2019/2020 tax year	£60,000.00
My retirement age <a href="#">Edit</a>	67
Date I joined the scheme	10/04/2015
- My Scottish Widows Savings:** Shows an expected yearly income at age 67 of £7,245.
- My retirement goal:** Shows a yearly income goal of £22,500. A red warning message states: "It looks like you're not quite on track for your retirement goal allowing for any non Scottish Widows income you've told us about." Below this are buttons for "Understand my options", "Update savings", and "Update goal".
- Change options:** A row of seven icons with labels: "Change where my current savings are invested", "Change my regular payments", "Change where my future payments are invested", "Add personal payment", "Invest my cash savings", "Opt out", and "Sell investments to cash".

# YOUR DASHBOARD (2)

Money4Life

### My retirement savings investment summary

Asset class	Investment details	My investment value	Numbers of units / shares	Unit / share price	Retirement savings value %
Managed	Aquila Market Advantage CS1	£126,274.00	190.00	664.60	85%
Money markets and deposits	BlackRock Sterling Liquidity Fund	£22,734.80	44.00	516.70	15%
<b>Total</b>		<b>£149,008.80</b>			<b>100%</b>

#### Annual Allowance ?

Your annual allowance is £40,000 for the current tax year.

Your expected payments are £3,600

You could save an additional £36,400 (including tax relief)

[Add/change information](#)

+ Important information and assumptions

#### Lifetime Allowance ?

Good news. You've got a significant amount of lifetime allowance projected to be left free at your selected retirement age. You have plenty of scope to pay more into your pension over the coming years to achieve the retirement you deserve.

Your total pension savings are projected to be £202,860

Your remaining lifetime allowance is £852,140

[Add/change information](#)

+ Important information and assumptions

# UPDATING YOUR RETIREMENT GOAL

The screenshot shows the Money4Life retirement calculator interface. It is divided into several sections:

- My Savings:** Scottish Widows income expected (£7,245 each year) + Non Scottish Widows income (£8,800 each year) providing in total (£16,045 each year). This assumes tax free cash of 25% of £50,715.
- My retirement goal:** Scottish Widows income required (£13,700 each year) + Non Scottish Widows income (£8,800 each year) providing in total (£22,500 each year). This assumes tax free cash of 25% of £95,900.
- Retirement age:** 67 (highlighted with a red circle).
- Income required:** £22,500
- Employee payment:** £0.00
- Employer payment:** £300.00
- Personal payment:** £0
- Personal payment frequency:** Monthly
- Investment outlook:** Moderate

A red warning message is displayed: "It looks like you're not quite on track for your retirement goal allowing for any non Scottish Widows income you've told us about." A red circle highlights a "See impact" button next to this message.

Below the warning, there is a field for "Percentage of Lifetime Allowance already used" set to 0%.

At the bottom, there are two buttons: "+ My annuity goal" and "+ Update your non Scottish Widows savings" (highlighted with a red circle).

Text at the bottom of the calculator: "Many of the potential changes to your plan require you to complete a formal request via the action buttons on your retirement saver dashboard. Therefore we won't save any of the changes you've made here."

# ADDING OTHER NON SCOTTISH WIDOWS SAVINGS

Money4Life

**It looks like you're not quite on track for your retirement goal allowing for any non Scottish Widows income you've told us about.** [See impact](#)

Percentage of Lifetime Allowance already used  %

+ My annuity goal

**- Update your non Scottish Widows savings**

[Add a defined benefit pension](#) [Add a pension in payment](#) [Add defined contribution savings](#)

Income type	Description	Starting age	Amount	Will this income increase in retirement?	Date last updated
State Pension	My State Pension	67	£8,800	Yes	20/05/2019
Defined benefit pensions	<input type="text"/>	<input type="text"/>	Income <input type="text" value="10000"/> TFC <input type="text" value="75000"/>	<input checked="" type="checkbox"/>	20/05/2019



# UPDATE PERSONAL DETAILS

The screenshot shows a web browser window with the following content:

- Money4Life** logo in the top left corner.
- SCOTTISH WIDOWS** logo in the top left.
- DEMO PENSION SCHEME** title in the top center.
- Navigation links: [Home](#), [My retirement savings](#), [My flexible income](#), [My investment savings](#), [My plan details](#), [My personal details](#).
- Welcome message: **Welcome, Maria** in the top right.
- SUMMARY** section with a background image of a swimmer:
  - Current yearly salary**: £45,000.00
  - Total yearly income**: £45,000.00
  - Date joined employer scheme**: 10/04/2015
  - Employment status**: Employed
- PERSONAL DETAILS** section with an **Edit** button circled in red:
  - Title**: Mrs
  - First name**: Maria
  - Middle name**: (empty)
- CONTACT** section with an **Edit** button:
  - Home address | Postal address | Contact details
  - Line 1**: Rosebank Cottage
  - Line 2**: Main Street

