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Retirement Advice in the UK:

TURNING INSIGHT INTO CONFIDENT OUTCOMES

London, 19 May 2026

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Director
NextWealth

“You’ve yet to meet yourself as a retired person.”

UK FINANCIAL ADVISER

"I had no idea this is what financial advisers do."

What the UK population think advisers do:

- Choose a risk level.
- Select portfolios.
- Report on investment performance.

What you actually do:

- Help a couple paralysed in their decision-making by unspoken assumptions about what their adult children expect of them in retirement.
- Show an elderly client that she can afford double-glazing and defend that decision to her stepson.
- Use cashflow modelling to reassure a divorcee when he was left feeling destitute and retirement at the same time felt overwhelming.

How do we know?

207

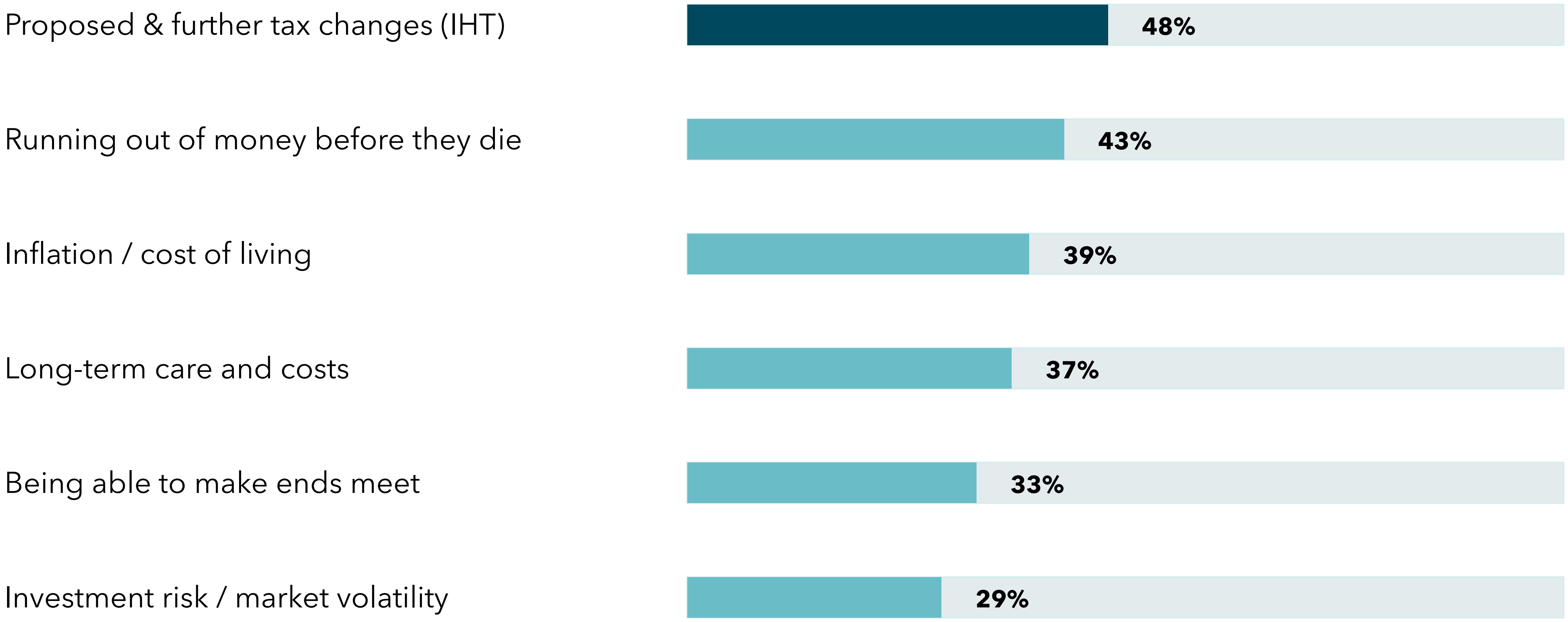
financial advisers surveyed
11 in-depth interviews

