

Employer FAQs

What exactly does the My Money Matters platform offer?

Our platform provides a range of resources, education, services, and products tailored to support employees' financial goals and needs. This includes a financial health check, tailored educational resources and tools to improve financial wellbeing.

What sets My Money Matters apart from other financial wellbeing providers?

Our commitment to personalisation, tailored financial education, and continuous improvement sets us apart. We prioritise understanding each employee's unique financial situation and providing relevant, impactful support to help them achieve their financial goals. As well as this, our leading AVC service makes us stand out from the rest.

How does the financial health check work?

The financial health check gathers information about employees' financial situations, goals, and preferences to provide tailored recommendations and resources. The employee is asked a series of questions about their financial situation, in areas like budgeting, debt management, savings and investments. Following this, they receive a score in each category to indicate which educational resources align with their unique financial profiles.

Can you give examples of the educational resources available?

Our platform offers a variety of educational materials, such as expert led live webinars, 1 to 1 meetings with our team, and interactive tools, covering topics like budgeting, saving, investing, debt management, retirement planning, and more.

What types of financial products and services are available through the platform?

We offer access to a curated selection of financial products and services, including Additional Voluntary Contributions (AVCs), investment guidance and financial advisory services, among others.

How does My Money Matters ensure the relevance and effectiveness of its offerings for employees?

We continuously update and refine our offerings based on feedback, industry trends, and advancements in financial technology. Additionally, we track employees' engagement and satisfaction to ensure that our platform remains relevant and impactful.

Is the platform easy to implement and use for both employers and employees?

Yes, our platform is designed to be user-friendly and easy to implement for employers, with minimal administrative burden. For employees, accessing and utilising the platform is intuitive, with clear navigation and support available as needed.

What kind of support does My Money Matters provide to partners in promoting and maximising employee engagement with the platform?

We offer effective support and resources to help partners effectively promote the platform to their employees, including customisable communication materials, webinars, and ongoing engagement strategies that suit the needs of the organisation.

How does My Money Matters ensure data privacy and security for employees using the platform?

We take data privacy and security very seriously and adhere to industry best practices and regulations. Our platform employs robust security measures to safeguard employees' personal and financial information. We are certified in Cyber Essentials, as well as ISO 9001 and ISO 27001.

Where can I learn more about AVCs?

To learn more about your Shared Cost AVC employee benefit scheme, please register or sign into your account at <https://app.my-money-matters.co.uk/login>.

From there, you can book onto a webinar in the 'My Retirement Matters' series on the Events page or click the 'Learn more' button on the 'Shared Cost AVCs' tile on your dashboard to explore the AVC Knowledge Hub, which houses a retirement projection calculator and access to one to one coaching sessions. You can also click through to the AVC platform, which features your organisation's bespoke FAQs and Terms and Conditions.