

# Appendix

## **Pensions Dashboards Programme Preparing for Dashboards Survey**

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### INTRODUCTION

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**Thank you for taking the time to complete this survey.**

**The purpose of the survey is to help the Pensions Dashboards Programme (PDP) and the Financial Conduct Authority (FCA) understand how firms are preparing to connect to the pensions dashboards central digital architecture and respond to find and view requests. The results will help PDP and FCA to ensure that they are offering appropriate support and information to providers as they prepare for connection.**

**The survey is divided into different sections and covers the following topics:**

- A. Background & profile**
- B. Awareness of initiative and duties**
- C. Preparation for connection**
- D. Data preparation**
- E. Engagement**
- F. Providing dashboards services**
- G. Further support**
- H. Survey completion**

**Please try to provide a response to all of the questions. If you are not sure of the answer, please use the “Don’t know” option rather than leaving it blank.**

**If you exit the survey, your previous responses will be automatically saved so you can complete it in multiple sittings. Additionally, if you feel that you are not the most appropriate person to fill out the survey, you may forward the survey link to someone else in your organisation. However, only one person should fill out the entire survey, and multiple people should not fill out different sections.**

**Once you have clicked ‘submit survey’ (after the final question) then you will not be able to amend your responses. Please check you have provided a response to all of the questions before clicking ‘submit survey’.**

**Your responses will be kept anonymous, and we will not share the identity of the individuals/organisations who take part in the survey with the FCA / Pensions Dashboards Programme or any other organisations.**

**Please click the button below to continue to the questionnaire.**

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 SECTION A: BACKGROUND & PROFILE
 

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## DISPLAY TO ALL

Firstly, we'd like to capture some background information about your role and the profile of your pensions business.

The firm we are focussing on is:

<FIRM\_NAME> - <FIRM FRN>

## DISPLAY TO ALL. SINGLE CODE

**A1. Does your business include at least one 'live' pension scheme (i.e. not wound up)?**

*Please select one option only*

Yes – at least one live pension scheme (including open, closed to new entrants, paid-up, winding up)	1	
No – all schemes wound up	2	CLOSE

## DISPLAY TO ALL. SINGLE CODE

**A2. Are you a decumulation-only provider? (i.e. are all your customers receiving payments from an annuity or in flexi access drawdown?)**

*Please select one option only*

Yes – all our customers have crystallised benefits	1	CLOSE
No – we have some customers in accumulation and who have not crystallised their benefits	2	

CLOSE IF ALL SCHEMES ARE WOUND UP (A1=2) OR PROVIDER IS DECUMULATION ONLY (A2=1) & DISPLAY TEXT BELOW:

**[CLOSESCREEN]** This survey is only applicable to operators of schemes that are not wound up and have customers with benefits not yet in payment, so it is not possible to continue. Thank you for your time.

You should still check whether you are in scope of the FCA rules, as finalised in [Policy Statement 22/12](#).

**DISPLAY TO ALL. SINGLE CODE**

The following questions refer to the scheme year end date in the period between 1 April 2023 and 31 March 2024.

**A3. Have you identified how many pension pots/plans were held by relevant pension scheme customers\* across all the pension schemes operated by <FIRM NAME> (FRN <FRN>) you administer?**

\* a relevant pension scheme customer is a customer of a personal pension scheme (as per COBS 19.11.1R Pensions dashboards), a stakeholder pension scheme, a retirement annuity contract, a pension buy-out contract or an FSAVC who is:

(a) an active pension scheme customer, a deferred pension scheme customer or a pension credit customer; and

(b) not entitled to the present payment of pension or other benefits from their scheme.

*Please select one option only*

Yes – current	1	
No – not yet identified	2	

**DISPLAY IF YES (A3 = 1 or 2). SINGLE CODE**

**A3a How many pension pots/plans have you identified?**

*Please select one option only*

Fewer than 5,000	1	
5,000 – 99,999	2	
100,000 – 499,999	3	
500,000+	4	
Don't know	5	

DISPLAY TO ALL. MULTICODE.

**A3b. What type(s) of pensions do you administer that are within the scope of FCA's final rules in [PS 22/12](#) (Please select as many as apply)**

Individual personal pensions	1	
Group personal pensions	2	
Individual stakeholder pensions	3	
Group stakeholder pensions	4	
Self-Invested Personal Pensions	5	
Free Standing AVCs	6	
Deferred annuities (including s32 buyouts, s226 retirement annuity contracts, individual contracts arising from bulk buy out, etc)	7	
Other (please specify)	8	

DISPLAY TO ALL. SINGLE CODE.

