

Transcript: Member Advisory Panel

Kim Brown: Hello and welcome to our trustee talk session, this is your opportunity as a member, or an employer in our scheme, to get to know one of our trustees and hear from them about a subject that's important to them. My name's Kim Brown, I'm the pension scheme director, and I'm joined today by Mark Cliff. Mark is Chair of our Communications Committee and also chairs our Member Advisory Panel which is what Mark's going to be talking to us about today. Welcome Mark! Thanks for joining me. And I think really, Mark, working with you as a trustee, what I'd say is, you seem to be a real member champion. Hearing about members' views and thoughts seems really really important to you on the Board. Is that right? And if so, why is that so important?

Mark Cliff: Hi Kim, yes, thanks, it's great to be here and yeah, I think that's right. I think it's really important to think about things from a member perspective and personally, I do like to really think about that lens when we're challenging and talking about matters in trustee meetings. But you can only go so far with that, you know, we really do need access to our members and need to hear from them directly to really be able to represent them properly in the meetings. And I think the Member Advisory Panel that we've set up is a real leap forward in that area.

Kim Brown: Me too, we're really excited about it, aren't we? Talk me through it then, what's the purpose of the panel?

Mark Cliff: Well, I'd say the main purpose of the panel is to hear from a broad range of members. Um, we've got members from all backgrounds, all ages, and we want to hear from them so it informs our future communications and our engagement strategies with them, you know, we don't want to do this with a load of technical people hidden away in an office. We want members to be part of the way that we move things forward.

Kim Brown: Brilliant, and what sort of things have we, or are we planning to talk to them about?

Mark Cliff: Well, we really want to be led by the members in what they want to talk about. But in the first, well the last session that we held, we focused on responsible investing. You know, really broad topic, lots of interest, and whether it's pensions or other areas of life, there's a real momentum around that as an issue. So that was really interesting.

Next up, we're thinking of talking more about digital tools. Because we're seeing technology really making a big difference to take up and engagement levels and the ways that people operate, um, so we want to really road test some of those ideas. But we're really conscious, that as I said earlier, we've got people from all ages, all backgrounds, you know, we've got some five or six generations of members in this scheme. So digital's not for everybody, so we've got to get that right and make sure that we cater for all our members, which is why the Member Advisory Panel, being really broad, is so important to us.

Kim Brown: Absolutely, and a real opportunity for us, and Legal & General, to learn from members. But hopefully an opportunity for members to represent their employer, to network with others across various different industries, and to really inform the shape of their scheme and their pension. So, hopefully, something really in there for members.

If they did want to join our panel, how could they do so?

Mark Cliff: Well, as you say Kim, we're really, we're really open to input through all aspects of the scheme from members. You know, we'd really encourage members to get in touch and you know, join us, and the way to do that, the email address is on the screen, but it's **PSMTeam@lgim.com** is the email address to send the email to and you'll get a response from the team there.

Kim Brown: Perfect! Last, Mark, as you say, this is an opportunity for employers and members to get to know our trustees a little bit more. So, er, what might they want to know, about you?

Mark Cliff: Well, I'm not sure whether they want to know this, but just to give you a little bit of a, er, a summary...so my wife and daughter, and me, to be fair, animals play a really big part in our life. We've got, you know, horses, dogs, pigs, chickens and all the things knocking around, so that has a really big impact on us. And sometimes it can get a bit much! So when I need a little bit of me time, I either go running in the local hills, or I get out on my bike, just so I can get some peace and quiet, and a bit of exercise.

Kim Brown: Sounds fab. After an all-day trustee meeting, bit of exercise, is just what you need, isn't it? Great, well, thanks for joining me, Mark, and thank you to all that have watched. Thank you.

