

Retirement Support Services

AIB Case Study
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Review of RSS

- The motivation for RSS
- The member experience
- Considering the legal structure
- Selecting a broker not a provider



The motivation for RSS

- We're not in a DB only world anymore
- Realising you need more contributions at retirement is too late
- Our members are offered up to 9 option combinations at retirement
- We can improve on the standard retail offering
- Support needs don't end at retirement – they can grow



The member experience

- Stage 1 In Flight 10 years before retirement
- Stage 2 Approach Decision Support
- Stage 3 Landing Product Support
- Stage 4 Arrival Post Retirement Support



Considering the legal structure

- Selection of a Broker by the Trustee
- Appropriate function in the Trust Deed
- Checking with the Trustee Indemnity Insurer
- Appropriate SLAs



Selecting a broker not a provider

- Tender process
- Reviewed every few years
- The broker constantly reviews the market for providers

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Thank You

