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# ETS Kick-off Event

**Wednesday, 2 October 2019**

**Brussels**

# Agenda.

Time	Themes	Speakers
13:30	<b>Registration</b>	
14:00	<b>Opening and Welcome</b>	<b>Alexandra Phillippi, PGGM</b> Steering committee member  <b>Percy Bischoff,</b> Chairman of the ETS Steering Committee, VBL
14:05 – 14:20	<b>Key note speech</b> What is the future of pensions?	<b>Katarina Ivanković-Knežević,</b> Director for Social Affairs, EMPL
14:20 – 14:35	<b>The future of pension communication</b>	<b>Prof. Yves Stevens,</b> KU Leuven
14:35 – 15:15	<b>Panel Discussion:</b> The future of European pensions and digital communication on pensions in Europe.	<b>Panelists:</b> <b>Yves Stevens</b>  <b>Valdis Zagorskis</b> DG EMPL  <b>Jeroen Lenaers,</b> Member of European Parliament, EPP  <b>Anders Lundström,</b> CEO minpension.se & member of the ETS Steering Committee
<b>15:15 – 15:30 COFFEE BREAK</b>		

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# Agenda.

Time	Themes	Speakers
	<b>Moderator</b>	<b>Michel de Jonge</b> PGGM
15:30 – 15:45	<b>ETS Project presentation</b> Key objective & added-value, scope	<b>Claudia Wegner-Wahnschaffe,</b> ETS Project Manager, VBL
15:45 – 16:00	<b>ETS Survey Results</b> State of play of digital pension communication in Europe, ETS Project Members	<b>Giselda Curvers,</b> ETS project member, FPS
16:00 – 16:20	<b>Interview Session</b> Development of new National Tracking Facilities/Services on Pensions: State of play in Germany and Croatia	<b>Lena Michler,</b> German Federal Ministry of Labour and Social Affairs  <b>Vanda Crnjac Paukovic,</b> Croatian Pension Insurance Institute
16:20 – 17:15	<b>Panel Discussion</b> New labour market trends and digital communication on pensions: Expectations from the ETS	<b>Panelists:</b> <b>Stavros Skouras,</b> Researcher at University of Bergen, Norway  <b>Simon Benhöfer,</b> Welcome Centre – University of Bonn, Germany  <b>Werner Buelen,</b> European Federation of Building and Woodworkers (EFBWW)  <b>Prof. Anouk Bollen,</b> ITEM, University of Maastricht
17:15 – 17:30	<b>Closing Remarks</b>	<b>Steven Janssen,</b> Sigedis, ETS Consortium Member

17.30 DRINKS

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# Opening & Welcome.

- **Alexandra Phillippi, PGGM**

ETS Steering Committee Member

- **Percy Bischoff, VBL**

Chairman of the ETS Steering Committee

# Key note speech.

## What is the future of pensions?

- **Katarina Ivanković-Knežević,**

Director for Social Affairs, European Commission - DG  
Employment, Social Affairs & Inclusion

# The future of pension communication.

- **Professor Yves Stevens,**  
Faculty of Law – KU Leuven University

# The future of pension communication

Prof. dr. Yves Stevens

Kick-off Event of the ETS project  
Brussels, 2 October 2019



2013

# Four questions

**What** do member states (MS) communicate? (extent of information)

**How** do MS communicate (manner of communication)?

**To whom** do MS communicate (communication targeting)?

What is the **legal value** and the authenticity of the communication?

