

Four months to MoneyHelper Pensions Dashboard deadline as providers urged to focus on operational readiness – Lumera

Providers must now focus on operational readiness, data quality and service resilience ahead of Pensions Dashboard rollout, says leading insurtech company Lumera.

London, 1 July 2026 – Pension providers have entered the four month countdown to the pensions dashboards connection deadline, as the MoneyHelper Pensions Dashboard (MHPD) ecosystem surpasses 70 million connected pension records.

The milestone marks a major step towards the long-awaited launch of MHPD, but also signals a critical period for pension providers, insurers, administrators and Integrated Service Providers (ISPs), who must now focus on ensuring they are fully prepared for consumer use.

The MHPD represents a significant step forward in retirement planning for consumers, providing a standardised view of pension benefits across workplace, personal and State Pension entitlements.

For providers, however, the challenge extends well beyond the initial connection to the ecosystem.

Over the next four months, providers should focus on testing the resilience of their dashboards infrastructure, validating data quality and ensuring operational processes are capable of handling increased member engagement and servicing demands.

Reliable connections, timely responses and accurate data will be essential to building trust in the dashboards experience from day one, and to enable trustees, scheme managers and pension providers to remain compliant with dashboards legislation once they are connected.

The quality of underlying pension data will be particularly important as consumers gain a more complete view of their retirement savings. Providers should therefore prioritise data governance, matching accuracy and ongoing data maintenance to reduce the risk of incomplete or inconsistent information being presented to savers.

Providers should also prepare for an increase in follow-on activity as dashboards drive greater member engagement. This includes ensuring customer service teams, administration functions and digital servicing capabilities are equipped to respond efficiently to requests for information, consolidation and retirement planning support.

With wider pension reforms continuing to increase demands on data and administration capabilities, firms should use the final stages of dashboards preparation to strengthen operational resilience and ensure their technology infrastructure is capable of supporting future regulatory requirements.

Maurice Titley, Commercial Director: Data & Dashboards at Lumera, commented: "With just four months until the final connection deadline and a launch date that could be as early as this time next year, attention must now turn to operational readiness for providers.

"Connecting to the dashboards ecosystem is only the first step. Firms should be using this period to test processes, strengthen data quality and ensure they can consistently deliver accurate and timely responses once dashboard usage begins to scale.

"The success of dashboards will ultimately depend on the member experience. Savers need confidence that the information they see is accurate, complete and readily available 24/7 when they need it.

"Providers should also prepare for increased engagement from members who will, for the first time, have a clearer view of their total pension savings. That means ensuring customer service, administration and digital capabilities are ready to support higher volumes of enquiries and follow-on activity.

"The organisations that will be best placed for a successful rollout are those treating dashboards as an operational readiness exercise as much as a technology programme, with data quality, governance and resilience at the centre of their preparations."

For more information, please contact:

Peter Roos, CCO, Lumera: +44 7552 861 411, peter.roos@lumera.com

Christine Blinke, CMO, Lumera: +46 73 901 02 01, christine.blinke@lumera.com

Temple Bar Advisory: Sam Livingstone (07769655437) and Juliette Packard (07425826161)
lumera@templebaradvisory.com

About Lumera

Lumera is an insurtech company driving digital transformation across the global Life and Pensions industry. We provide technology solutions for insurance administration, data management and migration to a broad base of prominent clients. Combining our technology and industry expertise, we offer a wide range of expert services, tailored to local markets and supported by prudent AI to enhance automation and data quality.

Our mission – the Prudent Revolution – is about combining technology with partnerships to offer Life and Pension companies the fastest and safest journey through complex change.

Lumera is headquartered in Stockholm, with additional offices in the UK, the Netherlands, Norway, Sweden and Vietnam.

The principal owner of Lumera is Monterro, a leading software investor in the Nordics.

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