# SELECTING YOUR RETIREMENT AGE

Money4Life

## PERSONAL DETAILS Edit

<b>Title</b>	Mrs
<b>First name</b>	Maria
<b>Middle name</b>	
<b>Surname</b>	Russell
<b>National insurance number</b>	BJ576183E
<b>Date of birth</b>	17/09/1963
<b>Gender</b>	Female
<b>Selected retirement age</b>	67
<b>Age you want to save to</b>	67

## TAX DETAILS Edit

<b>Nationality</b>	British
<b>Main country of tax residence</b>	United Kingdom

## CONTACT Edit

Home address	Postal address	Contact details
<b>Line 1</b>	Rosebank Cottage	
<b>Line 2</b>	Main Street	
<b>Town</b>	Dollar	
<b>County</b>		
<b>Post code</b>	FK5 7NW	
<b>Country</b>	United Kingdom	

## BANK ACCOUNT

<b>Account name</b>	Current Account
<b>Account number</b>	05036383
<b>Bank name</b>	Sample Bank

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# CHANGING/CHOOSING YOUR INVESTMENTS

**My employer payments in 2019/2020** £600.00

**The latest payment into my plan was made on** 15/05/2019

**My withdrawals taken in 2019/2020 tax year** £60,000.00


**My retirement age is** Edit 67

**Date I joined the scheme is** 10/04/2015


It looks like you're not quite on track for your retirement goal allowing for any non Scottish Widows income you've told us about.

Understand my options
Update savings
Update goal


If you want to make a change to your retirement savings then you're in the right place - choose which change you want to make below:




Change where my current savings are invested




Change my regular payments




Change where my future payments are invested




Add personal payment



Invest my cash savings



Opt out



Sell investments to cash

### My retirement savings investment summary

Asset class	Investment details	My investment value	Numbers of units / shares	Unit / share price	Retirement savings value %	
■	Managed	Aquila Market Advantage CS1	£126,274.00	190.00	664.60	85%
■	Money markets and deposits	BlackRock Sterling Liquidity Fund	£22,734.80	44.00	516.70	15%
<b>Total</b>		<b>£149,008.80</b>			<b>100%</b>	

Annual Allowance ⓘ

Lifetime Allowance ⓘ

# CHANGING/CHOOSING YOUR INVESTMENTS – STEP 1

Money4Life

## CHANGE WHERE MY CURRENT SAVINGS ARE INVESTED: RETIREMENT SAVER - SAVINGS

- + Find out more
- + How can we help?
- + Choosing investments
- + Documents

### - 1. TELL US WHICH INVESTMENTS YOU'D LIKE TO SELL

Sell all investments

Investment name	Current value of investment	Latest price	Units	% To sell
<input type="checkbox"/> Aquila Market Advantage CS1	126,274.00	664.60	190.00	0
<input type="checkbox"/> BlackRock Sterling Liquidify Fund	22,734.80	516.70	44.00	0

The actual amount of the sale will be based on the prices applicable at the time and so may not exactly match 50.00

# CHANGING/CHOOSING YOUR INVESTMENTS – STEP 2

MoneyLife

> Cancel > Next

## - 2. TELL US WHERE TO INVEST YOUR SAVINGS

Investment name	Asset class	% of payment invested
<input type="checkbox"/> Interim Lifestyle Strategy (the default)	-	0
<input type="checkbox"/> Flexible Retirement Lifestyle Strategy	-	0
<input type="checkbox"/> Immediate Spend Lifestyle Strategy	-	0
<input type="checkbox"/> Securing Lifelong Income Lifestyle Strategy	-	0

> Cancel > Next

### Wider investment options

Can't find the fund you're looking for? Search for it directly by investment name or asset class. Alternatively, you can select from groups of investments for your scheme. If the unexpected does happen and the investment you are looking for is not listed then please [contact us](#) and we'll help you find it. Please note that Scottish Widows doesn't assess the suitability of investments for you. You won't have the protection of FCA Rules on assessing suitability.

