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NEWS RELEASE

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Tuning into Member Needs: Just Group report sheds new light on the support DB members want when preparing for retirement

Retirement specialist and leader in the defined benefit (DB) de-risking market **Just Group** has launched a new member insight report: **Tuning into Member Needs**¹.

The report brings together the findings of an extensive research effort among private sector DB pension members from a variety of DB scheme providers. The research programme started with 20 in-depth, qualitative interviews and went on to survey another 1,505 individuals, covering a diverse range of ages, backgrounds and stages in their retirement journey.

The purpose of **Tuning into Member Needs** is to gain a clear understanding of the help DB members feel they need and want. The research probed where DB members already feel supported, where they have gaps in their knowledge and where they feel they need more help, before going on to examine if they have made plans for retirement and what triggered this planning.

Key findings around retirement planning include:

- 38% of pre-retired DB members do not feel confident about planning their retirement
- One in five pre-retired DB members over the age of 50 are yet to start planning for life after work
- Around a fifth of members who have started planning for retirement were prompted into action by a communication from their scheme provider

Laura Pertile, Director of Operations and Member Services, Defined Benefit Solutions at retirement specialist Just Group, said:

“We help people achieve a better later life, this is our purpose at Just and why we exist. We take the experience our customers receive very seriously. As an industry we can sometimes make the assumption that DB members don’t have concerns when planning or managing their retirement, but our research shows this is often an oversimplification.

“DB members experience the same pressures as any other person preparing for retirement. Taking a closer look at this community and making the time to ‘remember the member’ can highlight ways for our sector to improve the support we provide to these individuals, especially those who may be more vulnerable.”

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Notes to Editors:

1 – Just Group, [Tuning into Member Needs:](#)

About Just

Just (Just Group plc) is a FTSE-listed specialist UK financial services company.

Just is a leader in defined benefit (DB) de-risking, individual retirement income, and care markets. We've completed over 420 transactions since entering the defined benefit de-risking market in 2012.

Just reported record total DB sales in H1 2024 of £1.9bn, up 31%, and completed 55 transactions, compared to 35 transactions in H1 2023.

The >£17bn of DB premiums we've secured have been invested to ensure we achieve the predictable cash flow required to pay the pensions of scheme members. We've invested billions of pounds sustainably, across social housing, utilities and infrastructure including offshore wind farms and solar. These investments deliver value for pension scheme members and help the UK economy to grow.

Just has over 650,000 customers and has been trusted to manage more than £25 billion of customers' retirement savings and has helped customers release over £6.8 billion from their properties. Just provides a wide range of products, advice and professional services to individual customers, financial intermediaries, corporate clients and pension scheme trustees.

Marketed Products

- De-risking solutions for pension scheme trustees who want to remove the financial uncertainty of operating defined benefit pension schemes;
- Individually underwritten retirement income products delivering a guaranteed income for life;
- Long term care plans that provide those people moving into residential care with peace of mind by knowing a regular payment will be made to the care provider for the rest of their life;
- Lifetime mortgages for people who want to safely release some of the value from their home.

Professional services

- Regulated financial advice and guidance services for individuals wanting help in using their pension savings and/or releasing some of the value from their home; and
- A range of business services tailored for our corporate clients, ranging from consultancy and software development to fully outsourced customer service delivery and marketing services.

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