



Atlas Master Trust – Winter newsletter 2020

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Welcome to your Atlas winter newsletter!

When we wrote to you last winter, no-one could have foreseen how 2020 would pan out. It's been a rollercoaster of a year for many of us. With news of a vaccine, perhaps there is light at the end of the tunnel.

Over the year, we've kept you up to date with how the COVID-19 pandemic is affecting your Atlas pension account. If you log on to your Atlas member portal (accessible through the Atlas website - see the link on page 3), you can find more information about some of the funds, as well as a link to a WebEx giving you more information. Our Annual Updates, issued back in the summer, included some more details about the impact the pandemic has had on your investments.

Here at Atlas, we're still working hard to improve your experience with your pension. In this edition, we wanted to update you about everything we've done over the year – including what we discussed in last year's newsletter (which you can find on the website).

We've also got some interesting information about investments, including how these can be used to have a positive impact on the world around you (see page 5) as well as details of how you can join our member forum and have your say.

We hope you and your loved ones are keeping safe and well, and wish you health and happiness over the festive season.

Alan Whalley, Penny Green, Steve Delo
The Trustee Board, Atlas Master Trust



Helping you to save for the future: building on last year

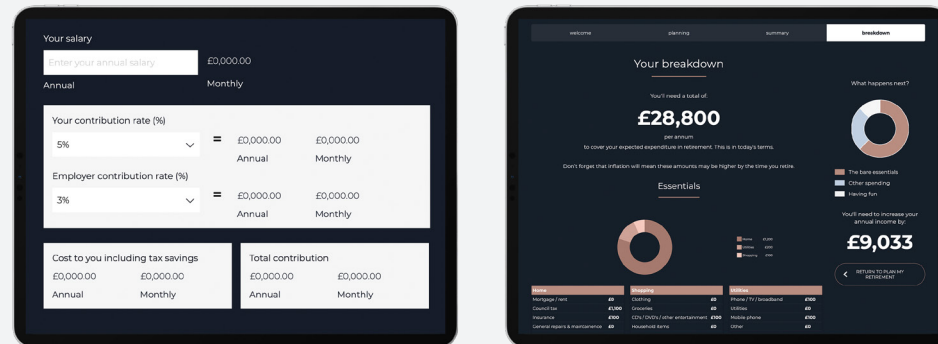
In our newsletter last winter, we included some results of the survey we sent out in summer 2019. We also talked about what we were doing to help improve your understanding of how your pension works.

During 2020, we have acted on our pledges by doing the following:

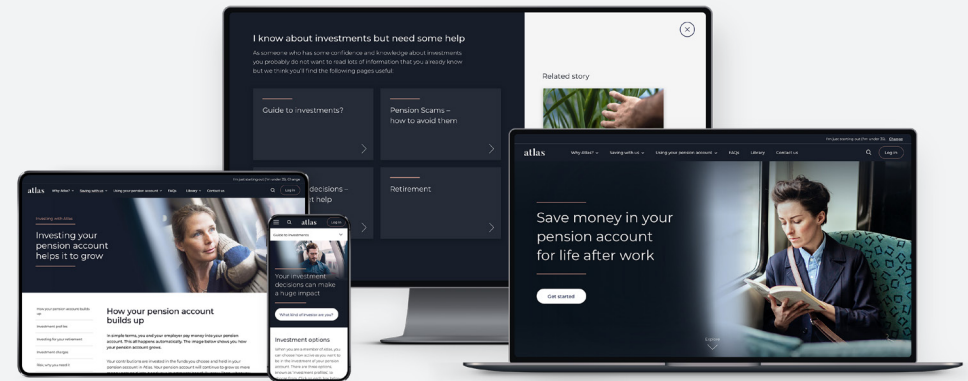
We've put easy to understand information in one handy place

We launched our new website

In the summer, we launched our new Atlas website. We've included information about saving money with Atlas, how you can invest your pension account to help it grow, and what you might want to do with your pension account when you retire.



On the website, you can also find a contribution calculator, to help you see how much goes into your pension account every month. And we've added a budget planner to help you work out what you might spend once you've stopped work.



From the website you can link through to the online portal so you can see how your own pension account is doing.

Simply visit www.atlasmastertrust.co.uk to find out more.

We also make the Atlas legal documents available online. You can find the up-to-date Trustee Report and Accounts, the Statement of Investment Principles, the Governance Statement and our Value for Members assessment on the website. Simply visit the Library on the website and click on 'Documents'.

We use simple language

We've made sure that the website reflects the way we want to communicate with you. Simple, honest language, with the least amount of jargon we can use. And over the next few months, we'll be enhancing it even further, with handy definitions of any technical language.

Helping you to save for the future: building on last year

We're rolling out a WhatsApp service

We know how important it is that you keep in touch with your savings. And we want to make sure that you're always able to talk to someone about your Atlas pension account. So, as well as telephone and email, we're trialling a new service where you can talk to someone via WhatsApp. At the moment, we're giving it a try with a small group of members. If the trial is successful, we hope to roll this service out to all members in 2021.

