

Retirement Matters

Thursday 2 October 2025 – The Royal College of Physicians, 11 St Andrews Pl, London, NW1 4LE

Schedule of the Day								
Osler & Long Room	0845-0930	Breakfast	Informal networking - Over breakfast and coffee					
Wolfson Theatre	0930-0945	Keynote	Welcome, Setting the Scene. With James Goad, Managing Director, Owen James					
Wolfson Theatre	0945-1025	Panel	Bridging Policy and Practice: Aligning regulation and industry for better retirement outcomes. With Helen Forest Hall, PMI, Renny Biggins, TISA, Keith Richards, Consumer Duty Alliance and chaired by Philip May, formerly of Capital Group					
Breakout Rooms	1030-1130	Roundtables/ Workshops	Navigating IHT: Restructuring assets for tax-efficient wealth transfer	The Flexibility of Business Relief	Connecting with new clients through insight, innovation, and inclusive design	Decumulating Differently: Layered income strategies built on real behaviours	Strategies for a longer life and a changing market	Lifestyle, behaviour & family in modern retirement advice
Osler & Long Room	1135-1200	Coffee	Grab a refreshment and catch up with your peers					
Breakout Rooms	1205-1305	Roundtables/ Workshops	Navigating IHT: Restructuring assets for tax-efficient wealth transfer	Redefining client value through tailored advice models	Designing propositions for a new era of decumulation	Decumulating Differently: Layered income strategies on real behaviours	New rules for a new generation of retirees	Strategies for a longer life and a changing market
Osler & Long Room	1305-1405	Lunch	Buffet lunch with networking					
Wolfson Theatre	1410-1450	Panel	Layers of Lifetime Income: Helping clients navigate DC, CDC and the new annuity market. With David Pitt-Watson, Cambridge Judge Business School, Louise Davey, Trustee Director and Head of Policy and External Affairs IGG, Peter Cowell, The Phoenix Group and chaired by Andy Seed, Aptia					
Breakout Rooms	1455-1555	Roundtables/ Workshops	Clarifying advice, guidance & targeted support in a changing framework	Redesigning workflows to unlock adviser capacity and scale	The Changing Face of Retirement Planning and Adviser Perspectives on IHT	Decumulating Differently: Layered income strategies on real behaviours	New rules for a new generation of retirees	Judging the government's pensions review
Wolfson Theatre	1600-1640	Keynote	The Last Commute: The psychology of life's greatest transition. With Neil Bage, behavioural science expert, founding partner at Shaping Wealth and founder/CEO of Neurofi Intelligence.					
Osler & Long Room	1640-1730	Farewell and Fizz	We thank you for joining us over a glass of bubbly					

RETIREMENT MATTERS

RETIREMENT MATTERS CONFERENCE PROGRAMME

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About Retirement Matters

The retirement landscape is evolving fast. As life expectancy increases, savings habits shift, and digital innovation accelerates, advisers and providers alike face a profound challenge: how do we help clients retire not just securely, but confidently, in a world that's more complex than ever before?

This agenda has been shaped by three core themes emerging from recent research with advisers, providers, and consumer insight specialists:

1. A New Retirement Reality: Misunderstanding Lifespan

Today's retirees are living longer - often 35 to 40 years post-retirement - yet many clients still plan with outdated assumptions and underestimate their longevity, fail to plan for long-term care, shun annuities, and approach retirement with outdated risk mindsets.

This longevity risk demands new thinking around drawdown strategies, sustainable income, long-term care, and the role of annuities to support longer, more flexible retirements.

2. The Affordability & Awareness Gap

With competing financial pressures and limited clarity on future income needs, many clients are simply not saving enough - not out of apathy, but confusion. This agenda looks at how advisers can build clearer retirement journeys, especially through workplace schemes, intergenerational planning, and education-led engagement.

