

# Prioritising members

## All members

### Prioritise bereavement services\*

Explain changes to communication methods and limits on non-critical activity

Alert to scam activity

Communicate how trustee is dealing with any impact on the sponsor (particularly where sponsor in distress)

## Pensioners

Reassure pension payments still being made

Reassure members in DC drawdown re market volatility

## Members who are close to retirement

### Process retirements\*

Confirm any suspension of CETVs

## Younger members

Explain pension implications to actives who are furloughed\*

Reassure DC members re market volatility\*

Reassure contributions / AVCs should still be paid (particularly DC)

\*Priority communications