## POLICY OPTIONS

The form of the communication

The periodicity of the communication

The language and the register of the communication

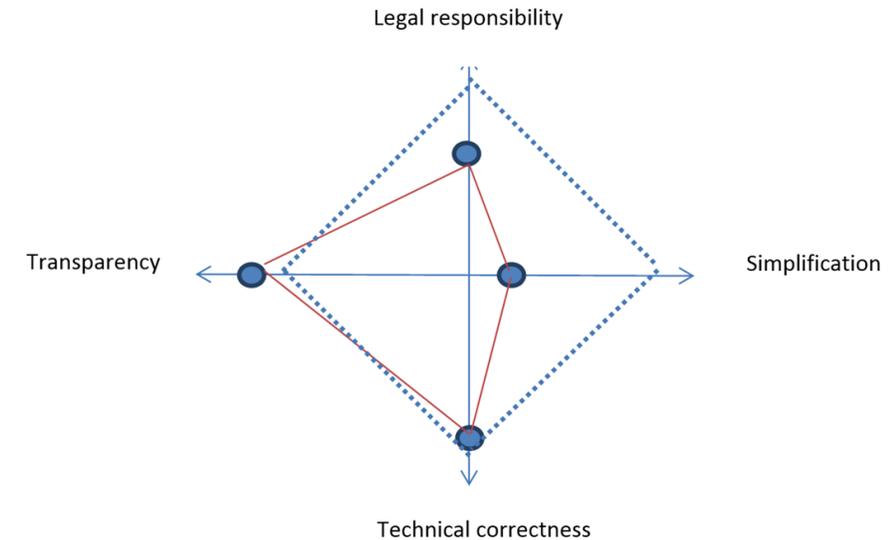
The layers of the communication

The integration of the communication

The centralized or decentralized communication

The embedded or non-embedded communication

The deterministic and static or amendable communication



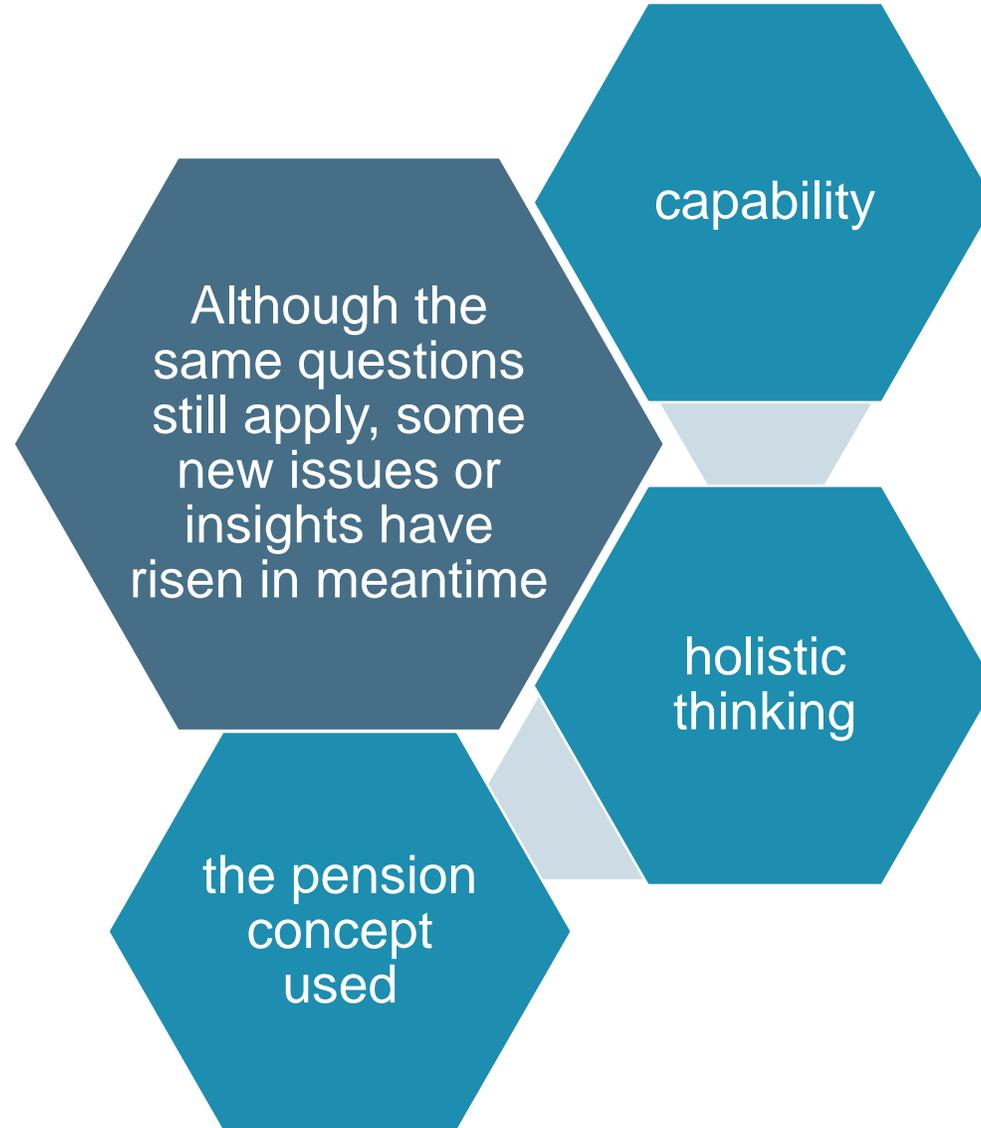
## BACKGROUND

### 1. Legitimacy of pension reforms

A good understanding is a prerequisite for pension changes and reforms and thus legitimate pension systems communicate transparently.

### 2. Financial and pension illiteracy

- “A combination of awareness, knowledge, skills, attitude and behaviour **necessary to make sound financial decisions** and ultimately achieve individual **financial well-being.**” (A. ATKINSON and F.-A. MESSY, “Measuring Financial Literacy: Results of the OECD INFE Pilot Study”, *OECD Working Papers on Finance, Insurance and Private Pensions* 2012, No. 15, OECD Publishing, 3.)
- Attention aspects: older respondents, lower educated, minorities, women, non-home owners, respondents with lower incomes, respondents with lower wealth



capability

PRESUPPOSITION

---

INFORMATION

Empowers

---

Protects

---

= ?

CAPABILITY

Are people capable of understanding?

OR

Should people be capable of understanding?

The answer is highly ideological...

The answer depends on societal view and individual capacities and responsibilities.

e.g. opting out of auto-enrolment schemes

Fundamentally, why do we (need to) communicate?

And try to ascertain that people really understand?

TRUST

Why should or would anyone distrust his or her pension scheme?

Because it doesn't deliver what it is supposed to deliver or what the individual thinks it should deliver?

Why?

BECAUSE THERE  
ARE INCREASING  
SHIFTS of RISKS  
TOWARDS THE  
INDIVIDUAL.

- Lower average state pensions
- Higher average need for personal backup
- Shift from DB to DC
- Longevity
- Investment risk in a low interest environment
- Insolvency employer
- Insolvency pension provider
- Unstable political environment
- ...

