



SOVEREIGN™

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Employer Operational Guide



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Introduction

Welcome to your handy guide to help you administer the plan effectively. There is also a lot of information on our sovereignemployeebenefits.com Knowledge Hub and you can contact us if you need additional support.

The good news is that our service empowers you and your employees to interact directly with our system for speed and efficiency. So you can make changes or get the information you need when it's convenient for you.

How do you and your staff interact with the Plan?

Employers and Employees will have access to secure online portals so that they can:

- Action requests
- View and run reports

Each employer will have their own secure portal Employer Account and each employee will have their own secure portal Member Account. You will not have access to their information.

The portals can be accessed from the sovereignemployeebenefits.com website. Where you need to select the Auto-Enrolment Plans tile.

Name of Portal	Description	Employer/Employee
Sovereign Upload Portal	This is the “doing” portal. To be used if you need to make changes or upload data to your Plan. For example inform us about joiners and leavers or provide contribution data.	Employer
Employer Self-Service (ESS) Portal	This is the “viewing” portal. Where you find all your information. You can run reports and download and export data to PDF or Excel.	Employer
Member Self-Service (MSS) Portal	This is where employees can self-serve. They can update their residential address, beneficiaries or change their investments. They can also see their Member Account value and download and export data to PDF or Excel.	Employee
Financial Wellness Portal <i>(if available for your plan).</i>	Employees can increase their financial literacy. There is a wide range of tools and information to help people budget, reduce financial stress and learn about their behavioural traits.	Employee

How do you gain access to the Portals?

Employers will receive a Welcome email that will provide an activation code for the Sovereign Upload Portal and the link to the ESS registration page and the necessary information. If you need assistance check out our Employer Self-Service Guides. These can be found at sovereignemployeebenefits.com.

Employees will receive a Welcome email that will provide a link and information to the MSS registration page. If they need assistance they can check out our Member Self-Service Guide PDF that can be found at sovereignemployeebenefits.com.

New Joiners

New joiner information can be sent to us on an *ad hoc* or regular batch basis depending upon how much activity you have.

If you are working with a payroll company they will engage with us directly via the Sovereign Upload Portal (if you have given them permission via issuing an API key).

If not, then please log on to the Sovereign Upload Portal and you can do one of the following:

1. If there are not many joiners, you can just input directly into the portal and submit.
2. If there are lots of joiners, you can export the excel template, complete it and then upload into the portal.

We provide a PDF Guide called "Sovereign Upload Portal – How to upload joiners" on the sovereignemployeebenefits.com.

Don't worry if your employees do not make a decision about their investment. Any contributions received for the employee member will automatically be invested in the default fund. If the Member wants to change their investment, they will need to switch and redirect to their investment choice via the MSS portal. Information on this process is listed within the Employee Member Booklet and there is also a guide on the Knowledge Hub.

Member Changes

Members should be encouraged to update their information directly via the MSS portal. They can change their residential address, beneficiaries and their investments. The only changes that you really need to help them with is if they change their name or if they change their contribution amount.

To change their name, once you have done suitable due diligence to comfort yourself that the information is accurate, follow the guide that can be found on the knowledge hub.

Please encourage your employee members to keep their information up-to-date. It is also vital that they update their beneficiary information, so that in the unfortunate instance of their death, the benefit of their pension can go to the people they want it to.

How to pay contributions

How you do your payroll will affect the contribution process you will use. There are three options:

1. You use a payroll provider who provides the complete service of running your payroll and they also control the bank account that sends the money.
2. You use a payroll provider who provides the calculation service and then, as you control the bank account, you send us the matching money.
3. You do it all yourself.

Check out the “How to pay contributions” decision tree for more information. This can be found on the Knowledge Hub.

How to change contribution amounts

Regular contributions

To change the employer regular contribution amount (for example if they have had a pay rise, promotion or worked overtime) you simply need to change the amount in the “Pension Employer Amount” column to the correct amount for that pay schedule and pay the correct amount.

If the employee member wants to:

- Start to pay additional voluntary member contributions.
- Change the amount of additional voluntary member contributions.
- Stop their additional voluntary member contributions.

they need to inform you so that you can change the payroll. You can ask them to complete the “Member Contribution Amount Change Form” so that you have a record (we do not need this form) and then you must change the amount that is deducted from payroll.

In the next contribution upload, you must remember to change the amount that you place in the “Pension Employee Regular Amount” column to match and pay the correct amount.

Ad hoc lump sum contribution

Where an employee member would like to add an *ad hoc* lump sum for example they have received a bonus and want to pay some of that money into the pension, then you can ask them to complete the “Member Contribution Amount Change Form” so that you have a record (we do not need this form). On the appropriate contribution upload, please put the lump sum amount into the “Pension Employee Additional Amount” column to match.

Engagement

There is a lot of information on the sovereignemployeebenefits.com website.

Employers

If you have any servicing queries and want to know how to do something, then check out the sovereignemployeebenefits.com Knowledge Hub for more information.

If you need to chat to someone, then you can contact the Sovereign team either by telephone or email.

Employees

There is an Employee Member Booklet that can be accessed via the Member Self-Service portal Library which will provide all the core information the Member will need to know. Encourage them to read it, as it will stop queries coming to you.

Employee members only need to inform you if they want change their contribution amount. Everything else they can self-serve.

1. If they want to change their address, beneficiaries, investments or get information on their pension account they can do this via their Member Self-Service portal.
2. If they need information, the sovereignemployeebenefits.com Knowledge Hub is the place to go.

Financial Wellness Portal

If it is part of the service available to your members, this is a confidential service that helps members to increase their financial literacy and reduce financial stress. There are helpful tools and information such as how to budget, debt management, protection from ID fraud or learning about their behavioural traits.

The Member can choose the level they're comfortable with, whether that is beginner, intermediary or advanced. It is a fun and easy way to learn and really help people get their finances on track.

Leavers

The employee will be able to view their leaver options in the Employee Member Booklet. You will need to inform us, via the Sovereign Upload Portal "that a person has left, once the last contribution has been paid for them."

Retirees

If you have an employee that is due to retire, then if possible please ask them to contact us at least three months before. The retirement options are listed in the Employee Member Booklet.

Death/Disability

Hopefully your employees will not suffer misfortune, but if they do and they either die or become permanently disabled, please contact us and we will support you through the process in respect of their pension account.

Complaints

We endeavour to provide all of our clients with excellent service. However, if you are dissatisfied with how a particular matter has been handled, please let us know and we will do our best to resolve the issue.

Should the matter remain unresolved, please contact us advising of your dissatisfaction and your wish to raise a complaint and we will send you a copy of our official Complaints Procedure which clearly details the steps you need to take.



Need More Information?

There is lots of information available:

Information on your specific employer account - Log-in to your Employer Self-Service Portal.

Information on how to do something - Visit sovereignemployeebenefits.com Knowledge Hub.

Want to talk to someone? - Call or email the Sovereign team.

Telephone: 01481 811000.

Email: guernseypensions@SovereignGroup.com.

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