Investment name:  Asset class:

All	<b>Investment name</b>	<b>Asset class</b>	<b>% of payment invested</b>
Core range	<input type="checkbox"/> Aquila 40/60 Global Equity Index CS1	Global equities inc. UK	0
	<input type="checkbox"/> Aquila 50/50 Global Equity Index CS1	Global equities inc. UK	0
	<input type="checkbox"/> Aquila 60/40 Global Equity Index CS1	Global equities inc. UK	0



# CHANGING/CHOOSING YOUR INVESTMENTS

Money4Life

<input type="checkbox"/> BlackRock Sterling Liquidity CS1	<input type="checkbox"/> Money markets and deposits	0
<input type="checkbox"/> Deutsch Managed Sterling CS1	<input type="checkbox"/> Money markets and deposits	0
<input type="checkbox"/> Fidelity Diversified Growth CS1	<input type="checkbox"/> Managed	0

> Cancel > Next

### - 3. FINAL CHECK BEFORE YOU CONFIRM YOUR CHANGES

- If there's anything you'd like to review before confirming, simply click the relevant sections above.
- If there are any changes you'd like to make before confirming, simply click the edit icon in the relevant section above and make your required changes.
- Please review the charges document to help you understand the charges that apply to the investment(s) you've chosen:
- When you click 'Confirm', you will have completed the process and we'll make the changes you've asked for. If you change your mind later you'll need to complete the process again.
- If you don't want to continue, just click 'Cancel'.
- If you are happy to go ahead, please click 'Confirm'.

> Cancel > Confirm

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# YOUR PLAN DETAILS – MY DOCUMENTS

Money4Life

**SCOTTISH WIDOWS** DEMO PENSION SCHEME

Home My retirement savings My flexible income My investment savings **My plan details** My personal details

Welcome, Maria

Current value Regular payment Regular investment Transaction **My documents** My library

**Filter**

Document title

From date...  
10/04/2015

To date...  
20/05/2019

> Filter > Cancel

Available documents returned: 9

Document title	Creation date	Read
Your pension benefit statement 2018/2019	10/04/2019	Unread
Transfer confirmation letter	08/02/2019	Read
Your pension benefit statement 2017/2018	10/04/2018	Read
Address change letter	11/09/2017	Read
Your pension benefit statement 2016/2017	10/04/2017	Read
Contract note	24/08/2016	Read
Charges information document	24/08/2016	Read
Your pension benefit statement 2015/2016	10/04/2016	Read
Welcome letter	10/04/2015	Read

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# YOUR PLAN DETAILS - TRANSACTIONS

Money4Life

**SCOTTISH WIDOWS** DEMO PENSION SCHEME

Home My retirement savings My flexible income My investment savings My plan details My personal details

Welcome, Maria

Current value Regular payment Regular investment **Transaction** My documents My library

**Filter**

From date...  
10/04/2015

To date...  
20/05/2019

Please select a type...  
Investment

Filter criteria...  
Retirement Saver - Savings

**> Search**

Available documents returned: 54

Effective date	Transaction description	Product	Cash paid in	Cash paid out
17/05/2019	Direct credit payment	Retirement Saver - Income	+£45,000.00	
17/05/2019	Crystallisation of cash for pension drawdown	Retirement Saver - Savings		-£45,000.00
17/05/2019	Tax free cash	Retirement Saver - Savings		-£15,000
16/05/2019	Fund based charges	Retirement Saver - Savings		-£15.00
10/05/2019	£45 invested in BlackRock Sterling Liquidity Fund	Retirement Saver - Savings		-£45.00
10/05/2019	£255 invested in Aquila Market Advantage CS1	Retirement Saver - Savings		-£255.00
10/05/2019	Employer Payment	Retirement Saver - Savings	+£300.00	
16/04/2019	Fund based charges	Retirement Saver - Savings		-£14.45
10/04/2019	£45 invested in BlackRock Sterling Liquidity Fund	Retirement Saver - Savings		-£45.00
10/04/2019	£255 invested in Aquila Market Advantage CS1	Retirement Saver - Savings		-£255.00

Showing 1-10 of 54 items Previous **1** 2 3 4 5 ... Next 10 per page

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# YOUR PLAN DETAILS – CURRENT VALUATION

Money4Life

**SCOTTISH WIDOWS** DEMO PENSION SCHEME

Home My retirement savings My flexible income My investment savings My plan details My personal details

Welcome, Maria

Current value Regular payment Regular investment Transaction My documents My library

Product name	Investment name	% invested	Units	Unit price	Value
<b>Retirement Saver - Savings</b>					
	Aquila Market Advantage CS1	85%	190.00	664.60	£126,274.00
	BlackRock Sterling Liquidity Fund	15%	44.00	516.70	£22,734.80
	<b>Total</b>	<b>100%</b>			<b>£149,008.80</b>
<b>Retirement Saver - Income</b>					
	Flexible Retirement Fund	100%	87.92	511.80	£45,000.00
	<b>Total</b>	<b>100%</b>			<b>£45,000.00</b>
<b>Stocks and Shares ISA</b>					
	Sterling Money Market Fund	100%	50.02	99.96	£5,000.00
	<b>Total</b>	<b>100%</b>			<b>£5,000.00</b>
<b>Total</b>					<b>£199,008.80</b>

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