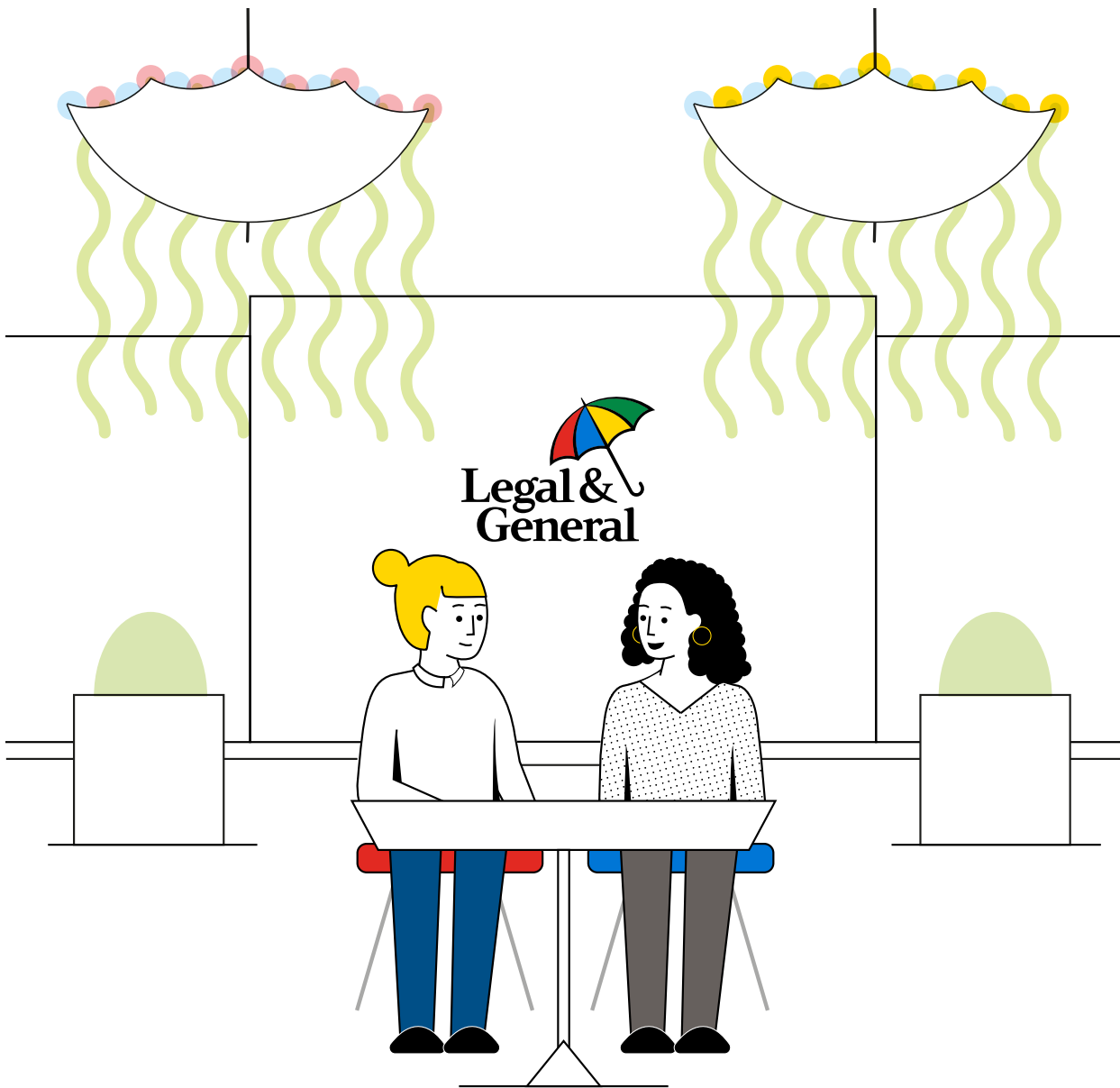


Overview of our client and customer services



Success at the CCA Global Excellence awards

We are delighted to report that we won two awards at the prestigious Customer Contact Association (CCA) Global Excellence Awards 2022. The winners were announced at a gala dinner in Glasgow in April.



Dave Poulton, Chief Customer Officer, won Director of the Year whilst Lauren Alexander, who won Team Leader of the Year in 2021, completed a rare double after being recognised for a second year in a row.

