

Welcome to the second issue of our quarterly newsletter.

mynews has been designed to keep our mybenefits™ community informed and to provide a forum for comment and debate.

If you've got any views on anything you've read in this issue, or would like to tell us what you think about mynews, please email [chris.downing@jelfgroup.com](mailto:chris.downing@jelfgroup.com). We'd love to hear from you.

## mybenefits™ welcomes:

A very warm welcome to our new clients and new providers/intermediaries who have joined the Jelf Group portfolio during the last quarter. It is a real pleasure to have you on board and we look forward to hearing your ideas so that we can not only strive to meet expectations, but exceed them whenever possible.

## myenhancements:

### Enhanced system performance

While we have been delighted with our success in adding more and more clients to the system this year, we have also been aware that it puts extra demands on our processors! We have therefore made a large investment to enhance the performance of our infrastructure by up to 150% in the most process intensive areas of the system.

The areas where you will see most improvement will be:

- Loading total reward statements
- Flex enrolment
- Loading the flex summary

### Measuring the cost of employee absence

In order to bring more clarity to the whole area of cost measurement relating to absence, we have added information on how the system calculates these costs. Two clear examples are available to download on the system via an on-screen link.

The system also supports the entry of other direct and indirect costs associated with absence. This screen has been enhanced to provide greater clarity.



### Enhanced audit capability

While the system currently audits activity surrounding the majority of key data fields, we felt it was time to upgrade this important function to make it even more comprehensive.

The enhancement includes an increase in the number of 'trigger points' causing the audit function to activate across all roles including HR, line manager and employee.

In addition we took the opportunity to review the performance of the audit function and we are pleased to report further improvements here too!

### The benefits to you?

More comprehensive reporting on employee data helping you to identify any anomalies, data loss and modifications.

### Adding customised menu items

This fantastic new feature allows you to create and publish a customised menu item within the employee area of the mybenefits™ system.

When configuring the menu item you can choose both the name and the type of item to be created;

- either a link to a document which you attach, or
- a hyperlink to an alternate website

Hence, you may wish to add a section for FAQ's, publish your staff handbook, or even create links to external websites such as benefit providers, staff surveys etc.

The whole area is fully controlled by the HR user with no requirement to revert back to your system provider for additional support.

### Enhanced leave management

- James Smith is a line manager for Cary Grant and Joe Bloggs
- Cary and Joe don't know when James is off (in current mybenefits™)

**Great news...** from now on the HR user can amend James Smith's profile so that Cary and Joe can now see when James is off and book their holidays at the right time!

Emp	Mon	Tues	Wed	Thur	Fri	Sat	Sun
James Smith (line manager)	9-5	OFF	OFF	9-5	9-5	9-5	10-6
Cary Grant	9-5	9-5	9-5	9-5	9-5	9-5	OFF
Joe Bloggs	9-2	OFF	9-2	9-2	9-2	OFF	9-2

- James's boss is off to Jamaica for 6 months on a sabbatical. He wants James to approve his own leave while he is away.

**Great news...** from now on the HR user can amend James Smith's profile so that he can approve his own leave!

## Easing your benefit implementation tasks

We were aware that once a benefit had been allocated, any subsequent changes required the HR user involved to de-allocate the benefit, make the amendment and the re-allocate to the employee(s). To ease this process we now allow the amendment of the benefit end date meaning that:

- If you have extended your negotiation with a benefit provider (eg extended the end date from Sept 07 to Dec 07), you simply need to click a button
- You can even end the benefit earlier ie Mar 07 instead of Sept 07 - for one or more employees/groups
- History is stored for all changes
- You can even view the expired allocations of allocation that have ended earlier than today

The HR screen has also been modified for greater clarity. Standard benefit and flex scheme allocation has now been split into two:

- Benefit allocation (allocate a benefit)
- View allocations (view existing and expired allocations with a history of any modifications to end dates)

## Suppression of employee fields

Would you like the option to be able to suppress certain employee detail fields in the employee area?

Currently you can configure sections in the employee area (e.g. personal details) to be either read-only, editable or hidden.

