

Chapter 12

Post-view services

12.3 Permitted post-view services

- 12.3.1** **R** A firm must only offer or provide *post-view services* that:
- (1) relate to pensions and retirement planning or are a type of service that supports *customers* in understanding their pensions and *view data* to enable them to better understand and consider their retirement planning;
 - (2) have been user-tested in accordance with **■ PDCOB 12.6.1R**;
 - (3) do not include:
 - (a) an offer to sell (which includes sending an application form for a product);
 - (b) an offer to arrange for the sale or purchase of;
 - (c) selling; or
 - (d) arranging for the sale or purchase of (which includes sending an application form for a product),
an *investment* to or for a *customer*; and
 - (4) do not include *investment advice* or *advising on pension transfers and pension opt-outs* .
- 12.3.2** **G** A firm is permitted to ask a *customer* to input data into the *post-view service*, such that *post-view services* can be provided, either by way of auto-populated data from the *view services*, *pensions dashboard self-asserted data* or a mixture of both.
- 12.3.3** **G** Firms are reminded that they may require *permission* to carry on *regulated activities* other than *regulated pensions dashboard activity* if any *post-view services* amount to *regulated activities*.
- 12.3.4** **G** Firms are reminded that when they provide *post-view services*, they must comply with their obligations in *PRIN*, including:
- (1) acting to deliver good outcomes for *retail customers* (*Principle 12*);
 - (2) enabling and supporting *retail customers* to pursue their financial objectives (**■ PRIN 2A.2.14R**); and

(3) designing and delivering support to *retail customers* such that it meets the needs of *retail customers*, including those with characteristics of vulnerability (■ PRIN 2A.6.2R).

12.3.5 **G** Pursuant to ■ PDCOB 12.3.1R(4), a *firm* is not permitted to offer a *post-view service* which amounts to *advising on pension transfers and pension opt-outs*. This includes *abridged advice*. However, a *firm* is permitted to offer *post-view services* which support and engage *customers* with their *safeguarded benefits*. A *firm* should ensure that such support and engagement does not stray into the *regulated activity of advising on pension transfers and pension opt-outs* and should consider the *guidance* in ■ PERG 2.7.16GG.

12.3.6 **G** *Firms* should consider how assumptions about future investment returns and charges can influence *customers'* decision-making on transferring or converting *safeguarded benefits*. *Firms* should ensure that such assumptions do not result in the *firm advising on pension transfers and pension opt-outs*.