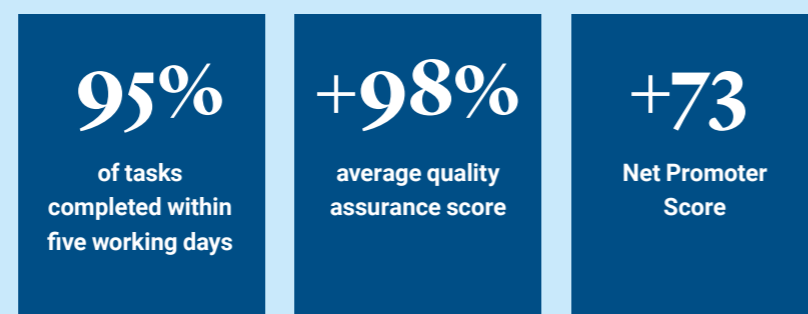
The shortlist for the awards read like a Who's Who of the Customer Service industry in the UK, including organisations such as: ASOS, Tesco, Sky, the NHS, Barclays, Nationwide, NatWest, Capital One, Vodafone, Scottish Widows and Lloyds.

Dave Poulton, Chief Customer Officer, LGRI commented:

"I'm thrilled and humbled to win this award. It is fantastic to be recognised and this success owes a huge amount to the support of my fantastic teams. It is a brilliant achievement for Lauren to be recognised again in the Team Leader category. The fact that we were shortlisted for seven awards really speaks to the breadth of excellence across our teams.

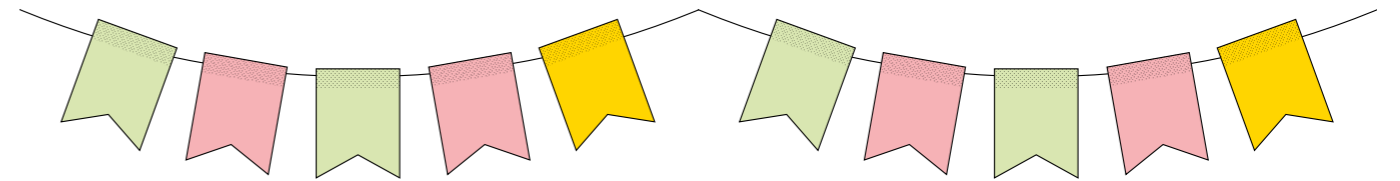
Our submissions for these awards highlighted the strength and resilience of our pandemic response and I am immensely proud of the way we've looked after our customers throughout the past two years."

During this time, we exceeded our target service level agreements by completing 95% of tasks within five working days whilst our average quality assurance score was +98%. Our Net Promoter Score for the past year stands at +73 which is widely considered to represent a world-class level of service.



New initiatives

Our teams achieved these outstanding results while successfully introducing several initiatives to help make customers' lives easier, such as our electronic DocuSign capability and over the phone settlement process. We've also launched a range of digital services including our My Account portal which you can read about on page 5.



2022 marks the third consecutive year that Legal & General has received the CCA Global Standard Accreditation. This highly regarded accreditation is a framework that assesses the reliability and effectiveness of customer service operations. The accreditation was awarded after a two-day assessment carried out in early December 2021. Spanning seven different modules, the independent assessment covered a comprehensive range of criteria such as strategy, customer feedback, leadership engagement and business continuity planning.

The assessor identified a positive work environment, and an upbeat warmth from our client and customer service teams, commenting:

"Legal & General clearly embraces the Global Standard criteria as best practice and apply them to how they operate. Achieving CCA Global Standard Accreditation is an outstanding accolade that requires dedication, hard work, courage and ambition – all of the things recognised in you by our assessment team."



Meeting our customers

In June, we returned to the BBC Gardeners World Live exhibition at the NEC in Birmingham for our flagship customer event.

Our dedicated team of customer service specialists were on hand to welcome customers to our retirement lounge. More than 1,000 customers joined us over the three days, with many of them taking the opportunity to ask questions about their pensions and other Legal & General products.



Legal & General customer raffle winners Sue Day, Caroline Harlow, and Maureen Houghton

Events like these form an important part of our customer engagement strategy, allowing us to connect with customers directly and helping us to understand how we can make their experience even better.

Mike Crossley, Head of Pension Tracing and Consolidation commented: **“As a senior manager, you get exposed to lots of data about our customers and lots of research, but actually there’s no substitute for sitting down with a cup of tea or coffee and talking to someone across the table.”**

Andrew Kail, CEO of Legal & General Retirement Institutional, echoed these sentiments commenting: **“Just to sit down and talk to customers, hear about their real lives, it gives you a much better perspective, a much broader perspective.”**



Watch our BBC Gardener's World live highlights video

My Account

In our March 2022 report, we provided an update on our new range of digital services which will complement our dedicated contact centres and provide further flexibility and choice to customers in how they would like to engage with us.