**A3c. Do you also have dashboard duties in respect of occupational pensions schemes under the DWP's Pensions Dashboards Regulations 2022 (as amended in 2023)?**

*Please select one option only*

Yes	1	
No	2	
Don't know	3	

DISPLAY TO ALL. SINGLE CODE

**A4. Does the firm use an in-house administrator, third-party administrator or both?**

*Please select one option only*

In-house administrator	1	
Third-party administrator	2	
Both	3	

## DISPLAY TO ALL. SINGLE CODE

**A5. How many separate pension schemes will your firm be required to connect to the pensions dashboards central digital architecture?**

1	1
2	2
3	3
4	4
5	5
6-9	6
10-14	7
15-19	8
20-49	9
50 or more	10
Don't know	11

## DISPLAY TO ALL. SELECT ALL THAT APPLY.

**A6. By which of the following methods do you currently provide members with information about the value of their pensions?**

**Please select all that apply**

Annual benefit statements issued to active customers	1	
Annual benefit statements issued to deferred customers	2	
Website or portal	3	
Mobile app	4	
None of these	5	
Don't know	6	

DISPLAY IF ABLE TO UTILISE WEBSITE/PORTAL/APP (A6=3-4). SINGLE CODE

**A7. Approximately what proportion of your customers could access their pensions value information via a portal, website or app, if they wish to do so (e.g. by registering)?**

**Please estimate the percentage that are able to access this irrespective of whether they have already done this**

All of them – 100%	1	
75%-99%	2	
50%-74%	3	
25%-49%	4	
10%-24%	5	
1-9%	6	
None of them – 0%	7	
Don't know	8	

DISPLAY IF ABLE TO UTILISE WEBSITE/PORTAL/APP (A6=3-4). SINGLE CODE

**A8. And approximately what proportion of your customers have registered for or have enabled access to use these services?**

All of them – 100%	1	
75%-99%	2	
50%-74%	3	
25%-49%	4	
10%-24%	5	
1-9%	6	
None of them – 0%	7	
Don't know	8	

DISPLAY IF MORE THAN 0% ARE REGISTERED FOR OR HAVE ENABLED ACCESS (A8=1-6).  
SINGLE CODE

**A9. Approximately what proportion of your customers that have registered for or have access to these services, have used any of them in the last 12 months?**

All of them – 100%	1	
75%-99%	2	
50%-74%	3	
25%-49%	4	
10%-24%	5	
1%-9%	6	
None of them – 0%	7	
Don't know	8	



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## SECTION B: AWARENESS OF INITIATIVE AND DUTIES

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### DISPLAY TO ALL.

Throughout this survey we will refer to the pensions dashboards central digital architecture. This is the overarching system within which all parties connect to make dashboards work. The central digital architecture is being developed by the Pensions Dashboards Programme at the Money and Pensions Service and includes the interfaces that connect pension providers and schemes to dashboard providers and a governance register, which monitors the whole central digital architecture's operations.

### DISPLAY TO ALL. SINGLE CODE

**B1. The legislation and rules require firms like yours to:**

- connect your pension scheme(s) to a central digital architecture and use personal data provided by the users of pensions dashboards to search for their records in your scheme(s)
- return the up-to-date pension asset information to any customers of your scheme(s) via dashboards
- do all of the above in line with standards set out by the Money and Pensions Service

Compliance with these duties and standards will be regulated by the relevant regulator: The Pensions Regulator or the Financial Conduct Authority (as applicable)

Failure to comply with these duties could result in supervision or enforcement action by the regulators including penalties

**Before this survey, were you aware of all these requirements and regulations?**

Yes – aware of all	1	
No – aware of some	2	
No – not aware of any	3	
Don't know	4	

DISPLAY TO ANY NOT AWARE OF ALL OBLIGATIONS (B1=2, 3 or 4). MULTIPLE CODE

**B2. Which of these requirements and rules were you not aware of...?**

Please select all that apply

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The need to connect your pension scheme(s) to a central digital architecture	1
The need to use personal data provided by the users of pensions dashboards to search for their records in your scheme(s)	2
The need to return the up-to-date pension asset information to any customers of your scheme(s) via dashboards	3
The need to do all of the above in line with standards set out by the Money and Pensions Service	4
Compliance with these duties and standards will be regulated by the relevant regulator: The Pensions Regulator and the Financial Conduct Authority (as applicable)	5
Failure to comply with these duties could result in supervision or enforcement action by the regulators including penalties	6

