

Pension details at your fingertips

How do I get started?

It's easy, just follow the simple steps below

Log on: www.friendsprovident.com/membersite

You'll find the information you need about your FRIENDS pension plan online. It's quick, secure and convenient and gives you instant access to your pension details.

Register

Follow our easy registration process to get started and use our online tools.

Activate

Once you have registered and joined your company scheme, you will be able to request a unique activation code to enjoy the full range of online services.

The screenshot displays the FRIENDS PROVIDENT website interface. At the top, there is a navigation bar with links for Home, Register, Login, Contact Us, Legal, and Privacy. Below this, the page is titled 'My Account' and features a main heading 'Putting you in control of your future...' with a sub-heading 'that's the power of FRIENDS®'. A woman's face is visible on the left side of the page. The main content area is divided into several sections: 'Welcome to the FRIENDS® site for group pension members', 'Why join your employer's scheme?' (highlighting the benefits of joining an employer's pension scheme), 'Not sure about your needs? Register as a prospective member to use our forecasting tools or find out more about planning your future.', 'Why manage your pension online?' (explaining the benefits of online account management), 'Important Information' (a disclaimer about pension value and performance), 'Friends Policy Holders' (a section for logging in or registering), 'Membersite demo' (a link to experience the site's features), 'Account availability' (a table showing service hours: Mon-Fri 09:30 - 22:00, Saturdays 09:30 - 19:00, and Sunday 10:00 - 20:00 UK time), and 'Acquisition activity' (a section for prospective acquisition by resolution of the majority of members).

With our online service you can:

- check and update your personal details
- confirm which funds your money is invested in
- monitor what contributions have been made
- check the value of your pension
- change the funds you're invested in
- change investment programme choices.

Log on: www.friendsprovident.com/membersite

Member summary

Your personal account page will look similar to this. You can access all of the screens using the tabs at the top of the page.

Transaction summary

This will allow you to view contributions made into your account.



Monitoring your account online enables you to:

- control your retirement planning,
- save, invest and make changes to your plan, and
- review the amount you contribute for the pension you want when you retire.

Update investments

This screen shows details of how your funds are invested and allows you to make changes to your investment instructions online.

FRIENDS PROVIDENT Home | Logout | Contact Us | Legal | Privacy

My Account Logged in as: pensiondemo@brunel

Update Investments

Member Summary | Transaction Summary | Investment Summary | **Update Investments** | Personal Details | My Funds

Scheme Name: Your Name **Scheme & Member Number:** Demonstration Scheme Pension Demonstration 154092/6

[About existing and redirecting funds](#)

Investment Programme

Your plan includes the **3 year Lifestyle** investment programme. Lifestyle investment programmes are designed to move your investments into lower risk funds as you approach retirement.

Your lifestyle investment programme will start on 28/11/2042.

If you want to change or remove your investment programmes, click the **Update** button. This will take you to the **Update Investment Details** section at the bottom of this screen.

Update

Existing Holdings

Your existing **fund holdings** are:

- FP Balle Gifford Managed: 50%
- FP Balanced Idx Enhanced Fund of Funds: 50%

FP Balanced Idx Enhanced Fund of Funds

FP Balle Gifford Managed

You can switch existing holdings into other funds. This will not alter the investment of future contributions or any existing holdings managed by your investment programme.

If you want to switch your existing holdings, click the **Update** button. This will take you to the **Update Investment Details** section at the bottom of this screen.

Update

Future Contributions

Under your current instructions, **future contributions** will be invested as follows:

- FP Balle Gifford Managed: 50%
- FP Balanced Idx Enhanced Fund of Funds: 50%

FP Balanced Idx Enhanced Fund of Funds

FP Balle Gifford Managed

You can redirect future contributions into other funds. This will not alter the investment of existing holdings.

If you want to redirect future contributions, please use the **Update Investment Details** section at the bottom of this screen.

Update Investment Details

Here you can update your investment programme choice, switch existing holdings and redirect future contributions. Before you continue, please ensure you have reviewed all the investment options displayed on this page.

If you would like to do more than one update please do so all at the same time. Please do not attempt a further switch until the change to the unit holdings is visible online. Switching on consecutive days is possible but may only be requested in writing (please refer to the Contact Us link).

Switch Instructions received before 17:00 (UK Time) Monday to Friday will be processed using the unit price for the following working day. Switch Instructions received on or after 17:00 (UK Time) Monday to Friday, or at any time on a weekend, will be processed using the unit price for the second working day following the day we received your instruction. Different rules may apply over bank holidays. Please [contact us](#) for further details.

This means that, for example, if you submit a switch instruction before 17:00 on Tuesday, it will receive Wednesday's unit price. If you submit the switch instruction on or after 17:00 it will receive Thursday's unit price.

Please continue to visit the site and you'll find more helpful facilities added as we enhance and expand our services.

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