

My Money Matters

# Employee Frequently Asked Questions

Created April 2024



**my  
money**  
matters

## **What is My Money Matters?**

My Money Matters is the name of our updated service, which offers a financial wellbeing solution to our partners and their employees.

## **Why are you changing your name?**

Because all steps of your financial wellbeing journey matter!

This name change reflects our commitment to address each step of the journey, no longer just focusing on retirement planning.

We recognise the need for a name that captures the broader spectrum of financial wellbeing that we aim to provide support with.

## **What changes can I expect to see?**

On 22 April 2024, the AVC Wise website will no longer be available and the Shared Cost AVC platform will sit within My Money Matters.

You will also start to notice our transition from AVC Wise to My Money Matters, from our new name, look and logo, to expanding our product offering.

## **What is the new journey in the platform?**

On entry to the My Money Matters platform, you will be asked to complete a financial health check, covering the areas of savings and investments, insurance, retirement and estate planning and debt and money management.

From there, you will get a personalised assessment of where you score in these areas, and will be recommended financial education, products, and services to help you make more informed financial decisions.

## **What new products and services can I expect to see?**

Your Shared Cost AVC employee benefit scheme will be available as usual, along with other products your employer has provided access to, including Snoop and AVC investment advice.

My Money Matters will also provide new webinar topics outside of retirement and pension planning.

We will be expanding our product offering, so remember to log in and check out what's on offer on a regular basis.

## **Will there be any changes to the company's website or online platforms due to the rebranding?**

Yes, we will have a new look platform on 22nd April, and you can visit the My Money Matters website now at [www.my-money-matters.co.uk](http://www.my-money-matters.co.uk).

We will start to update our AVC Wise services from the afternoon of Friday 19th April, we will keep you updated with any expected service downtime closer to this time.

## **What happens to my current AVC Wise account?**

On 22 April 2024, your AVC Wise account will transfer to the new My Money Matters platform. This means you can use your existing AVC Wise account credentials to log in to and access My Money Matters.

## **How do I log into My Money Matters?**

On 22 April 2024, please visit <https://app.my-money-matters.co.uk/login> and use your existing AVC Wise account credentials to log into your account.

## **I do not have an existing AVC Wise account. How do I register?**

If you're a Local Government Pension Scheme member and your employer is partnered with My Money Matters, you can register at [www.my-money-matters.co.uk/register](http://www.my-money-matters.co.uk/register).

Alternatively, if you have been invited to create an account by email, please refer to the instructions provided.

## **How do I access my Shared Cost AVC benefit?**

On entry to My Money Matters, you will see a tile on the Products page called 'Shared Cost AVCs'. Through this tile you can access the following:

- The AVC platform to apply for a Shared Cost AVC, manage your existing Shared Cost AVC plan, use the maximum contribution calculator or read your organisation's FAQs and Terms and Conditions. The AVC platform will look similar, but will be updated to our new look
- The AVC Knowledge Hub, which will house the Shared Cost AVC forecast calculator
- The opportunity to book a Shared Cost AVC individual meeting with a My Money Matters expert

## **Will there be any changes to my existing Shared Cost AVC application or plan?**

No. Your Shared Cost AVC application or plan and how you manage it will remain the same.

## How do I book onto a webinar?

When you complete your financial health check, you will be recommended events to help you improve your knowledge in the areas you scored low to high in.

Alternatively, when you log in to your account, you can visit the My Money Matters events page in the platform to see the range of webinars available.

## Can I still book an individual meeting?

Yes. Individual meetings are only available for Local Government Pension Scheme members who would like to ask questions about or discuss their personal circumstances in relation to their Shared Cost AVC scheme. Please note, no financial advice is available at these meetings.

## Will customer support be available during the transition?

Yes. Our friendly customer service team will be on hand to support you and answer any questions you may have.

### My Money Matters Customer Services:

[support@my-money-matters.co.uk](mailto:support@my-money-matters.co.uk)

01252 959 779

Opening hours: Mon to Fri 8:30am-5:30pm

For any further questions, please contact our customer service team.