DISPLAY TO ALL. SINGLE CODE FOR EACH ROW

**B3. We would like to understand the level of preparations that are currently underway for connecting to the central digital architecture.**

**For each of the following, please indicate whether you have already done this or plan to do it in the near future?**

	Already done this	Plan to in next 3 months	Plan to in next 4-6 months	Plan to in next 7-12 months	None of these	Don't know
A) Added pensions dashboards as a regular item at board meetings or another executive committee.	1	2	3	4	5	6
B) Assigned budget to deliver the work required to prepare for your duties	1	2	3	4	5	6

C) Discussed <a href="#">connecting to</a> the pensions dashboards central digital architecture with your relevant administrator or outsourcer	1	2	3	4	5	6
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## SECTION C: PREPARATION FOR CONNECTION

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All pension firms in scope of dashboard duties must be connected to the central digital architecture by 31 October 2026. The DWP has published guidance setting out a timeline for staggered connection ahead of this date, to ensure the orderly onboarding of firms and minimise delivery risk.

DISPLAY TO ALL.SINGLE CODE.

**C1 Have you read this guidance?**

Yes	1	
No	2	
Don't know	7	

DISPLAY TO ALL.SINGLE CODE.

**C2 Do you know the “connect by” date for your firm<IF READ GUIDANCE as per the guidance>?**

Yes	1	
No	2	
Don't know	7	

DISPLAY IF KNOW CONNECTION DATE (C2=1)

**C3 Please provide the “connect by” date for your firm**

DROPDOWN BOXES – MONTH & YEAR	1	
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DISPLAY TO ALL. SINGLE CODE

**C4 Which of the following best describes your firm's position in respect of your connect by date?**

We intend to connect <b>before the connection date</b> in the guidance	1	
We intend to connect <b>by the connection date</b> in the guidance	2	
We intend to connect <b>after the connection date</b> in the guidance but before the end of October 2026	3	
We are <b>not confident</b> of being able to connect before the end of October 2026	4	
None of these	5	
Don't know	6	

#### DISPLAY TO ALL. SINGLE CODE PER ROW

**C5. For each of the below statements, please confirm how confident you are that by the “connect by” date for your firm you will ... ?**

**Please select one answer per statement**

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	Com pletely confid -ent	Very confid -ent	Fairly confid -ent	Not very confid -ent	Not at all confid -ent	Don't know
A) have implemented your decisions on which personal and contact data items you will be using for matching members to their records	1	2	3	4	5	6
B) have fully digitised and accurate data for matching customer records	1	2	3	4	5	6
C) be able to provide timely, accurate and sufficiently up-to-date value estimates for all pensions	1	2	3	4	5	6

#### DISPLAY IF NOT CONFIDENT WILL CONNECT BY DATE (C5A, B or C=3-6 or C4=3-4). OPEN TEXT BOX.

**C6 What are the main issues that are causing you to feel less confident that your firm will be ready to connect by its connection date?**

WRITE IN	1	
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Don't know	2	
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DISPLAY IF DO NOT INTEND TO CONNECT BY DATE (C4=3-4). SINGLE CODE.

**C7 Have you conducted an assessment of the risks of not connecting by your “connect by” date?**

Yes	1	
No, but I plan to	2	
No, and I do not plan to	3	
Don't know	4	

DISPLAY IF DO NOT INTEND TO CONNECT BY DATE (C4=1 or 3 or 4). SINGLE CODE.

**C8 Please could you confirm when you do intend to connect?**

DROPDOWN BOXES – MONTH & YEAR	1	
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DISPLAY TO ALL. SINGLE CODE

**C9. Which of the following best describes the way in which your firm intends to connect to the central digital architecture?**

We intend to build an interface to connect directly from our administration system to the architecture	1	
We will use one or more third party suppliers to connect to the architecture	2	
We will use a mixture of direct connections and third party supplier connections to connect to the architecture	3	
We haven't decided yet	4	
Don't know	5	

DISPLAY IF KNOW HOW FIRM WILL CONNECT (C9=1-3). SINGLE CODE.