3. Technology: Enabler or Hurdle?

AI and digital innovation have the potential to transform advice - expanding access, reducing costs, and improving outcomes. But tech is only an enabler if paired with clear regulation and consumer empowerment on risk in order to maintain trust and value.

There will also be deep dives into regulatory change, evolving advice models, product innovation, and behavioural insight - all with a view to helping delegates meet the needs of today's retirees and tomorrow's generations, as well as leave with new ideas to shape a more confident future for their clients and their business.

These are all set out in the suggested roundtable sessions below:

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GEOPOLITICS & ECONOMICS

I. NAVIGATING IHT UNCERTAINTY: RESTRUCTURING ASSETS FOR TAX-EFFICIENT WEALTH TRANSFER

With frozen thresholds and rising asset values pulling more families into the inheritance tax (IHT) net, clients increasingly need guidance that balances tax efficiency with retirement security. While the Autumn 2024 Budget introduced headline IHT changes, many details remain under consultation - and further reform could arrive in Autumn 2025.

This session will explore how advisers can support clients amid this uncertainty by:

- Restructuring assets with a focus on flexibility, clarity, and intergenerational alignment
- Prioritising retirement security to avoid compromising long-term wellbeing
- Using practical IHT tactics such as gifting, tax-free cash, Business Relief, and generational skipping
- Preserving optionality and avoiding irreversible decisions in uncertain times
- Engaging clients' families early to ensure alignment, reduce conflict, and future-proof plans

Expert: Nick Bird, Regional Director, Triple Point

2. JUDGING THE GOVERNMENT'S PENSIONS REVIEW THROUGH STEVE WEBB'S THREE TESTS

With the second stage of the government's pensions review imminent, former pensions minister Steve Webb has set out three critical tests for its success. These focus on the review's freedom to propose bold reforms, the need to consider the full pensions landscape including the state pension, and the importance of linking long-term pension adequacy with short-term financial realities faced by savers.

This session will explore whether the pensions review has sufficient freedom from Treasury constraints to propose meaningful reforms, including contribution increases and their tax implications, as well as:

- Discuss the importance of evaluating the full retirement income landscape, particularly the role of the state pension alongside private pensions
- Examine innovative approaches for integrating pension savings with short-term financial needs, such as "sidecar" savings models
- Consider the challenges faced by retirees in rented housing and the potential role of pension savings in addressing housing affordability
- Assess how this review can seize the once-in-a-generation opportunity to tackle the UK's long-term pension savings shortfall

REGULATORY CHANGE

3. CLARIFYING ADVICE, GUIDANCE & TARGETED SUPPORT IN A CHANGING FRAMEWORK

Advisers are optimistic about the FCA's direction of travel, particularly in clarifying the boundaries between advice, guidance, and targeted support. This session will examine how regulatory simplification and workplace innovation are opening the door to broader engagement, and how advice firms can position themselves to benefit by:

- Understanding the regulatory evolution around advice/guidance/targeted support and its practical implications
- Exploring how workplace and DC pension schemes could become the next major channel for advice
- Defining the adviser's role in a world of hybrid support models and default decumulation options
- Debating what a simplified, scalable advice offer might look like - and who it should serve

Expert: Michael Lawrence, Bovil

4. REDEFINING CLIENT VALUE THROUGH TAILORED ADVICE MODELS

While regulatory pressure continues to rise, client expectations for personalised, meaningful advice are also evolving. Today's clients want advice that supports life outcomes - not just investment performance. Under Consumer Duty, firms must rethink how they define and deliver value at scale, while staying aligned with diverse client needs.