We've revamped your Annual Updates

In the summer, we sent out our new-look benefit statements – now called Annual Updates – using simple language and arranging them in a way that's easy to understand and interpret.

Your 2020 Annual Update included details of how much had been put into your pension account over the year, together with how your investments have performed. We know that many of you will have seen your pension account fall, because of the effect of the COVID-19 pandemic, but don't forget that you can check how your pension account is doing at any time by visiting the Atlas member portal.

Members over 50 were sent additional details of how benefits can be taken.

We added a helpful 'how to' video on the website, showing you what the figures on your update mean and included links to the website in the update so you can find out more about your individual funds.

We also included suggestions for how you can increase the amount you save into your pension account.

And there is still lots more to come...

Next year, we want to make your Annual Updates even better. We've already started the project for 2021, to make sure that we give you the most helpful information for your circumstances.

Where can you find your Annual Update?

If you're still building up pension contributions in your Atlas pension account, your update is likely to be available on the Atlas member portal. If you are no longer contributing, we'll probably be sending it to your home. However, we're moving away from printed material where we can (saving the planet one tree at a time).

So, unless you opt out and specifically request to continue receiving stuff through the post, in future, we'll be putting your updates on the Atlas member portal, and newsletters and other bits will all be on the website. Simply visit the website and give us your email address, so you can stay in touch with your money.

Your 2020 annual update
How to make the most of your Atlas pension account
Welcome to your new look annual update!
We've moved things around and simplified the layout, to make it easier for you to find the information you need. We've moved a lot of the other information online, so make sure you visit our new website www.atlasmemberportal.co.uk to find out more.
Your Atlas pension account annual update as at 31 March 2020 shows you:
1. How much money you already have in your pension account
2. How much money you could have on 30 April 2040, your target retirement date
3. What you could do to give yourself more money
Use it to see how your pension savings are building up, make sure the money in your pension account is working as hard as it can and receive what you get when you retire.
We know that it's likely that your pension account has reduced over the past few months, due to the global Coronavirus pandemic. This is an uncertain and changing time for most of us, so we've included some more information about what you can (and shouldn't) do, on pages 6 and 7. There's also more information on our website www.atlasmemberportal.co.uk

2. How much money you could have on 30 April 2040, your target retirement date
Your pension account could be **£110,000** at your target retirement date in today's money
In today's money, that income could be worth **£200 a month** or **£2,400 a year**
You can use the money in your pension account in lots of ways. We're only showing you what you might get if you turned it into an income for life, an annuity.
Why do we talk about 'today's money' when showing what your pension account and income could be worth?
The answer is - because of inflation. We've shown you what we think your account might buy you at your target retirement date. We think it would buy you what **£110,000.00** would buy you today. We think you could turn it into an income that would be like having a monthly income of about £200 today.
By the time you get to retirement, all the things you have to buy with your pension account (like bread, petrol and electricity) will have increased in price. Because of inflation, we've shown you a figure that can be compared with the money you earn and spend today, so you have an idea of how far your income could stretch when you retire.

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Investing in the world's best interests

Update on our investment strategy

Social and environmental change is happening faster than ever. Global warming, shifting demographics and the technology revolution are reshaping our planet. These social and environmental trends pose increasingly significant risks to investments.

We also understand that our members are increasingly conscious of acting in the best interests of the environment and society at large, and expect us to invest in a way that reflects these values. It's no longer about profits above all else. How a company makes its money is just as important as how much it makes, and by investing in the right companies now, we can help contribute towards a more sustainable world.

That's why Atlas have worked closely with the team at Schroders (our investment managers for the Multi Asset Portfolio Funds used in the default strategies) to take into account environmental and social impact of investments into our main investment strategy. As mentioned in last year's newsletter, we moved some of the investments in these funds into an investment which looks at both the positive and negative impacts that companies have on society and the environment (the Schroders' Sustainable Multi Factor Equity (SMFE) Fund).

We want to have a positive impact

Following that success, we have decided to go further and add the Schroder Global Sustainable Growth (GSG) Fund into the Multi Asset Portfolio Funds. This invests globally in the shares of companies that are managed for the long term, and account for their impact on all stakeholders. In order to be selected in the fund, companies must have a demonstrable track record of managing the business for the long term, recognising its responsibilities to its customers, employees and suppliers, and respecting the environment.

Examples of companies held in the portfolio include:

- a US water technology management company, whose products help improve water usage and efficiency (an area of growing importance given climate risk), and
- a Danish wind turbine supplier which has performed well as the shift to renewable energy continues to accelerate.

Our investment managers focusing on mental health

We also recognise that holding companies to account and helping to drive change towards better practices is fundamental to delivering positive outcomes for members and society. An example of this in practice is a recent collaborative engagement that Schroders, as one of our investment managers, undertook, looking at employee mental health. Together with a number of other investors, Schroders contacted FTSE 100 companies to encourage them to put measures in place to help support employees' mental health during the COVID-19 pandemic.