260

advised clients (55+, £100k+)

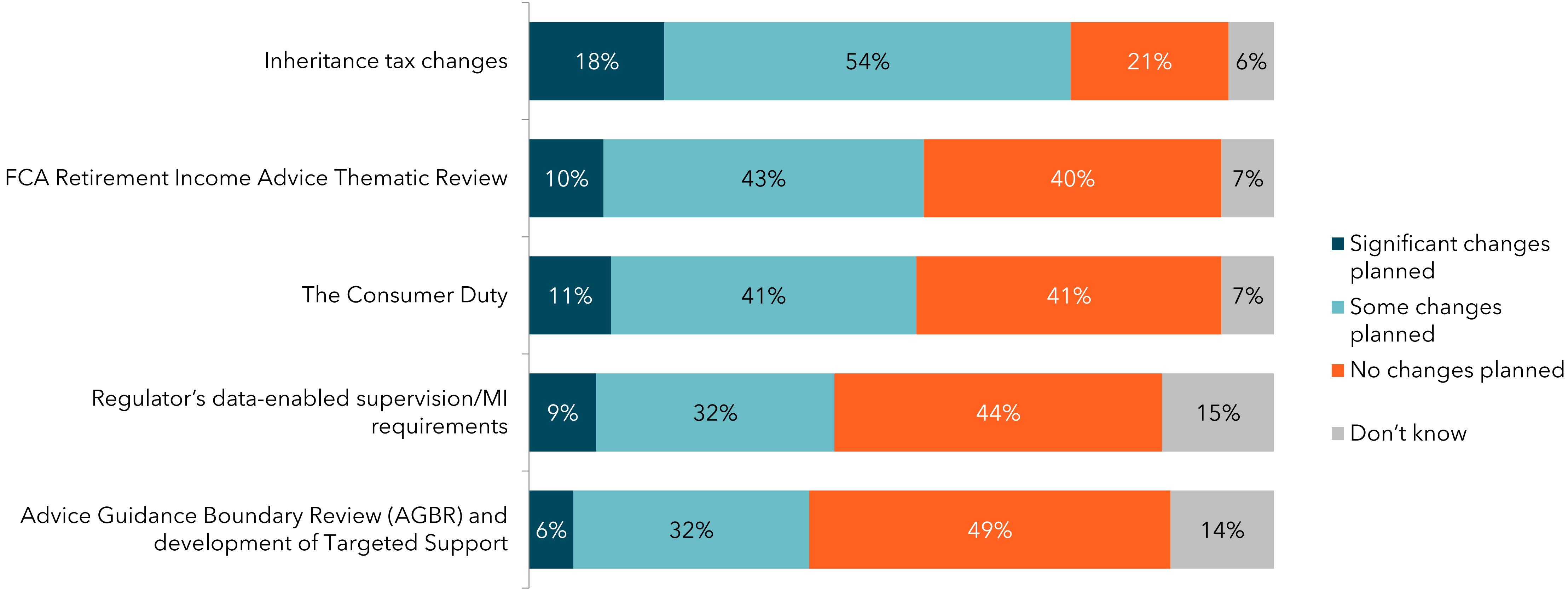
Source: BNY Investments & NextWealth Retirement Advice in the UK: Turning Insight into Outcomes, 2026.

For the first time, tax anxiety has overtaken running out of money



Source: BNY Investments & NextWealth Retirement Advice in the UK: Turning Insight into Outcomes, 2026, n=207 advisers.

and changes to IHT are top of the list for advice firms:



Source: BNY Investments & NextWealth Retirement Advice in the UK: Turning Insight into Outcomes, 2026, n=207 advisers.

The expectation gap

Three-quarters of advisers say clients do not accurately estimate what they'll need in retirement

75%

of advisers say clients don't accurately estimate retirement expenditure needs.

46%

say clients underestimate; 14% of those significantly underestimate.

29%

say clients overestimate.

"The foundation of their retirement plan is based on something that was said to please you."