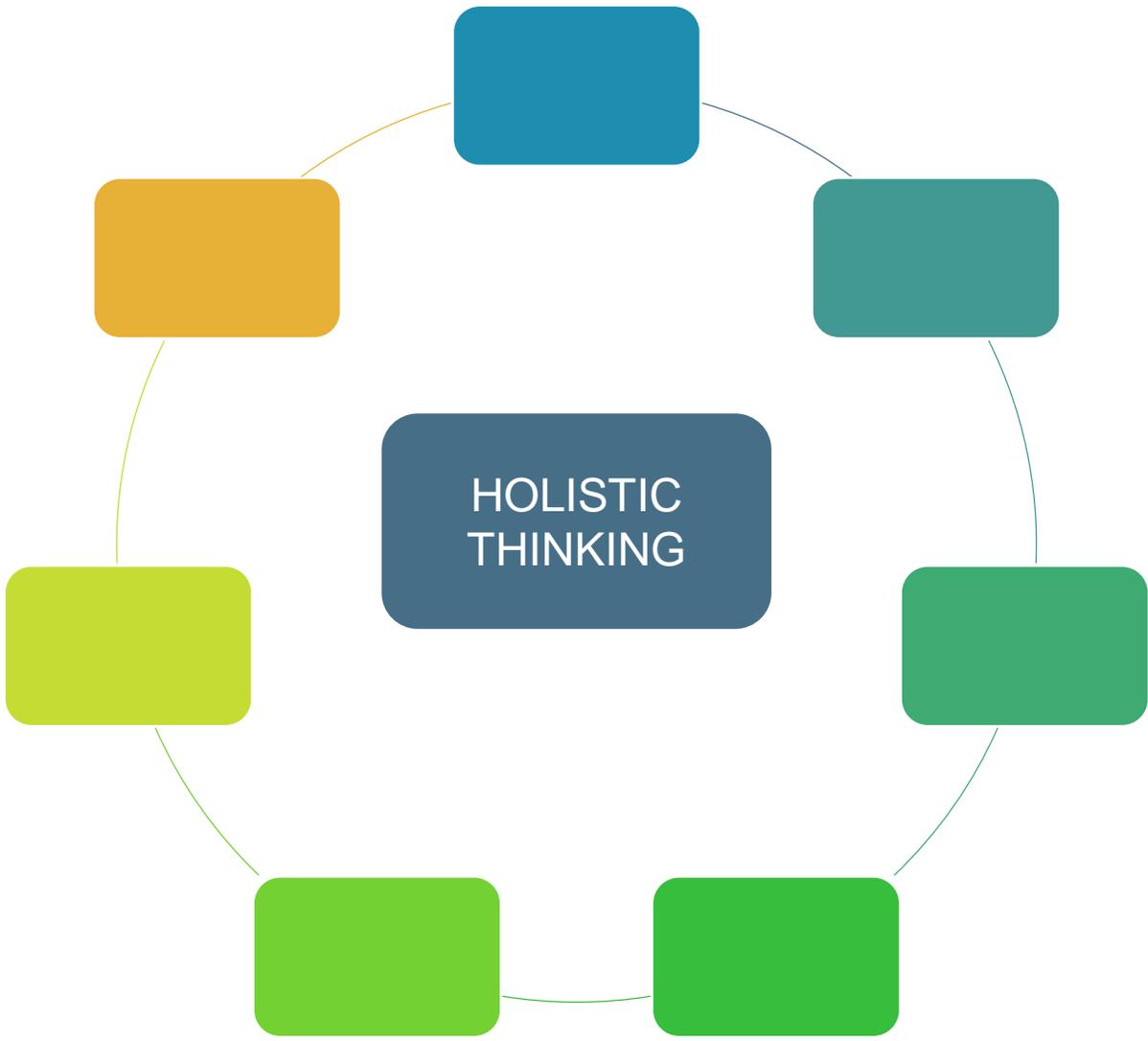


Within ESG

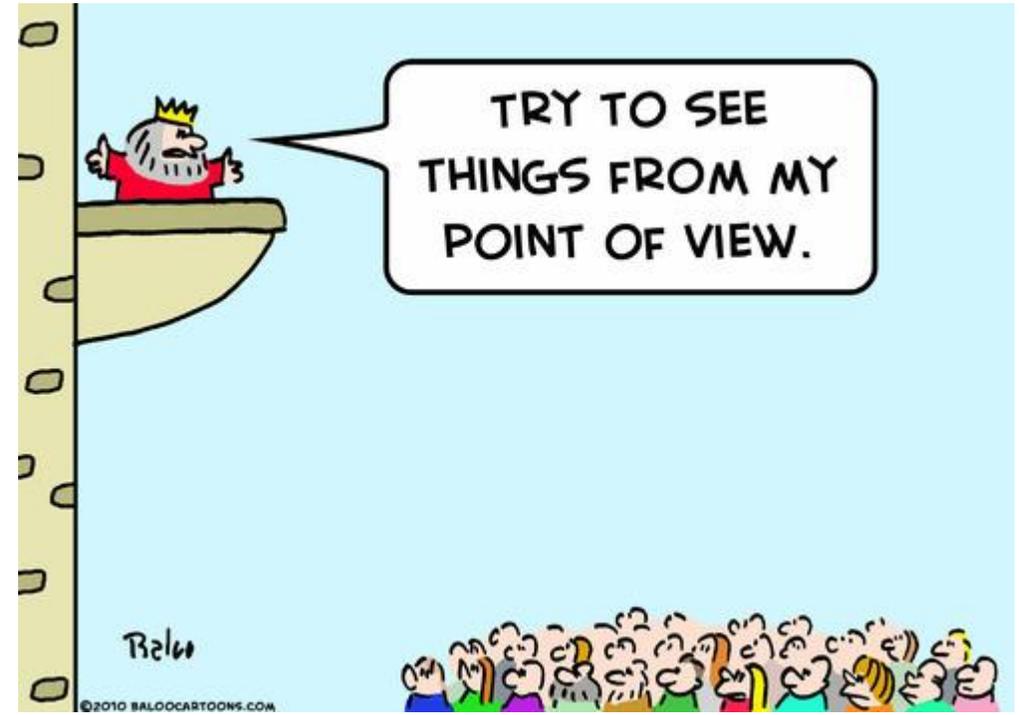
Assessment

I  
ndividual

R  
isk



*Institutional horizon*



*Individual horizon*

concept  
of  
pension

The notion of the word "pension" can cover many underlying concepts

A form of deserved rest

A compensation for the physical impossibility to work any longer

A part of the wage structure

A deferred remuneration

A reward for services paid to the country

A form of savings

A form of property

A form of individual or collective life insurance

A form of social insurance

A form of shared citizenship



Communication underlines and strengthens some types of concepts

- A form of deserved rest
- A compensation for the physical impossibility to work any longer
- A part of the wage structure
- A deferred remuneration
- A reward for services paid to the country
- A form of savings
- A form of property**
- A form of individual or collective life insurance
- A form of social insurance
- A form of shared citizenship

Thank you for your kind attention

[yves.stevens@kuleuven.be](mailto:yves.stevens@kuleuven.be)



# Panel Discussion:

## The future of European pensions and digital communication on pensions in Europe

- **Yves Stevens**, Professor in Faculty of Law – KU Leuven University
- **Valdis Zagorskis**, European Commission - DG EMPL
- **Jeroen Lenaers**, Member of European Parliament, EPP
- **Anders Lundström**, CEO minpension.se & member of the ETS Steering Committee

*Moderator:* **Michel de Jonge, PGGM**

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# Coffee Break

15:15 – 15:30

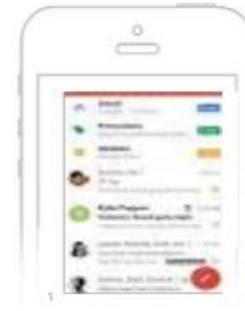
# Please answer the survey



**1** Grab your phone, tablet, etc.



**2** Use the email APP/  
Log on to your email



**3** Open up the mail with the subject FYP-ETS Survey

**Follow the link to the survey**

# ETS Project presentation.

Key objective & added-value and scope.