Our My Account self-service portal is live for in payment customers, and we're pleased to have started rolling out access for deferred customers.



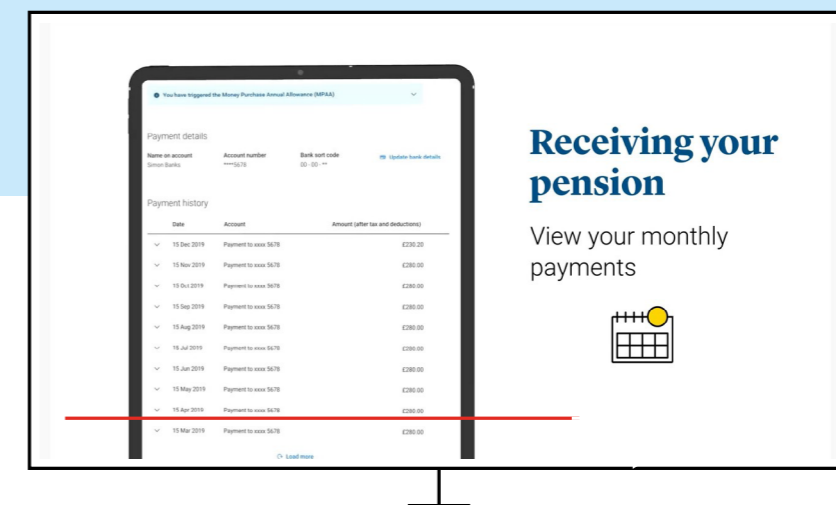
All customers will be able to update their personal details online and find out answers to common questions about defined benefit pensions through our interactive FAQ feature.



In payment customers can view their pension payments and access useful documents such as their annual P60s or monthly statements.



Deferred customers can find out how much their pension is worth by requesting retirement quotations online. They will be able to request quotes for different retirement ages or dates, helping them to understand their options as they approach retirement.