We have enhanced this functionality to allow you to apply this configuration to certain fields in the personal, work and salary details sections as illustrated in the screenshot here:

	Section name	Display only	Display and edit	Hide
<input type="checkbox"/>	Personal details	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	Marital status	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Country	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Postcode	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	County	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	Town	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Locality	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Address line 2	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Address line 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	Work details	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="checkbox"/>	Salary details	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Bank details	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	Emergency contacts	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	Dependants	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

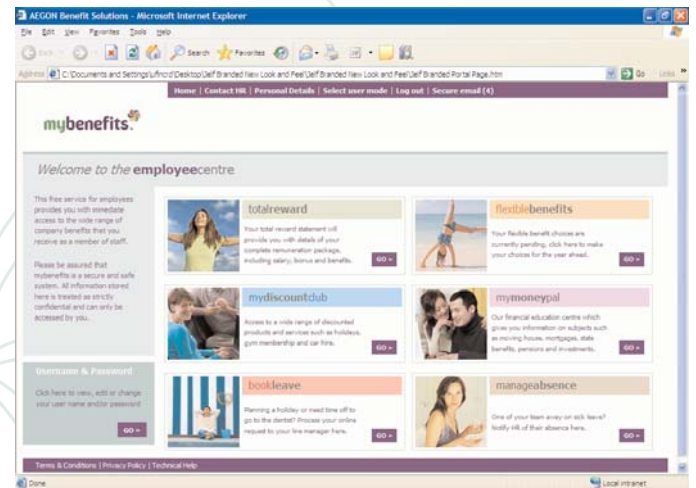
## myword:

Well it certainly has been a very busy quarter. In my role as Client Relationship Manager I have tried to focus on meeting as many clients face to face, as possible. During this time I have endeavoured to establish as much in terms of feedback and requirements as possible. As such, in our continued commitment to meet expectations (or surpass them!) we have been focusing on the following projects with our colleagues at AEGON, Peopleinsight and Asperity:

## The new 'look & feel' of the mybenefits™ welcome page

Many of you have commented that the welcome page is rather 'wordy' and that the overall look and feel could be softened to make the initial screen less intimidating and more akin to regular websites employees may visit.

The following is due for release shortly and I am sure you will agree that this is much improved:



## myopinion

We have worked with Peopleinsight to produce a market-leading, on-line employee survey tool. This type of facility will be vital to those of our clients who are taking advantage of the flexible benefits facility or who are looking for feedback on their existing Total Reward site.

The questions are carefully geared towards employee perception of their existing package and what they would like to see moving forward.

For more information regarding this additional service, please contact me on [chris.downing@jelfgroup.com](mailto:chris.downing@jelfgroup.com) whereby I will be happy to provide a demonstration of the tool and provide a quotation.

## myshopping

Many of you will have already been approached with regard to the move from mydiscountclub to the myshopping facility. Once again this is yet another example of how the Jelf Group is constantly reviewing the offering to establish potential for improvement. Indeed, it has been based on feedback from many existing clients that further emphasised the need to improve the voluntary benefits element of the mybenefits™ offering.

For those clients who have yet to be contacted, we will be scheduling a visit with you shortly to demonstrate the new myshopping facility and gauging your feedback accordingly.

## mymarketplace:

### Update on potential EAP taxation

In the last issue we focused upon the potential that provision of Employee Assistance Programs could be taxed in the future based upon the fact that they incorporate financial and legal advice. However, this is not clear cut as EAP services are often intertwined.

If EAPs are taxed then some employers could be faced with a bill which goes back seven years and this could naturally result in valuable EAPs being dropped from company benefit structures or significant elements of EAPs structure being stripped away. Indeed of the 255 employers who were polled over this issue, 86% would consider withdrawing EAPs if tax was levied against the service.

Providers claim that there is a clear difference between providing financial and legal 'advice' and financial & legal 'information' which is already available on the internet for anyone wishing to research topics on their own.

The crux of the issue does tend to focus on this distinction between advice and information. Information is the non-taxable element of the service and many providers such as AXA state that if an employee required 'advice' then they would simply put them in touch with an IFA.