- **Claudia Wegner-Wahnschaffe,**

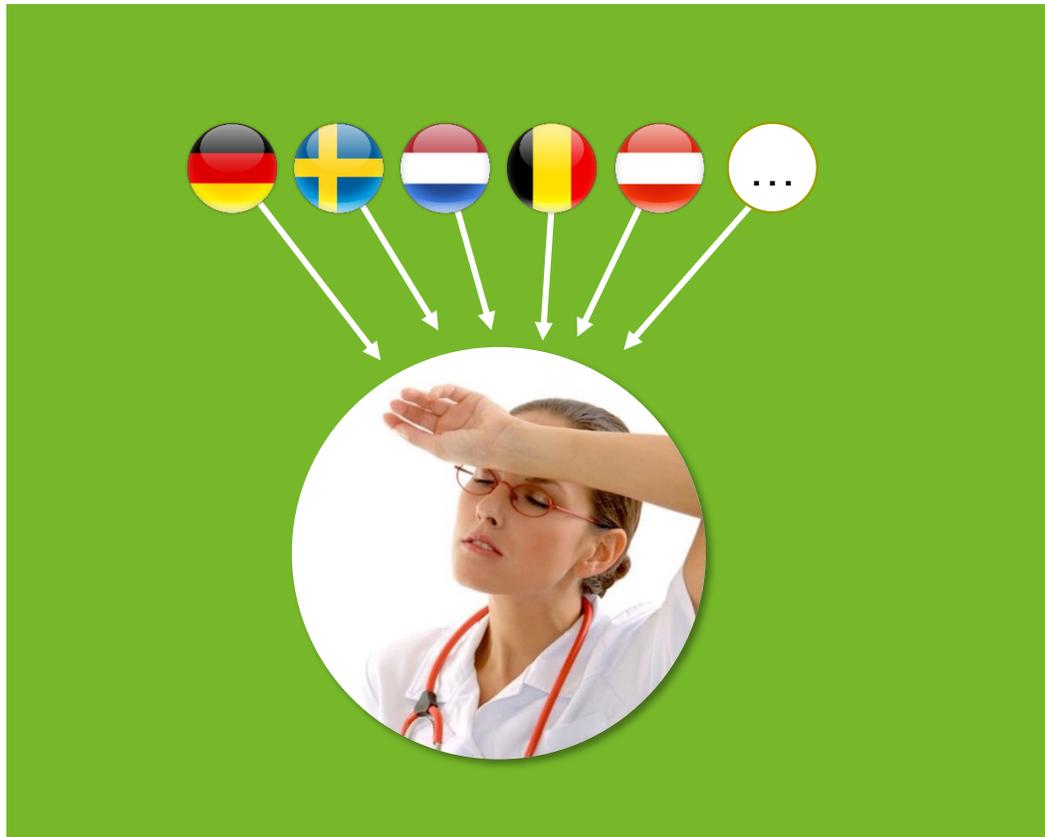
ETS Project Manager, VBL

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# Agenda.

- ✔ **Background** – why are we here – ETS vision and mission
- ✔ **Scope** – Functionalities to the benefit of mobile workers
- ✔ **Solution** – Approach and added value
- ✔ **Success** – Strong network and international agile collaboration

# Hanna is struggling...



**... Due to her professional mobility as a hospital based physician she feels lost in terms of pension provision:**

- What will she get and from where...
- Will she lose entitlements after leaving a country...
- Where and when to apply...
- Language problems and complexity of information

# ETS vision and mission

**All European residents should have access to information on their pension entitlements no matter where they were accrued within Europe and regardless of their country of residence...**



- Create means to find an overview of entitlements
- Tailored and personalized information
- Support pension tracking services and pension providers in communicating with/ finding their participants...

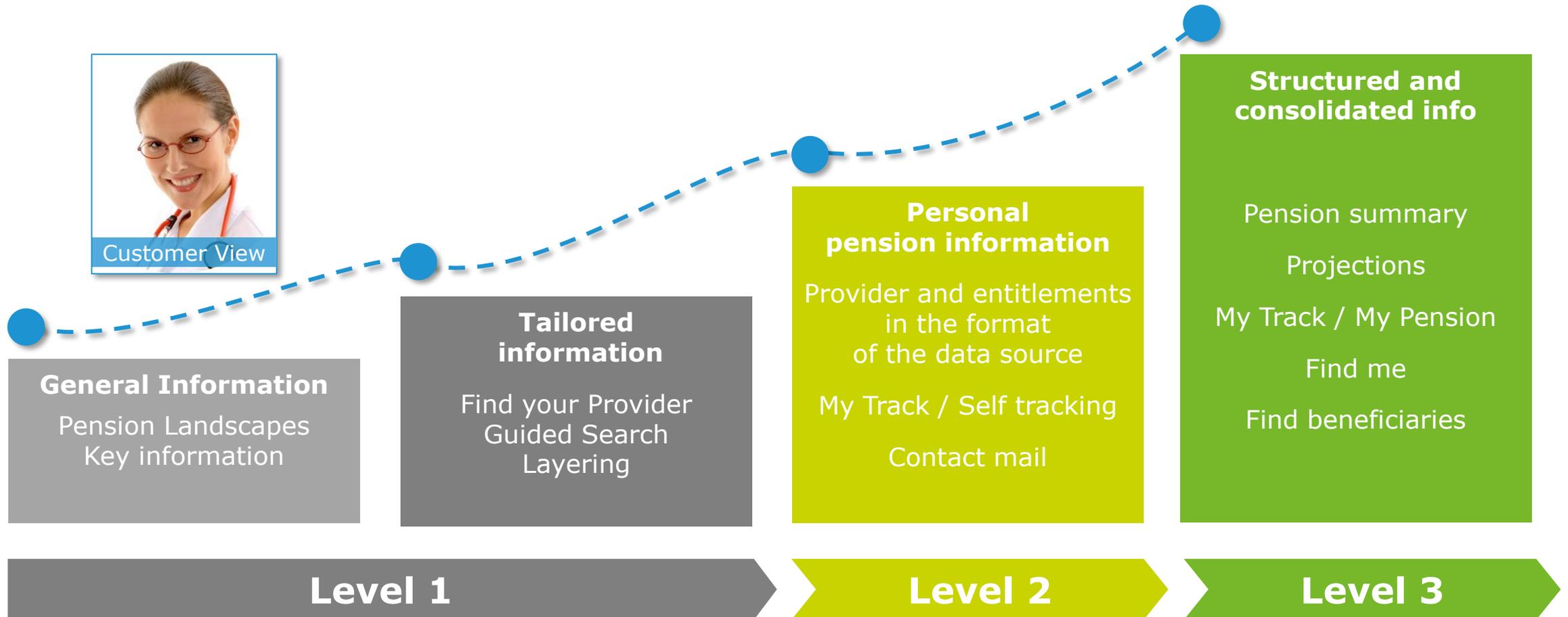
# Hanna will receive pension information from one site – tailored and targeted