As at 30 September 2020, over half of the companies contacted have responded, with 75% showing commitment to mental health from the CEO or senior management, over 50% providing training for line managers and employee assistance programmes and 38% providing flexible working.

There is more about some of our other individual investment funds on page 8. If you want more detailed information about any of the funds we have discussed above, please visit

www.atlasmastertrust.co.uk/saving-with-us/investing-with-atlas

Complete your Expression of Wish today - there's no excuse!

We know you've probably got loads of things going on and sometimes it feels like there's no time to do those little things which aren't going to affect your life today.

But what about tomorrow? With modern life being so busy, thinking about making sure your loved ones are looked after when you die probably isn't that high on your list of things to think about.

It's understandable, but you really do need to think about it.

With Atlas, you can indicate who you want to leave your money to, in the event of your death. It only takes five minutes and can be done online.

All you need to do is complete an Expression of Wish form. Just go to the member portal: if you're a Capita employee click the top right tile (Atlas Pension & Company Life Assurance), if you're not a Capita employee click on the 'Your Pension' tile then click 'Update beneficiaries' and fill in the details on the page. Remember to click the 'Submit online' button at the bottom – and that's it!

The way you log on to your Atlas member portal is changing

Over the next few months, we'll be migrating all our members over to our new member portal.

This means that you will need to re-register.

If you've not registered before, now is a great time to register so you can log on and see how your own pension account is doing. Whether you're a long way off, or getting closer to finishing work, it's important that you keep an eye on how you're saving for retirement.

Life's all
about
surprises



I wish to
give her
everything



Your voice: the member forum is active!

When we sent out the member survey last summer, we mentioned that we wanted to hear from you – our members – about what we could do to help you engage with Atlas. Your comments helped us to set our priorities going forward, as set out in last winter's newsletter – many of which we mention above. But we still want your thoughts and opinions.

How you can get involved:

Join our member forum

Simply drop us a line on atlasmemberforum@capita.com to get involved. It's a time commitment of about 12 hours a year, and we want to hear about how we can improve the information we give you.

Or – just write to us with your thoughts and ideas. We've already had great conversations with our forum members and had fantastic ideas and suggestions. Some of the best ideas and suggestions have come from people who don't have a financial or pension background – we want a full and diverse range of people to give us their feedback and ideas.

Participate in our surveys

Surveys are a great way to find out what our members think.

We need your input to give us valuable data that can really help improve our communications.

In late October, we sent out a survey on behalf of the Department for Work and Pensions (DWP) about 'small pots' – those little pension accounts you build up when you're in a job for a couple of years before you move to the next one. More than 1,300 of you completed it, so if you found time to help us – thank you! We'll feedback the results (and the DWP's conclusions) soon.

There'll be more surveys coming out over the next few months. We want to know what you think about our Environmental, Social and Governance journey – how we invest positively in companies that are better governed and more responsible – and what we can do to make our footprint even better.

And we want to know what you think (and what you know) about taking your pension account as a cash sum at retirement.

Look out for these surveys which will be sent via email (and available on the website).

And of course, a massive THANK YOU! to all those of you who've already volunteered. Your thoughts, opinions and comments are invaluable to us, and we really appreciate your time.



COVID-19 Pandemic:

Keeping you up to date with some of our investment funds

Atlas Cash Fund

Back in March, the Bank of England cut interest rates to an historic low of 0.1%, with the Bank's Governor, Andrew Bailey, commenting that 'we are in an absolutely unprecedented situation'. This reduction has an impact on the Atlas Cash Fund which is used in our Default investment strategies (the investment strategies which members are invested in unless they choose their own investments).

These strategies are designed so that as a member draws closer to their expected retirement age, an increasing percentage of their pension pot is invested in cash. At their expected retirement age 25% will be invested in the Atlas Cash Fund. This is because, historically, most members have chosen to take their tax-free cash at that time.

We want to let you know that after charges, returns on the Atlas Cash Fund are expected to be negative by a fraction of a percentage, and are likely to remain so until and unless interest rates begin to rise again. Unfortunately, the solution cannot be resolved simply by selecting an alternative manager – all UK cash (or cash-like) funds that offer similar levels of security and predictability are affected in exactly the same way. We are keeping this situation under review and will provide updates as appropriate.

Atlas Property Fund

Also in March, due to the widespread inability for property fund managers to obtain reliable valuations, it became no longer possible to invest members' Atlas contributions in the Atlas Property Fund. We redirected all contributions made to the Atlas Property Fund to the Atlas Cash Fund. Members whose investments were moved were able to choose alternative funds.

We have recently been advised that the two underlying funds that are currently used in the Atlas Property Fund (managed by Threadneedle and Legal & General) have now re-opened and are available to receive contributions effective from 1 November.

We wanted to let our members know that you can now direct contributions back into the Atlas Property Fund if you wish to do so. But make sure you think about getting financial advice before changing where your pension account is invested.

To make changes to your investments simply visit the Atlas member portal. Or you can contact the Atlas Administration Team on 0345 121 3389 or by email at memberenquiries@atlasmastertrust.co.uk.