



# The people behind your pension – Pt 2

## Video transcript

I'm Lindsay and I'm the Proposition team manager.

I'm Tariq and I work in the Technical Systems Support team.

I'm Lydia and I work on the Corporate Affairs team.

In my role, we look at what we can do to help and support members, providing the right information and support at the right time. It's important so that members can make informed decisions about their USS benefits.

Our team provides support for over 50 systems across 40 suppliers that are used across the whole of USS. We act as a bridge between suppliers and the business to keep both our pensions and digital systems fully updated and maintained. The aim being to ensure the wider business has the tools need to successfully deliver pension services to our members, in a timely and accurate manner.

It's a Corporate Affairs team's job to explain what USS does and how it does it from how we manage the scheme and its investments to how and why decisions are made for our members. We do that internally and externally through our internal communications activities, speaking with the media, publishing information on our website or social media channels or by engaging with policymakers.

The Propositions teams main focus is to improve the USS experience for members. We want members to understand their benefits and find it easy to engage with us.

One of the best things about my role is seeing the positive change in member feedback following us introducing a new feature or supports area. It's great to know that we've introduced something that has really helped members with their understanding and

want to continue to support them further on their USS journey.

As a member myself, I find it rewarding to be able to directly support the business in resolving any issues that may be preventing them from successfully delivering our pension services to our members.



I'm proud of the company I work for and I really enjoy working within a dynamic and a helpful team of people. There's a great sense of purpose working at USS. We're here to make sure our members' pensions will be there for them their loved ones when they need it most.

I'd ask members to visit our website to ensure they're aware of and making the most of the support already available. A good starting point to refresh your basic information about the scheme and to give you some pointers on possible next steps or actions will be to watch one of our webinars called 'About USS' which you can find on our guidance webinars page.

All being well, you'll never see myself or the team. But rest assured, we are one of a number of unseen teams working away in the background to provide support to the services needed to help you in your pensions journey.

That we are here to support you through your journey to retirement with dedicated online content and support staff who would care a great deal about what they do.