This session focuses on the strategic and client-facing dimension of value - exploring how to build advice propositions that are both scalable and deeply personal, including:

- How to frame financial advice in terms of time, options, and peace of mind
- The role of segmentation and "mass personalisation" in improving outcomes and compliance
- How to use cashflow modelling, values-based planning, and life-stage triggers to tailor advice

- Where technology can enhance - not replace - the human adviser relationship
- Why clearly defined target (and anti-target) markets are key to proposition clarity and Consumer Duty alignment

Expert: Mabel Insights

YOUR BUSINESS

5. REDESIGNING WORKFLOWS TO UNLOCK ADVISER CAPACITY AND SCALE

Advisers still spend less than half their time on direct client engagement - a persistent drag on both productivity and profitability. But as technology improves and hybrid delivery gains ground, firms face a pivotal opportunity to rewire advice workflows for efficiency and growth.

This session will focus on how to optimise adviser time, automate routine tasks, and improve the underlying engine of advice delivery by discussing:

- Where time is lost in the advice process - and how automation can recover it
- How AI supports efficiency (e.g., suitability letters, reporting) without increasing regulatory risk
- The dangers of poor system integration - and what effective end-to-end tech should look like
- Lessons from firms that have successfully adopted hybrid and tech-enabled operating models
- How improved productivity translates into better margins and adviser satisfaction

Expert: Ammonite

6. THE CHANGING FACE OF RETIREMENT PLANNING AND ADVISER PERSPECTIVES ON IHT

Retirement planning is evolving as client expectations, family structures, and wealth transfer needs become increasingly complex. This session will draw on the findings of a new study into how advisers are approaching retirement planning and inheritance tax (IHT), highlighting shifting attitudes, emerging challenges, and opportunities to add value, by exploring:

- The latest research findings on how adviser views of retirement planning and IHT are changing.
- How demographic shifts, intergenerational wealth transfer, and client attitudes are reshaping IHT conversations.
- Practical strategies for balancing retirement income security with efficient wealth transfer.
- Opportunities for advisers to differentiate through proactive and holistic retirement planning.

YOUR CLIENTS

7. STRATEGIES FOR A LONGER LIFE AND A CHANGING MARKET

Retirement is lasting longer - and growing more complex. Advisers must now build income strategies that respond to longevity risk, tax uncertainty, and shifting client preferences, while maintaining consistency and scalability in a changing regulatory landscape.

This session will focus on technical retirement income planning strategies by building robust, flexible retirement income strategies that align with client goals and market realities to discuss:

- A five-factor framework for income planning: longevity, income level, liquidity, volatility, and capital preservation
- When and how to integrate annuities into blended solutions - including deferred options

- The evolving drawdown conversation: from investment returns to psychological reassurance
- “Flex first, fix later” strategies and how to align them with risk profiles and life stages
- How to deliver scalable, compliant retirement solutions amid regulation and consolidation

Expert: Connor Stewart, Senior Investment Director, Standard Life

8. NEW RULES FOR A NEW GENERATION OF RETIREES

The next wave of retirees is entering decumulation with unprecedented complexity: fewer have DB pensions, many face ongoing financial responsibilities for children or ageing parents, and most are unaccustomed to managing lump sums or generating income from capital. This session will explore the unique psychological and financial pressures facing today’s retirees - and the evolving solutions they’ll need, including:

- Solutions to support income security and flexibility: guaranteed income, securities, and hybrid approaches
- The increasing importance of behavioural coaching and lifestyle planning in advice
- What advisers and providers need to consider when designing for this new demographic

Expert: Martin Lines, Development and Events Director, Just

9. LIFESTYLE, BEHAVIOUR & FAMILY IN MODERN RETIREMENT ADVICE

Retirement isn’t just a financial journey - it’s a lived experience shaped by values, lifestyle, and family dynamics. As longevity rises and client behaviours become more diverse, advisers must move beyond the numbers to deliver planning that reflects human priorities.