**C10. How many 'endpoints' will your firm use to connect to the central digital architecture?**

**An 'endpoint' is a technical connection point to the central digital architecture from which your firm's pensions information will be sent. These may be direct connections from your firm's administration systems or connections from third party suppliers**

1	1	
2	2	
3	3	
4	4	
5 to 9	5	
10 or more	6	
Don't know	7	

**DISPLAY IF NOT DECIDED YET OR DON'T KNOW (C9= 4 OR 5). SINGLE CODE**

**C11. When will the decision on how your firm will connect to the dashboards architecture be made...?**

Within the next 3 months	1	
Between 4 and 6 months	2	
Between 7 and 12 months	3	
In more than 12 months' time	4	
Don't know	5	

**DISPLAY IF INTEND TO USE 3<sup>RD</sup> PARTY SUPPLIERS (C9=2 OR 3). SINGLE CODE**

**C12. Thinking about the third party supplier(s) that you will use to connect to the dashboards architecture, is this likely to be...?**

An existing supplier	1	
A new supplier	2	
Both	3	
Don't know	4	

**DISPLAY IF INTEND TO USE AN EXISTING SUPPLIER (C12=1 OR 3). SINGLE CODE**

**C13. We envisage that firms will typically need to amend their contracts with existing suppliers to cover this. When do you expect to have finished updating contracts with your supplier(s)?**

Already completed	1	
The process is underway and is expected to complete within 3 months	2	
The process is underway and is expected to complete within 4-6 months	3	
The process is underway and is expected to complete within 7-12 months	4	
The process is underway but will take longer than 12 months to complete	5	
We have not yet begun the process of amending contracts with the supplier(s)	6	
We do not need to amend our contracts	7	
Don't know	8	

DISPLAY IF INTEND TO USE NEW 3<sup>RD</sup> PARTY SUPPLIER (C12=2 OR 3). SINGLE CODE

**C14. When do you expect to have completed procuring the new supplier(s)?**

Already completed	1	
The procurement process is underway and is expected to complete within 3 months	2	
The procurement process is underway and is expected to complete within 4-6 months	3	
The procurement process is underway and is expected to complete within 7-12 months	4	
The procurement process is underway but will take longer than 12 months to complete	5	
We have not yet begun the procurement process	6	
Don't know	7	

DISPLAY IF INTEND TO CONNECT DIRECTLY TO SYSTEM (C9=1 OR 3). SINGLE CODE

**C15. Has your firm started the process of building an interface to connect directly to the architecture?**

Yes	1	
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No, but plan to do so in the next 3 months	2	
No, but plan to do so in the next 4-6 months	3	
No, but plan to do so in the next 7-12 months	4	
No, and not planned in the next 12 months	5	
Don't know	6	

**DISPLAY IF INTEND TO CONNECT DIRECTLY TO SYSTEM (C9=1 OR 3). SINGLE CODE**

**C16. The Money and Pensions Service has established the Pensions Dashboards Programme (PDP) team to develop the architecture which will connect pensions dashboards to pension providers and schemes. Are you already engaging with PDP about the interface you are planning to build?**

Yes	1	
No, but plan to do so in the next 3 months	2	
No, but plan to do so in the next 4-6 months	3	
No, but plan to do so in the next 7-12 months	4	
No, and not planned in the next 12 months	5	
Don't know	6	

**DISPLAY TO ALL. SINGLE CODE**

**In order to connect to the pensions dashboards central digital architecture your firm will need a registration code, which the FCA will provide for you. If you plan to meet your duties by connecting different parts of your business through different connections (multiple third-party suppliers to connect for example) then you will need a different code for each connection you are using.**

**C17. How many registration codes do you currently anticipate needing to complete your connection? .**

***Please select one option only***

Up to 2	1	
3-5	2	
More than 5 – Please specify (OPEN RESPONSE)	3	
Don't know	4	



## DISPLAY TO ALL. SINGLE CODE

**C18. If a firm completes connection to the MaPS pensions dashboards digital architecture before 31 October 2026, that firm must comply with all the obligations under COBS 19.11.**

The FCA has published a modification by consent that enables firms to ensure compliance with COBS 19.11 where:

- they connect in line with the ‘connect by’ dates in guidance in respect of most of their relevant pension scheme members; but
- it is not reasonably practicable for the firm to connect 100% of its relevant pension scheme members’ data by the ‘connect by’ date.

Firms that wish to avail of this modification must notify the FCA of their intention to do so:

<https://www.fca.org.uk/firms/modification-consent-cobs-tp-238br>

**Does your firm intend to avail itself of the FCA’s modification by consent?**

*Please select one option only*

Yes – already have	1	
Yes – intend to	2	
No	3	
Don’t know	4	

DISPLAY TO THOSE WHO ARE ALREADY USING OR INTEND TO USE MODIFICATION BY CONSENT (C18=1 OR 2). OPEN TEXT BOX.