Financial adviser -- on clients who give an answer before they are ready, to appear cooperative

Source: BNY Investments & NextWealth Retirement Advice in the UK: Turning Insight into Outcomes, 2026, n=260 consumers.

The confidence arc

Client confidence dips at the moment advice matters most - then rebounds once they're through

PRE-RETIREMENT

avg. age 54

43%

feel confident managing pensions independently

39%

would actively recommend their adviser

- Retirement is theoretical, not yet lived

CONFIDENCE: RELATIVELY HIGH

TRANSITION

avg. age 60

32%

confident managing pensions alone

28%

would actively recommend their adviser

- 1 in 5 revise living standards down

HARDEST MOMENT – HIGHEST VALUE

FULLY RETIRED

avg. age 62

86%

feel confident their money will last

49%

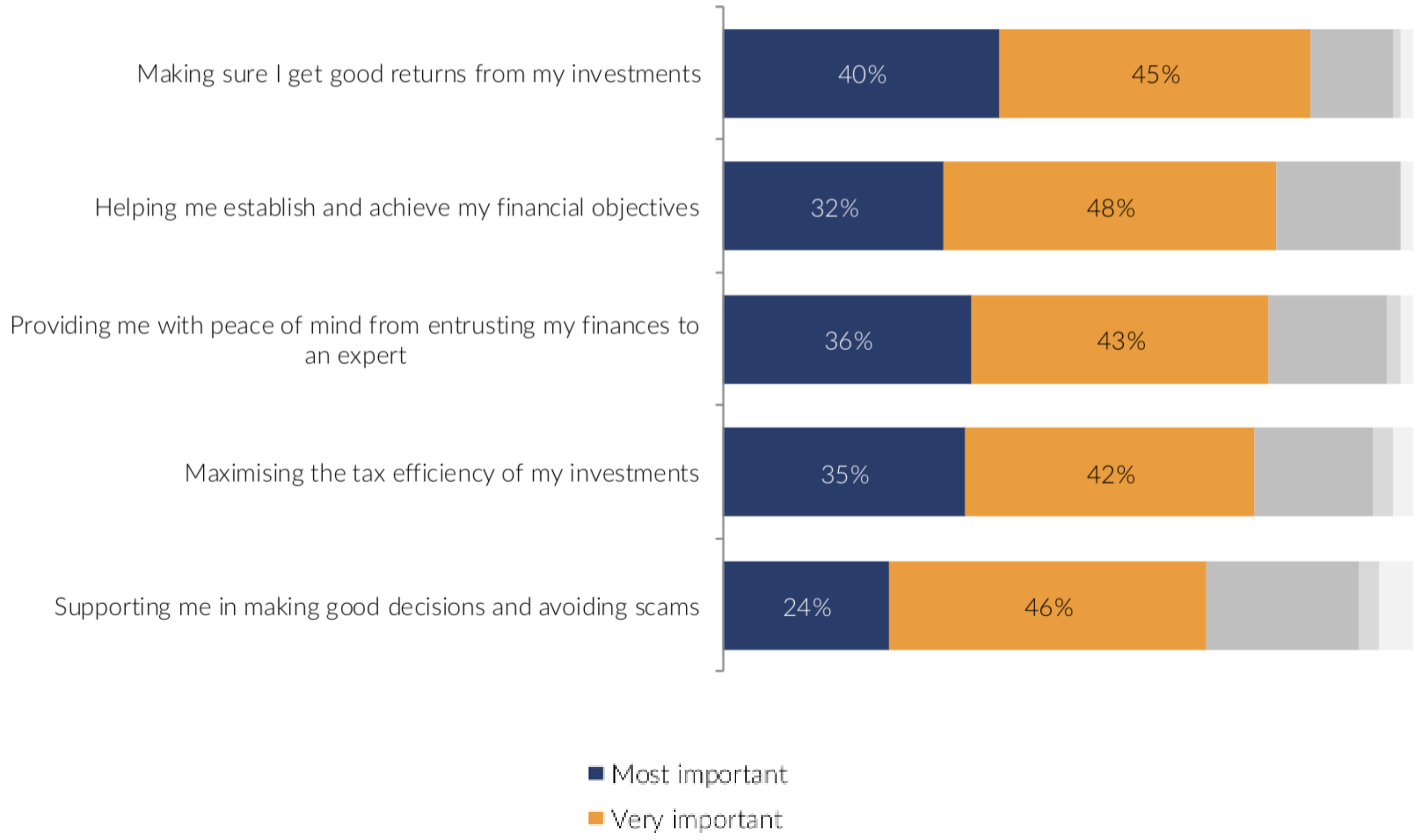
would actively recommend their adviser

- Experience replaces imagination

CONFIDENCE: TRANSFORMED

Source: BNY Investments & NextWealth Retirement Advice in the UK: Turning Insight into Outcomes, 2026, n=260 consumers.

What matters most to clients



