



# Legal & General launches Track My Apps with Origo, a unique adviser service

---

- Legal & General has announced a tie-up with industry FinTech company, Origo
- Advisers selling Legal & General's Retirement Income products will now be able to use the Track My Apps system to track the progress of client applications

Legal & General has announced the launch of [Track My Apps](#), a new tracking service from industry FinTech company Origo, which will support advisers selling its retirement income range of products from fixed-term annuities to lifetime annuities.

This service is the first of its kind in the market and will bring time saving efficiencies for advisers. The online system enables advisers to track the progress of client applications from when they are first loaded onto Legal & General's system to the point when they are accepted.

Advisers will be able to see detailed progress of their clients' pension transfers online, allowing them to manage their clients' expectations while reducing the need for phone calls to check on an application's progress.

Track My Apps uses Origo's Transfer Tracking technology and forms part of its Integration Hub services, where real-time data is provided directly to Legal & General's adviser portal.

---

“At Legal & General, we've made a commitment to developing our Retirement Income proposition. A key part of this renewed focus is improving our digital capability to help advisers engage with us in a more efficient and effective way.

“The launch of Track My Apps for advisers is just the initial phase of our digital investment and we're focused on further improving the service we provide to financial advisers. Access to the new Transfer Tracking service from Origo will begin that process, by giving our adviser partners real-time updates on the progress of their clients' transfers.”

**Jon Scannell, Distribution Director, Retirement Income at Legal & General**

---

“Our digital Transfer Tracking service enables platforms and providers to deliver a better service to their customers while reducing the volume of phone calls requesting progress updates. Transfer Tracking frees up resources and expenditure which can be better directed elsewhere in the business.

“Available through our Integration Hub, the service has an easy set-up and integration process and tracks the progress of pensions, GIAs and ISAs transferring through our Options Transfers service. Legal & General have demonstrated their commitment to improved service for their adviser partners by being the first to market with our new technology.”

**Anthony Rafferty, Managing Director, Origo**

“Track My Apps could be a game-changer for financial services. It's fantastic to see an industry leader like Legal & General embracing innovative technology and using it to make life easier for intermediaries. It will certainly make our processes, as well as our clients' experiences, much smoother. Track My Apps ultimately gives our team more time to do what we do best – making sure our clients have the financially secure retirement they deserve.”

**Jon Terry, Finance Director, My Pension Expert**

“Legal & General's case tracker system is a market-leading system supplying an important innovation to the pensions industry. The system gives users a window into the L&G administration process and this level of transparency provides clients with an increased level of confidence in the L&G administration process. Having clear, accurate and up to date case information within a few clicks will result in a more efficient back office administration.”

**Mark Ormston, IT & Administration Manager, Retirement Line**

---

-ends-

## Notes to Editors

**The information contained in this press release is intended solely for journalists and should not be relied upon by private investors or any other persons to make financial decisions.**

## About Legal & General

The Legal & General Group, established in 1836, is one of the UK's leading financial services companies. As at 30 June 2018, we had over 9.5 million customers in the UK for our life assurance, pensions, investments and general insurance plans.

Registered office: One Coleman Street, London EC2R 5AA.

## Further information

Note: Call charges may vary

Margrit Williams, PR and Communications Director

+44 07384 452 353

Margrit.Williams@landg.com

Nick Seymour, Rostrum Agency

+44 07551 129 500

[lgr@rostrum.agency](mailto:lgr@rostrum.agency)

### **About Origo**

Origo is the industry's FinTech with a not-for-profit ethos dedicated to improving connectivity between financial services companies, boosting efficiencies, improving performance and reducing integration costs for industry participants, while significantly improving financial outcomes for consumers.

The Origo Integration Hub connects the market, providing a single integration point for providers, platforms and adviser software companies rather than them having to integrate on an individual basis. It provides for account opening, remuneration, valuation, transaction history and transfer tracking, with further developments in the pipeline.

### **Further information**

Rob Kingsbury, KGR Media Services  
07900 931 305