



Overcoming Pension Portal Login Issues: A Success Story

Highlights

- 1 Resolved Legal & General pension portal login issues for a client.
- 2 Identified incorrect credentials and created a new login.
- 3 Collaborated with Legal & General's consultant for seamless access.
- 4 Successfully submitted pensions for November, December, and January.

Introduction

Swift and effective problem-solving becomes essential when a client encounters a critical issue that could disrupt financial compliance. This story highlights how Corient helped clients resolve an unexpected challenge with their **Legal & General pension portal login**, ensuring smooth pension submissions and deadline compliance.



The Initial Problem: What Went Wrong?

In **November 2024**, our client reached out with an urgent issue—their **Legal & General pension portal login was not working**. As a result, pension submissions had been pending for months. The inability to access the portal posed a serious risk, potentially leading to penalties and compliance issues. The client needed an immediate resolution.

Corient's First Solution: The Fix

After a thorough investigation, we identified the root cause of the problem. The login credentials we had on file belonged to an employee who was no longer with the company. Since the credentials were no longer valid, the only way forward was to create a **new login**.



The New Problem: A Surprise Roadblock

While we had the solution, a new challenge emerged—**the Legal & General pension portal was unfamiliar**. Without prior experience using their system, navigating the setup process became an unexpected roadblock.

Corient's Second Solution: Fixing the New Problem

To overcome this challenge, we followed a structured approach:

Step 1: **Contacting Support**

We **contacted Legal & General's support team** to understand how to create new login credentials. Their advisor guided us on the necessary steps and security protocols.

Step 2: **Submitting the Required Information**

We **emailed the required details** to Legal & General, ensuring that all security checks were completed to authorise a new login creation.

Step 3: **Collaborating with Legal & General's Consultant**

We worked closely with a **Legal & General consultant**, who provided hands-on assistance in creating new login credentials. This step ensured we followed the correct procedure without delays.

Step 4: **Completing the Pending Submissions**

Once access was restored, we swiftly **submitted pensions for November, December, and January**, ensuring compliance and avoiding penalties for our client.

OUTCOME



The Final Outcome: Success Story

The client's pension submissions were processed without delay through **payroll outsourcing services**. Working closely with the pension provider resolved the immediate issue, ensuring a seamless process for future submissions.

What the Client Said



"We struggled with a pension portal login issue that left our submissions pending for months. Corient quickly identified the problem, worked with Legal & General to create a new login, and ensured everything was submitted on time. Their efficiency and problem-solving made a stressful situation effortless. Highly recommended!"

Key Takeaways: Why This Matters for Businesses

- **Compliance Matters** – Timely pension submissions are critical to avoiding penalties and maintaining regulatory compliance.
- **Adaptability is Key** – Even when facing an unfamiliar system, **seeking expert guidance** can lead to quick resolutions.
- **Proactive Problem-Solving** – Identifying the **root cause** and implementing a **structured solution** ensures long-term success.

At Corient, we don't just fix problems—we **turn challenges into success stories**. Whether it's accounting outsourcing services, payroll, or pensions, our team is always ready to tackle obstacles and deliver seamless solutions for our clients.