**C19. What proportion of your book do you expect to be made available by your “connect by” date?**

90-99%	1	
80-89%	2	
50-79%	3	
Less than 50%	4	
Don’t know	5	

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## SECTION D: DATA PREPARATION

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### DISPLAY TO ALL.

The next section is all about data preparation, and the first set of questions are about ‘find’ and ‘match’ data.

When a customer uses a dashboard, their identity will be verified by an identity service, which will confirm their first and last name and date of birth. The customer will also be asked to provide additional data – national insurance number, previous name(s) and address(es), email address, and mobile phone number. This personal and contact data is sometimes referred to as ‘find’ data.

Firms will need to use this data to ‘match’ customers to their pensions. Firms will decide which data items to use for matching - i.e. which combination of information they use to confirm a dashboard user has a pension with the provider (their ‘match’ data).

### DISPLAY TO ALL. SINGLE CODE

**D1. What proportion of your firm’s customers’ personal and contact data already exists in digital format?**

By ‘customers’ personal and contact data’ we mean the first and last names, date of birth, national insurance number, address and (if held by the scheme) email address and mobile phone number. This is sometimes referred to as ‘find’ data.

By ‘digital’ we mean the data is held in an electronic and searchable format (e.g. on a database).

*Please select one option only*

100%	1	
90-99%	2	
80-89%	3	
70-79%	4	
50-69%	5	
Less than 50%	6	
Don’t know	7	

DISPLAY IF LESS THAN 100% RECORDS IN DIGITAL FORMAT (D1=2 TO 7). SINGLE CODE

**D2. Is there a plan in place to fully digitise this data ahead of your firm's 'connect by' date?**

*Please select one option only*

Yes	1	
No	2	
Don't know	3	

DISPLAY TO ALL. SINGLE CODE

**D3. Do you know what personal and contact data items your firm will use for matching customers to their records?**

By 'customers personal and contact data' we mean the first and last names, date of birth, national insurance number, address and (if held by the scheme) email address and mobile phone number.

By 'matching' we mean the process of comparing data received from the central digital architecture to the data held in your firm records to confirm whether there is a customer record for that individual.

*Please select one option only*

Yes	1	
No, but are expecting to make a decision soon	2	
No, and not sure when will make a decision	3	
Don't know	4	

DISPLAY IF KNOW WHAT ITEMS WILL BE USED FOR MATCHING (D3=1). SINGLE CODE

**D4a. How confident are you that the data your firm holds in your records which you will use for matching is accurate?**

*Please select one option only*

Completely confident	1	
Very confident	2	

Fairly confident	3	
Not very confident	4	
Not at all confident	5	
Don't know	6	

DISPLAY IF DON'T KNOW WHAT ITEMS WILL BE USED FOR MATCHING (D3=2 OR 3) SINGLE CODE

**D4b. How confident are you that the personal and contact data your firm holds in your records is accurate?**

*Please select one option only*

Completely confident	1	
Very confident	2	
Fairly confident	3	
Not very confident	4	
Not at all confident	5	
Don't know	6	

DISPLAY IF NOT COMPLETELY/VERY CONFIDENT (D4A=3-6 OR D4B=3-6). SINGLE CODE

**D5. Is there a plan in place to improve the accuracy of this data ahead of your firm's 'connect by' date?**

*Please select one option only*

Yes	1	
No	2	
Don't know	3	

DISPLAY IF NOT CONFIDENT IN ACCURACY OF FIND DATA (D4b=3-6). OPEN TEXT BOX.

**D6. You mentioned earlier that you weren't entirely confident that you will have accurate data for matching records by your firm's 'connect by' date. Why is that?**

*Please enter your answer in the space provided*

WRITE IN [OPEN TEXT BOX]	1	
Don't know [EXCLUSIVE]	2	

#### DISPLAY TO ALL. SINGLE CODE

**D7. Is the <IF D3=1 matching data / IF D3=2-4 personal and contact data> your firm holds for customers in digital format...?**

For all of your customers	1	
For most of your customers	2	
For some of your customers	3	
Don't know	4	

#### DISPLAY IF NOT ALL DATA IN DIGITAL FORMAT (D7=2-3) SINGLE CODE

**D8. Is there a plan in place to fully digitise this data ahead of your firm's 'connect by' date?**

Yes	1	
No	2	
Don't know	3	

#### DISPLAY IF NOT ALL DATA IN DIGITAL FORMAT (D7=2-3) SINGLE CODE

**D9. Are you confident that your firm will be able to fully digitise this data ahead of connecting?**

Yes	1	
No	2	
Don't know	3	

#### DISPLAY IF NOT CONFIDENT TO DIGITISE DATA (D9=2). SINGLE CODE.

**D10. Why are you not confident that your firm will have digital personal data by its connection?**

WRITE IN	1	
Don't know	2	

**DISPLAY TO ALL.**

The next set of questions is about ‘view’ data.