The Employee Assistance Professionals Association (EAPA) has launched a campaign to overturn the Revenue's decision. In addition the CIPD has launched a poll on its website urging employers to contact MPs and register their concern.

It is likely that new guidelines for employers and providers will be issued in the next few months which will bring an end to the uncertainty about whether aspects of this service are taxable or not.

Naturally, we await the outcome of the EAPA appeal and we will continue to comment on progress in future articles.

### Health screening

Many employers offer this benefit to employees either as a net pay purchase benefit or as a 'salary exchange' benefit.

The government is looking at considering taxation of this benefit but the crux appears to be on whether the benefit in question is offered to all staff or only to a select few eg, Directors.

The clause is contained in an amendment to the Income Tax (Exemption of minor benefits) 2002. In a statement issued to Employee Benefits magazine, HM Revenue & Customs stated that "All employees must have the opportunity of health screening or a medical check up provided (that is to say paid for) by their employer if the exemption is to apply".

Employers who are falling foul of this clause are faced with a choice of either rolling out the benefit to the entire workforce or reporting it as a p11D benefit in the future.

New guidelines are expected to be published by the end of the year and naturally we will monitor developments and report to our client base accordingly.



## myfocus

This quarter we focus on Commercial Finance with a view to demonstrating to our clients the broader service which can be offered by the Jelf Group.

Jelf Commercial Finance was launched in April 2005 by Colin Hall-Tomkin. Colin comes from a 14 year banking background with Barclays Bank and Bank of Ireland, with his last role as a Corporate Bank Manager. He was the Jelf Group's bank manager when he was at Barclays.

Since then, the team and portfolio of clients has grown significantly and are now based in offices at Chippenham and Reading.

There are five main divisions which collectively make up Jelf Commercial Finance:

- **Property Finance**  
Commercial Property purchases, re-mortgages, investment, Pension Fund loans and residential property development finance
- **Vehicle Finance**  
Sourcing and financing of vehicles, fleet management advice
- **Asset Finance**  
From plant and machinery to IT equipment, and refinancing of existing equipment
- **Invoice Finance**  
Factoring, invoice discounting, credit insurance
- **Banking Consultancy**  
Review of business banking pricing, security packages, day-to-day banking requirements

So why do so many of our clients choose to work with the Jelf Commercial Finance Team?

### Confidence

We have access to a wide range of lenders, removing reliance upon one lender.

### Peace of mind

We always provide impartial, independent financial advice.

### Time saving

We spend time researching the right products for each situation and processing the application, while you concentrate on running your business.

### Best chance of success

Our professional presentation of transactions to lenders shows the request in the most advantageous light.

### Experience

Quality customer service from an experienced commercial financial adviser.

### Cost saving

Improved pricing as we take advantage of our 'buying power' with each provider.

For more information regarding the services on offer through Jelf Commercial Finance contact:

### Property, Invoice Finance and Banking Consultancy

Colin Hall-Tomkin on 07921 471772

Padraig Connellan on 07894 934611

### Vehicle Sourcing and Finance

John Mitchell on 07971 156574

### Asset Finance

Emma Mitchell on 07790 521556

## myevents:

### Employee Benefits conference

Attendees at this event would have seen us on the AEGON and Asperity stands this year. It was good to chat to others in the industry and to meet many of our clients in an informal setting.



### The Human Resource Summit Madrid 2007

Andy Woolnough will be representing the Jelf Group this October at the Human Resource Summit in Madrid. The Summit is now widely recognised as the quality annual gathering of some of the UK's most senior HR professionals.

Jelf Corporate Consultancy and the Jelf Group are trading names of Jelf Financial Planning Ltd. Jelf Financial Planning Ltd (Reg No. 3072281) is part of Jelf Group plc and is authorised and regulated by the Financial Services Authority (FSA). Registered address: Fromeforde House, Church Road, Yate, Bristol, BS37 5JB (Registered in England and Wales) - Tel: 01454 272727 - Fax: 01454 272728. Not all products and services offered are regulated by the FSA.

10/07