Employee FAQs

Who are My Money Matters?
My Money Matters (formerly AVC Wise) offers a financial wellbeing solution and platform to our partners and their employees.

Who is eligible to use My Money Matters?
My Money Matters is currently available to active Local Government Pension Scheme (LGPS) members from our partner organisations.

Where can I register for My Money Matters?
If your employer is partnered with My Money Matters and you are an active LGPS member, please visit https://app-avc.my-money-matters.co.uk/register to register on the My Money Matters platform.

What does the My Money Matters platform currently offer?
The My Money Matters platform provides a range of educational content, products and services to support and enhance your financial health and wellbeing. This may include access to a Shared Cost Additional Voluntary Contribution (Shared Cost AVC) scheme, AVC investment advice, Snoop, free webinars and one to one coaching sessions delivered by our financial education coaches and other resources e.g. retirement projection calculator.

What does the My Money Matters journey look like?
On entry to the platform, you will be asked to complete a financial health check. From there, you will get a personalised assessment of where you score in different financial areas, and will be recommended financial education, products, and services to help you make more informed financial decisions.

How does the financial health check work?
The financial health check will ask a series of yes/no questions covering the areas of savings and investments, insurance, retirement and estate planning and debt and money management. Depending on your answers to these questions, you will receive a score out of 5 stars in each area and will be suggested events, products and services to improve your financial knowledge and position.

For example, if you score low in the area of retirement planning, you will be recommended webinars and products related to this subject.

How do I book onto a webinar?
Register or sign into your account at https://app.my-money-matters.co.uk/login and click the 'Events' tab at the top of the page. We recommend you complete the financial health check first to join webinars that are relevant to you and your circumstances.

How do I book a one to one financial coaching session?
One to one coaching sessions are currently available in relation to your Shared Cost AVC scheme. To ask questions about the scheme and discuss your personal circumstances with a financial education coach, please register or sign into your account at https://app.my-money-matters.co.uk/login. Once you're signed in, click the 'Learn more' button on the 'Shared Cost AVCs' tile on your dashboard and on the next page, scroll down to the 'AVC Coaching Sessions' section to book your one to one meeting.

Please note, no financial or investment advice is available at these meetings. You will need to speak to an independent financial adviser if you require financial advice. Please consider your affordability before attending a session.

How do I apply for a Shared Cost AVC scheme in the platform?
Register or sign into your account at https://app.my-money-matters.co.uk/login, click the 'Learn more' button on the 'Shared Cost AVCs' tile on your dashboard and on the next page, click 'Get started'. Once you're redirected to the AVC platform, click the 'Ready to apply? Click here' button on the home page.

How do I access and manage my AVC scheme in the platform?
If you have an existing Shared Cost AVC or standard AVC plan, please sign into your account at https://app.my-money-matters.co.uk/login. Then, click the 'Learn more' button on the 'Shared Cost AVCs' tile on your dashboard and on the next page, click 'Get started'. You will then be redirected to the AVC platform to manage your AVC plan.

What communications will I receive from My Money Matters?
My Money Matters will communicate with you on behalf of your employer about products, services and educational content available within the platform. You can unsubscribe from these communications at any time.

Please note, you cannot unsubscribe from transactional communications e.g. webinar booking confirmation emails.