If you have made a match, the customer can then ask to see their pensions information on a dashboard of their choice. This is the ‘view’ data and includes information about the value of the pension they’ve built to date (accrued pension) and the value of the income that they may get at retirement (estimated retirement income).

**DISPLAY TO ALL. SINGLE CODE**

**D11. For any money purchase / DC benefits your firm will need to provide values calculated in line with the rules set by the Financial Reporting Council (Actuarial Standards: Technical Memorandum 1).**

If, at the time of the customer’s find and view request:

- your firm has already provided this information to the customer in the last 13 months (e.g. through a statement), your firm will need to provide it as ‘view’ data immediately.
- your firm has not provided it to the customer recently and needs to run a new calculation, your firm will need to provide it as ‘view’ data within 3 working days from the day after the match is registered

What proportion of your firm’s money purchase/ DC value data is regularly calculated and retrievable immediately?

*Please select one option only*

100%	1	
90-99%	2	
80-89%	3	
70-79%	4	
50-69%	5	
Less than 50%	6	
Don’t know	7	

**DISPLAY IF LESS THAN 100% (D11=2 TO 7). MULTIPLE CODE****D12. For any data that isn't recent and retrievable immediately, does your firm plan to...?*****Please select all that apply***

Calculate the values regularly so they are recent and available on demand	1	
Calculate the values in real-time and return immediately	2	
Calculate the values on demand and return within the 3-day period	3	
Don't know	4	

**DISPLAY TO ALL. SINGLE CODE****D13a. Is your firm planning to provide value data that is more up to date than the values shown on the latest Annual Benefit Statement (ABS) or Statutory Money Purchase Illustration (SMPI)?*****Please select one option only***

Yes	1	
No	2	
Don't know	3	

**DISPLAY TO THOSE WHO ANSWERED YES at D13a (D13a = 1). SINGLE CODE****D13b. For what proportion of the pensions you administer would the value data be more up to date than the latest ABS?*****Please select one option only***

<50%	1	
50-59%	2	
60-69%	3	
70-79%	4	

80-89%	5	
>90%	6	
Don't know	7	

#### DISPLAY TO ALL SINGLE CODE

**D14a. Does your firm have any non-money purchase / non-DC benefits or hybrid schemes which include non-money purchase elements in your schemes?**

**Please select all that apply**

Yes – have non-money purchase schemes	1	
Yes – have hybrid schemes with non-money purchase elements	2	
No	3	
Don't know	4	

#### DISPLAY IF HAVE NON-MONEY PURCHASES (D14a =1 or 2). SINGLE CODE

**D14b. For any non-money purchase/non-DC benefits in your schemes, your firm will need to provide values in line with the scheme's rules (although for a limited period of time your firm may be able to use a simplified basis).**

**If, at the time of the customer's find and view request:**

- your firm has already provided this information to the customer in the last 13 months (e.g. through a statement), your firm will need to provide it as 'view' data immediately.
- your firm has not provided it to the customer recently and needs to run a new calculation, your firm will need to provide it as 'view' data within 10 working days from the day after the match is registered

**What proportion of your firm's non-DC value data is already recent and retrievable immediately?**

***Please select one option only***

100%	1	
90-99%	2	



80-89%	3	
70-79%	4	
50-69%	5	
Less than 50%	6	
Don't know	7	

DISPLAY IF LESS THAN 100% (D14b=2 TO 7). SINGLE CODE

**D15. For any data that isn't recent and retrievable immediately, does your firm plan to...?**

*Please select one option only*

Revalue the benefits regularly so they are recent and available on demand	1	
Calculate the values on demand within the 10-working day period	2	
A combination of the two	3	
Don't know	4	

DISPLAY TO ALL. SINGLE CODE PER ROW

**D16. There are legal requirements in terms of both how values must be calculated (if your firm doesn't have values, they need to be calculated and returned within 3 or 10 working days of receiving the find request) and how quickly they must be returned (if you have values they should be returned within 10 seconds of receiving the view request).**

**For each of the below statements, how confident are you that, from the date you connect, your firm will be able to meet the requirements around...?**

*Please select one answer for each statement*

	Completely confident	Very confident	Fairly confident	Not very confident	Not at all confident	Don't know
A) How values must be calculated	1	2	3	4	5	6
B) How quickly you must provide the data	1	2	3	4	5	6

DISPLAY IF NOT CONFIDENT IN MEETING REQUIREMENTS FOR VALUE CALCULATION (D16 STATEMENT A=3 TO 6). OPEN TEXT BOX.

