

Dear Sirs,

I wish to offer the following contribution to the Review. I have worked for the pensions industry since 1988, and also experienced many contacts as a private individual before and after that date. I wish to make a simple point, yet one profoundly held. I offer this as a personal view, strictly in a private capacity.

It is very widely acknowledged that the UK population of working age is currently not saving enough and that retirement is seriously under-provisioned. It is also common ground that future pension saving will increasingly take the form of contributions to money purchase arrangements.

It is my considered opinion that no education program or any other urging to save more will succeed or make much progress, so long as providers continue to use the word 'product' in customer-facing communications. A fundamental culture change is required; this must also extend to the Financial Services Authority, on whose website today 'product' returns significantly more hits (3,703) than even 'compliance' (2,953). Advisers should also realign their thinking and cease to accept their status as a 'distribution channel' for insurance company and other financial 'products'.

The point I wish to stress is that an individual who does not have access to an occupational pension scheme is **saving for retirement** - not 'purchasing a product' - via an arrangement made with a financial services provider. An employee who does join an occupational pension scheme will never think he or she is purchasing a retirement product - they are joining a pension scheme, and I submit that is the mode of thinking which should be encouraged in the population as a whole. It is a long-term saving arrangement, not a one-off purchase transaction.

I hope this is helpful.

Yours faithfully

Ian Neale