This session will focus on human-centred retirement advice - incorporate behavioural, lifestyle, and family factors, including:

- Common behavioural pitfalls in retirement: oversaving, underspending, and reluctance to gift
- How to align financial plans with lifestyle aspirations - from independent living to wellbeing choices
- Navigating family dynamics and second marriages through modern will and trust structures
- The adviser’s dual role as technical expert and “family guide”
- How to address emotional and psychological blockers in spending, gifting, and decision-making

Expert: The Wisdom Council

10. THE FLEXIBILITY OF BUSINESS RELIEF

Later life planning has never been more complicated, with advisers having to juggle several competing client objectives. As an adviser, you are perfectly placed to help your clients create a successful later life and estate plan.

This session will look at how Business Relief (BR) can work in conjunction with other estate planning tools to create an effective and holistic estate planning strategy, by covering the following:

- BR investments are exempt from IHT after just two years and crucially investments are made in the client’s name, so they maintain access to the capital, should they need it later in life. This means BR can offer greater flexibility than other estate planning tools, such as gifting or trusts.
- The Budget is a chance to redefine estate planning strategies and uncover hidden potential in

your client bank. Through case studies and planning scenarios, we'll showcase actionable ways to capitalise on these changes.

Expert: Oliver Papa, Senior Regional Business Development Manager, TIME Investments

11. DECUMULATING DIFFERENTLY: LAYERED INCOME STRATEGIES BUILT ON REAL BEHAVIOURS

In this session, John Roe, Head of Multi-Asset Funds at L&G, will share his perspective on how behavioural biases shape retirement outcomes and how advisers can translate client intentions into practical, layered income strategies. With a background spanning oil research, macro analysis, and multi-asset strategy, and as a regular voice on Bloomberg, John will also bring both analytical rigour and a behavioural lens to the challenge of decumulation, in order to tackle the following critical questions:

- How have rising bond yields impacted retirement planning?
- What are the impacts of investment risk and longevity on long-term retirement outcomes?
- How do the relative benefits of different retirement solutions vary with age?
- Should we focus on flat or increasing retirement income for savers?
- What can help mitigate retirees' behavioural biases and the risks that come with cognitive decline?

Expert: John Roe, Head of Multi-Asset Funds, L&G

TECHNOLOGY & INNOVATION

12. CONNECTING WITH NEW CLIENTS THROUGH INSIGHT, INNOVATION, AND INCLUSIVE DESIGN

Engaging the next generation of clients - and those currently in the advice gap - will require bold thinking, new channels, and a better understanding of how people consume financial information. But platforms alone aren't enough - firms must first understand their audience's behaviours, preferences, and communication needs before designing the right strategies. From AI-driven personalisation to influencer-led content, advisers and wealth firms are exploring how to build trust and drive uptake in an increasingly digital world.

- How AI and behavioural tools can personalise advice delivery at scale across different client segments
- Why successful communication strategies start with insight - understanding clients' behaviours, not just pushing content
- Real-world examples of digital tools that inform, engage, and convert younger or underserved clients
- The risks and regulatory blind spots in influencer-led financial content, and how firms can respond
- How advice firms can build trust and loyalty with clients who engage digitally but remain cautious of traditional financial brands
- Strategies for balancing scalable digital advice with the reassurance of human interaction, especially for older or vulnerable clients

Expert: Niall Buggy

13. DESIGNING PROPOSITIONS FOR A NEW ERA OF DECUMULATION

As longevity increases and client expectations shift, the decumulation journey is becoming more complex - and more personal. At the same time, the government is driving the industry toward default retirement income solutions, prompting firms to re-examine their retirement propositions. This session explores how advice businesses and providers are redesigning decumulation strategies to deliver sustainable income, simplicity, and flexibility over multi-decade retirements.

- How leading firms are adapting decumulation models to longevity, risk tolerance and behavioural needs
- The increasing relevance of “flex first, fix later” strategies and the role of defaults in shaping the market
- Innovation in product design, platform infrastructure and advice delivery
- How to balance customisation, communication, and cost across client segments
- Consumer Duty’s impact on the design of outcome-led retirement journeys
- Opportunities to create more scalable, consistent, and future-proof propositions