**D17a. Why are you not entirely confident that your firm will be able to meet the legal requirements around how values must be calculated?**

***Please enter your answer in the space provided***

WRITE IN [OPEN TEXT BOX]	1	
Don't know [EXCLUSIVE]	2	

DISPLAY IF NOT CONFIDENT IN MEETING REQUIREMENTS FOR TIME TO PROVIDE DATA (D16 STATEMENT B=3 TO 6). OPEN TEXT BOX.

**D17b. Why are you not entirely confident that you will be able to meet the legal requirements around how quickly your firm must provide the data?**

***Please enter your answer in the space provided***

WRITE IN [OPEN TEXT BOX]	1	
Don't know [EXCLUSIVE]	2	

## SECTION E: ENGAGEMENT

DISPLAY TO ALL. MULTI CODE. RANDOMISE ORDER

**E1. Have you, or the person/team accountable for making sure your firm is compliant with dashboard duties, done any of the following?**

**Please select all that apply**

Read FCA's Policy Statement 22/12: pensions dashboards rules for pension providers	1	
Read the Pensions Dashboards Programme's draft standards and guidance	2	
Accessed the Pensions Dashboards Programme's Connection hub (previously known as the data provider hub)	3	
Read guidance or other materials about dashboards put out by an industry body (other than the Pensions Dashboards Programme)	4	
Received materials from your administrator or other advisor on pensions dashboards	5	

DISPLAY IF OPTION 2 OR 3 SELECTED AT E1. SINGLE CODE PER ROW

**E2. How useful did you or your team members find...?**

**Please select one answer per statement**

ROTATE STATEMENTS

	Very useful	Fairly useful	Not particularly useful	Not at all useful	Don't know
SHOW IF E1 = 2 The format of the draft standards and guidance on the Pensions Dashboards Programme's website	1	2	3	4	5
SHOW IF E1 = 3 The information provided on the Pensions Dashboards Programme's connection hub (previously known as the data provider hub)	1	2	3	4	5

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## SECTION F: PROVIDING DASHBOARDS SERVICES

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### DISPLAY TO ALL.SINGLE CODE

**F1. It is expected that there will be more than one pensions dashboard. The Money and Pensions Service (MaPS) will provide one, but other parties will also be able to apply for regulatory permission to operate a pensions dashboard service in due course (subject to FCA authorisation and rules, as well as compliance with DWP regulations and MaPS standards).**

**Is your firm expecting to provide its own pensions dashboard?**

***Please select one option only***

Yes, we will be seeking authorisation from the FCA to build our own dashboard	1	
Yes, we intend to provide our customers with access to a dashboard built by an FCA-authorised dashboard operator (e.g. white labelling, licensing, syndication or third-party hosting).	2	
Maybe/ It's a possibility	3	
No	4	
Don't know	5	

### DISPLAY TO THOSE NOT CONSIDERING PROVIDING A DASHBOARD (F1=3-5). SINGLE CODE

**F2. Is your firm planning to promote pensions dashboards to its customers?**

***Please select one option only***

Yes	1	
Maybe/ It's a possibility	2	
No	3	
Don't know	4	

SECTION G: FURTHER SUPPORT

DISPLAY TO ALL. OPEN TEXT BOX

**G1. Finally, is there anything else you would you like to see from the Pensions Dashboards Programme at the Money and Pensions Service, the FCA or TPR to help you prepare for your dashboards duties?**

*Please select one option only*

Yes - WRITE IN [OPEN TEXT BOX]	1	
No	2	
Don't know	3	

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## SECTION H: SURVEY COMPLETION

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### DISPLAY TO ALL. SINGLE CODE

**H1. Please record your name below. This is just for quality control purposes to keep track of who has filled out the survey.**

*Please select one option only*

WRITE IN [OPEN TEXT BOX]	1	
Prefer not to say [EXCLUSIVE]	2	

### DISPLAY TO ALL. SINGLE CODE

**H2 We may be conducting some further research among participants from this survey, to get a more detailed understanding of any issues arising. Would you be willing to be contacted regarding that possibility?**