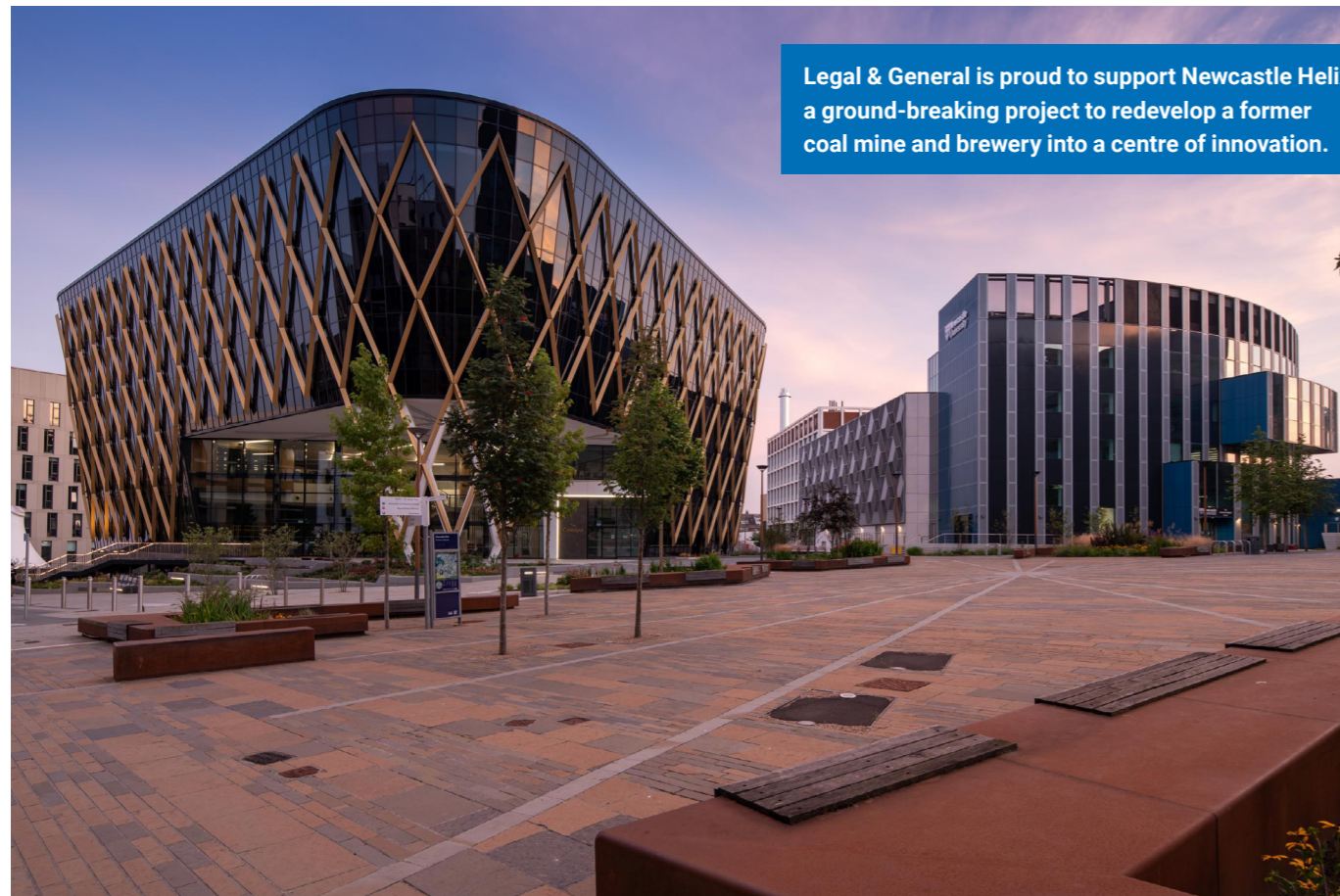


We're excited to share a short explainer animation which brings the customer experience to life.

Supporting innovation in Newcastle and the North East

As part of our commitment to supporting the levelling up agenda in the UK, Legal & General has invested in Newcastle and its surrounding areas, creating more than 7,000 jobs and attracting talent from around the country.

The centrepiece of this investment is the Helix, a £350m innovation quarter in the centre of Newcastle. The project, which is a collaboration between Legal & General, Newcastle University and Newcastle City Council, is the largest urban development of its kind in the UK outside London.



Legal & General is proud to support Newcastle Helix, a ground-breaking project to redevelop a former coal mine and brewery into a centre of innovation.



Watch our 'Investing in Newcastle' case study video.



Helix is where business meets science. It's a unique ecosystem of innovation, purpose-built to enable the commercialisation of new ideas and to act as a springboard for spin-out companies from the university.

Originally a coal mine, the site was later home to Scottish and Newcastle Brewery, which produced the iconic Newcastle Brown Ale. When the brewery closed in 2005, the city was faced with the loss of hundreds of jobs. Helix was conceived as a project that would continue the city's proud tradition of innovation, as well as helping to secure its long-term growth and prosperity.

By investing older people's pension savings into regeneration projects in parts of the country that were previously neglected, we're aiming to create a virtuous circle that benefits all parts of society.

Sustainable spaces

Legal & General has invested £65m in funding two of the Helix's main developments: The Lumen and The Spark.

The Lumen is the largest city centre office building with private sector funding to be built in the last decade. It offers more than 100,000 square feet of flexible, high quality office space, where international brands and pioneering start-up businesses can work side by side. The building is home to the government's housing accelerator, Homes England, as well as the country's first integrated

Covid research hub

The Spark also has more than 100,000 square feet of Grade A office space, arranged over 12 floors with a roof terrace offering views across Newcastle. It offers a combination of private, exclusive occupancy offices and open collaboration space.

Working towards net zero

In line with our commitment to reducing our carbon emissions, the buildings at Newcastle Helix have been designed with environmental impact at their core, all achieving a BREEAM rating of 'excellent' or better, indicating high sustainability.

The Spark and The Lumen are both connected to the District Energy Centre, a dedicated and centralised energy system for Helix that provides heating, cooling and a bespoke electricity supply to its buildings. The scheme, delivered in partnership with ENGIE, is forecast to save more than 30,000 tonnes of carbon emissions over the next 40 years, contributing towards the drive to net zero.

Supporting the North East

As well as Helix, Legal & General is also investing in other parts of the North East. In 2019, we committed £100m to Sunderland City Council's redevelopment of the city's riverside, including the regeneration of the former Vaux Brewery site to deliver new commercial and office space, along with a new Sunderland City Hall. The project is forecast to create more than 10,000 new jobs and drive economic growth in the region.

In 2020, we donated £5m to Newcastle City Council as part of a charitable partnership aimed to enhancing elderly care in the city. As well as funding additional independent living facilities for older people within The Helix, the donation is also being used to finance a "new model" prototype care home, which will pilot pioneering approaches to elderly care incorporating the lessons learned from the Covid-19 pandemic.

Contact us

For further information, please contact:



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