"The value in financial planning is that peace of mind, telling them everything's okay, explaining things in more detail."
Proposition lead, team of 200+ advisers

Confidence is a measurable outcome

Peace of mind, clarity and reassurance are not soft metrics. They're indicators that advice has been understood and can be used.

Source: BNY Investments & NextWealth Retirement Advice in the UK: Turning Insight into Outcomes, 2026, n=260 consumers.

From portfolios to retirement strategies

In response to the FCA's retirement income advice review:

48%

of advisers say they are reviewing investment propositions used for drawdown clients.

43%

are updating client communications and suitability reports.

40%

of advisers say they are introducing or strengthening processes to monitor income sustainability over time.

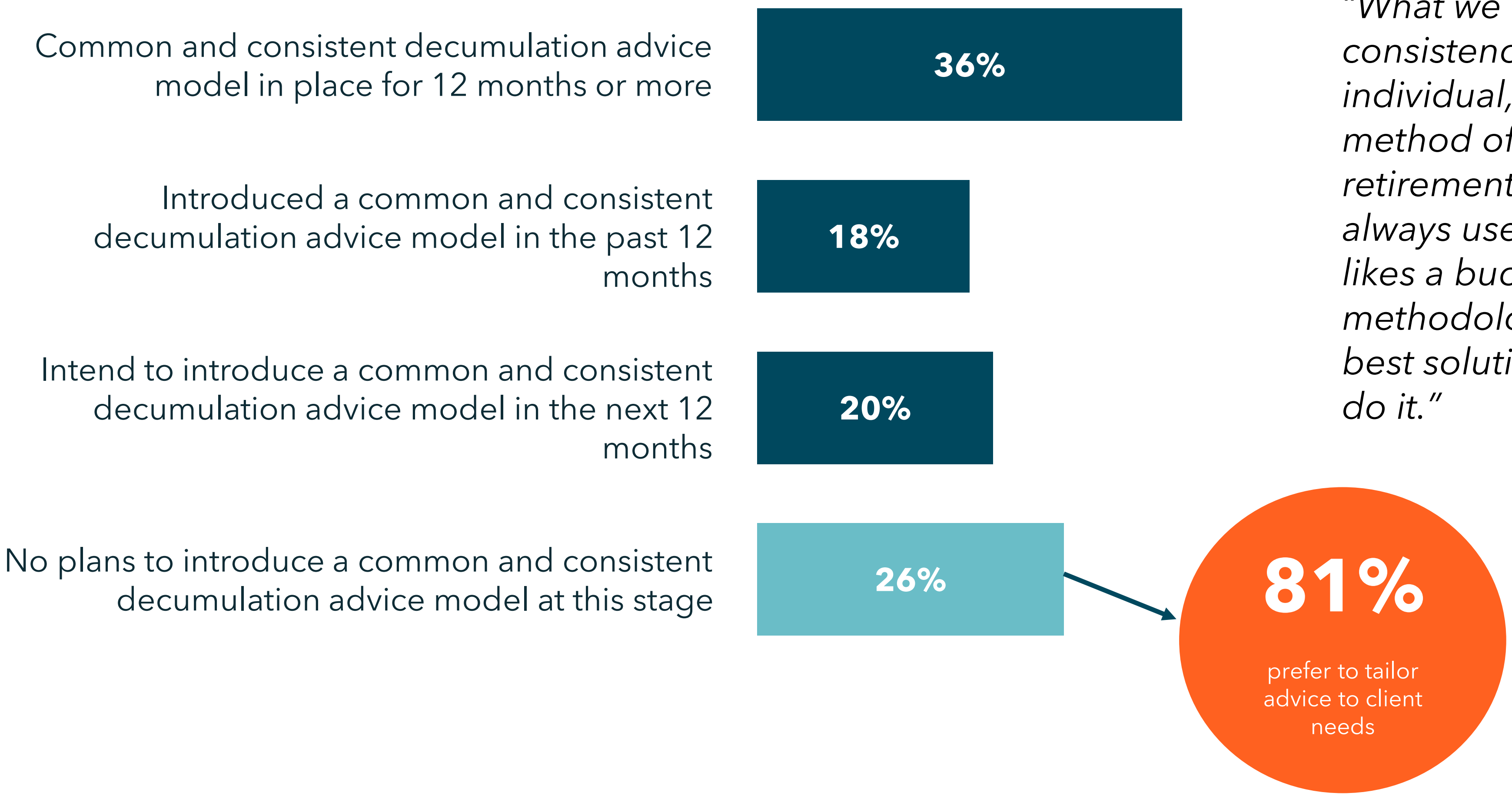
"Five years out from retirement, you're coming out of your accumulation model and buying a decumulation version of it. We ask a different set of risk questions and bridge the gap - lifestyling into retirement rather than just taking risk off the table. It might be that we need to move some money into slightly higher risk."