Yes	1	
No	2	

### DISPLAY TO THOSE WILLING TO PARTICIPATE IN FOLLOW-UP RESEARCH. H2=1. OPEN TEXT BOX

**H3 Please provide you contact details, so that we can include you in further research**

Name:	WRITE IN: OPEN TEXT
Email address:	WRITE IN: OPEN TEXT
Telephone number:	WRITE IN: OPEN TEXT

### DISPLAY TO THOSE NOT CONFIDENT OF HAVING EVERYTHING READY FOR THEIR CONNECTION DATE IN THE GUIDANCE. (C5 A OR B OR C =3-6, C4=4 OR 6). MULTICODE.

**H4 You indicated that you were not confident of having everything ready for your guidance 'connect by' date. Would you like to be contacted by someone from PDP or the FCA to discuss this with you?**

Yes - PDP	1	
Yes - FCA	2	
No [EXCLUSIVE]	3	

DISPLAY TO THOSE WANTING TO BE CONTACTED BY PDP OR FCA. H4=1 or 2 AND H2=2. OPEN TEXT BOX

**H5 Please provide you contact details, so that someone from [text substitution – (H4=1 only) PDP / (H4=2 only) FCA / H4=1&2 PDP and FCA] can contact you.**

Name:	WRITE IN: OPEN TEXT
Email address:	WRITE IN: OPEN TEXT
Telephone number:	WRITE IN: OPEN TEXT

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## SECTION I: SURVEY COMPLETION

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### DISPLAY TO ALL

**That's the end of the survey, thank you very much for taking the time to complete it..**

**If you would like to print and/or save a copy of your responses then please click the 'print' button below. This will open a new browser window (you may need to allow pop-ups from this site for it to open). You can then print this or choose to save it as a pdf document. Please do this before clicking the submit button.**

**IMPORTANT: Please click the 'tick' button below to submit your survey.**

**Once you have submitted your survey you will not be able to go back and change any of your answers or print/save a copy of your responses.**



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SUBMISSION PAGE

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**Thank you for your response.**

**For more information on pensions dashboards please visit the following links:**

**The Pensions Dashboards Programme**

**<https://www.pensionsdashboardsprogramme.org.uk/>**

**The Financial Conduct Authority**

**[PS22/12: Pensions Dashboards rules for pension providers](#)**

# Our standards and accreditations

Ipsos' standards and accreditations provide our clients with the peace of mind that they can always depend on us to deliver reliable, sustainable findings. Our focus on quality and continuous improvement means we have embedded a "right first time" approach throughout our organisation.



## ISO 20252

This is the international specific standard for market, opinion and social research, including insights and data analytics. Ipsos UK was the first company in the world to gain this accreditation.



## Market Research Society (MRS) Company Partnership

By being an MRS Company Partner, Ipsos UK endorse and support the core MRS brand values of professionalism, research excellence and business effectiveness, and commit to comply with the MRS Code of Conduct throughout the organisation & we were the first company to sign our organisation up to the requirements & self-regulation of the MRS Code; more than 350 companies have followed our lead.



## ISO 9001

International general company standard with a focus on continual improvement through quality management systems. In 1994 we became one of the early adopters of the ISO 9001 business standard.



## ISO 27001

International standard for information security designed to ensure the selection of adequate and proportionate security controls. Ipsos UK was the first research company in the UK to be awarded this in August 2008.



## The UK General Data Protection Regulation (UK GDPR) and the UK Data Protection Act 2018 (DPA)

Ipsos UK is required to comply with the UK General Data Protection Regulation (GDPR) and the UK Data Protection Act (DPA). These cover the processing of personal data and the protection of privacy.



## HMG Cyber Essentials

Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet. This is a government-backed, key deliverable of the UK's National Cyber Security Programme. Ipsos UK was assessed and validated for certification in 2016.



## Fair Data

Ipsos UK is signed up as a "Fair Data" company by agreeing to adhere to twelve core principles. The principles support and complement other standards such as ISOs, and the requirements of data protection legislation. .

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## About Ipsos Public Affairs

Ipsos Public Affairs works closely with national governments, local public services and the not-for-profit sector. Its c.200 research staff focus on public service and policy issues. Each has expertise in a particular part of the public sector, ensuring we have a detailed understanding of specific sectors and policy challenges. Combined with our methods and communications expertise, this helps ensure that our research makes a difference for decision makers and communities.