

# IPEBLA

International Pension & Employee Benefits Lawyers Association



## Workshop 13: *“Communication Issues in Retirement Funds”*

Appropriate member communication has been identified as being one of the top priorities for decades. Yet almost every survey seems to suggest that many members do not understand or often do not take the trouble to read their communications or attend presentations. What progress are we really making in the various jurisdictions? Cost pressures are forcing funds to use the latest technology. Is that working and to what extent can it replace hard copies of reports and communications?

Topics will include:

- Minimum information requirements;
- The ‘Plain language’ initiative revisited;
- Placing information on the internet v direct member communication;
- Cellphone technology – SMS’s etc. part of a formal communication strategy?
- When communication goes wrong - liability issues