Proposition lead, team of 200+ advisers

Source: BNY Investments & NextWealth Retirement Advice in the UK: Turning Insight into Outcomes, 2026, n=207 advisers.

Consistency with flexibility

To CRP or not to CRP

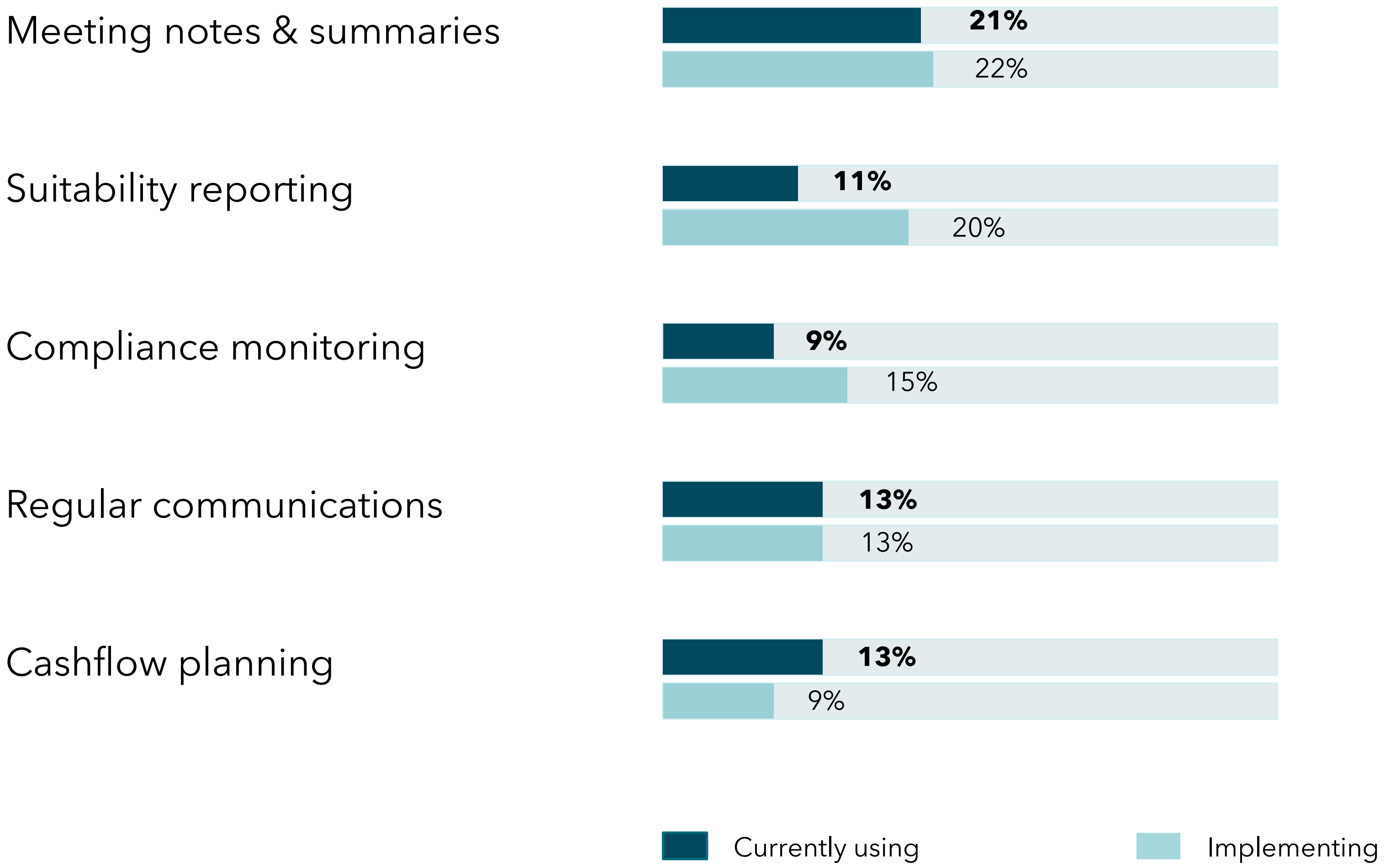


"What we want is consistency. But consistency of tailoring it to each individual, so we have a consistent method of building the client's retirement objectives. Rather than, 'you always use this', if you have a client who likes a bucketing approach, this is the methodology. If you have a client whose best solution is this, this is the way you do it."

Source: BNY Investments & NextWealth Retirement Advice in the UK: Turning Insight into Outcomes, 2026, n=207 advisers.

AI in retirement advice: where are we now?

AI adoption by use case



He didn't even want to open the app. Now he's saving hundreds of hours. It was taking 10 hours to see a client and write everything up. Now they can do it in an hour.
CEO, advice business, 40 employees

Clients are cautious: only 29% are comfortable with AI taking meeting notes – the most common use case advisers are deploying.

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Source: BNY Investments & NextWealth Retirement Advice in the UK: Turning Insight into Outcomes, 2026, n=207 advisers.

“The irony is that tech might help us humanise the experience a bit more.”

Chartered financial planner, team of six

The best AI use cases in advice are the ones that buy back time for human conversations.

What better retirement advice looks like now

01 Starts early, lasts longer

Engagement starts 3 years out.

The transition can be multi-year.

Normalise uncertainty.

02 Integrates behaviour with technique

Expenditure, gifting, withdrawal patterns are all shaped by emotion and lived experience.

Make space for clients to share the background story.

03 Balances flexibility with consistency

No single right strategy. But a consistent method - for the frequency and timing of reviews, use of cashflow, testing sustainability, is a defining feature.

04 Enabled by strong foundations

Clean data, clear process, pragmatic use of AI. These are enablers of better conversations and more confident decisions.

05 Makes outcomes visible without losing the story

Narrative evidence is as important as the numbers.

The technology is changing.
The fundamentals are not.

"The best thing about this business? Legitimacy. If we did not exist, someone would invent us."

Chartered financial planner, team of six

Read the full report:

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BNY Investments × NextWealth · March 2026 · Issue 8 · bny.com/investments

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Document ID: 3333300. EXP: 14 August 2026.