... With the support of FYP Hanna finds ...

- Her pension providers affected
- Contact and necessary actions
- Tailored information regarding mobility and pensions
- Her pension entitlements in a number of countries
- Tools to save her list of providers and entitlements

# ETS Scope: FYP a viable, scalable product



# ETS Project solution set-up: step-by-step – Phases and Activities

	Pilot Implementation	Roll-out phase	Running
Phase			
Activity	<p><b>Level 1A/B</b> set-up for 5 + x countries</p> <p><b>Level 2</b> Proof of Concept</p> <p><b>Level 3</b> Exploring</p>	<p><b>Level 1A/B</b> Extension</p> <p><b>Level 2</b> Connecting NTSs</p> <p><b>Level 3</b> Setting-Up Applications</p>	<p><b>All Levels</b></p> <p>Stabilizing ETS organization as an integrated FYP Platform</p>

# Project deliverables

Customer Usability



Vision

Pilot

Concept



Website  
[findyourpension.eu](http://findyourpension.eu)

+  
Proof of Concept:  
Data Exchange



Strategy &  
Business Plan

+  
Full Rollout Concept



Set-up independent ETS Organization

# How do we work – 5 Work Streams

Pilot Implementation



**Level 1A/B**  
Implementing

**Level 2**  
Proof of Concept

**Level 3**  
Exploring



**WS 0: Project Management**



**WS 1: Implementation of the Pilot ETS,**



**WS 2: Connection Concept**



**WS 2a: Description of the fully functional ETS  
+ Full roll-out concept**



**WS 3: Establish a management organization  
for the European Tracking Service (ETS)**



**WS 4: Communication strategy and activities**



**Input for  
Level 1**

**Pension  
Communi-  
cation-  
holistic  
approach**

**NTS  
exchange**

**Survey on  
pension  
commu-  
nication**

**ETS  
Content  
Guidelines**

**eIDAS,  
authenti-  
cation,  
connection**

**Join us!**

# What makes a successful collaboration: Our international agile project team



PENSIONS  
MYNDIGHETEN





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**Thank you for the attention.**

# ETS Survey Results.

## State of play of digital pension communication in Europe

- **Giselda Curvers,**  
ETS Project Member, FPS



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# Pension communication in Europe. State of play 2019

Results of the ETS-survey  
Kick-off event 2 October 2019

# Why this survey?

- **LEARN: State of play 2019** on (digital) pension communication in Europe
  - Update TTYPE study of 2014: evolution?
  - Input for the ETS full roll-out plan
- **ENGAGE: Network of pension communication experts** in Europe
  - Spreading the word: ETS is alive and kicking!
  - Raising awareness on the topic
  - Building a community

# Who we wanted to reach?

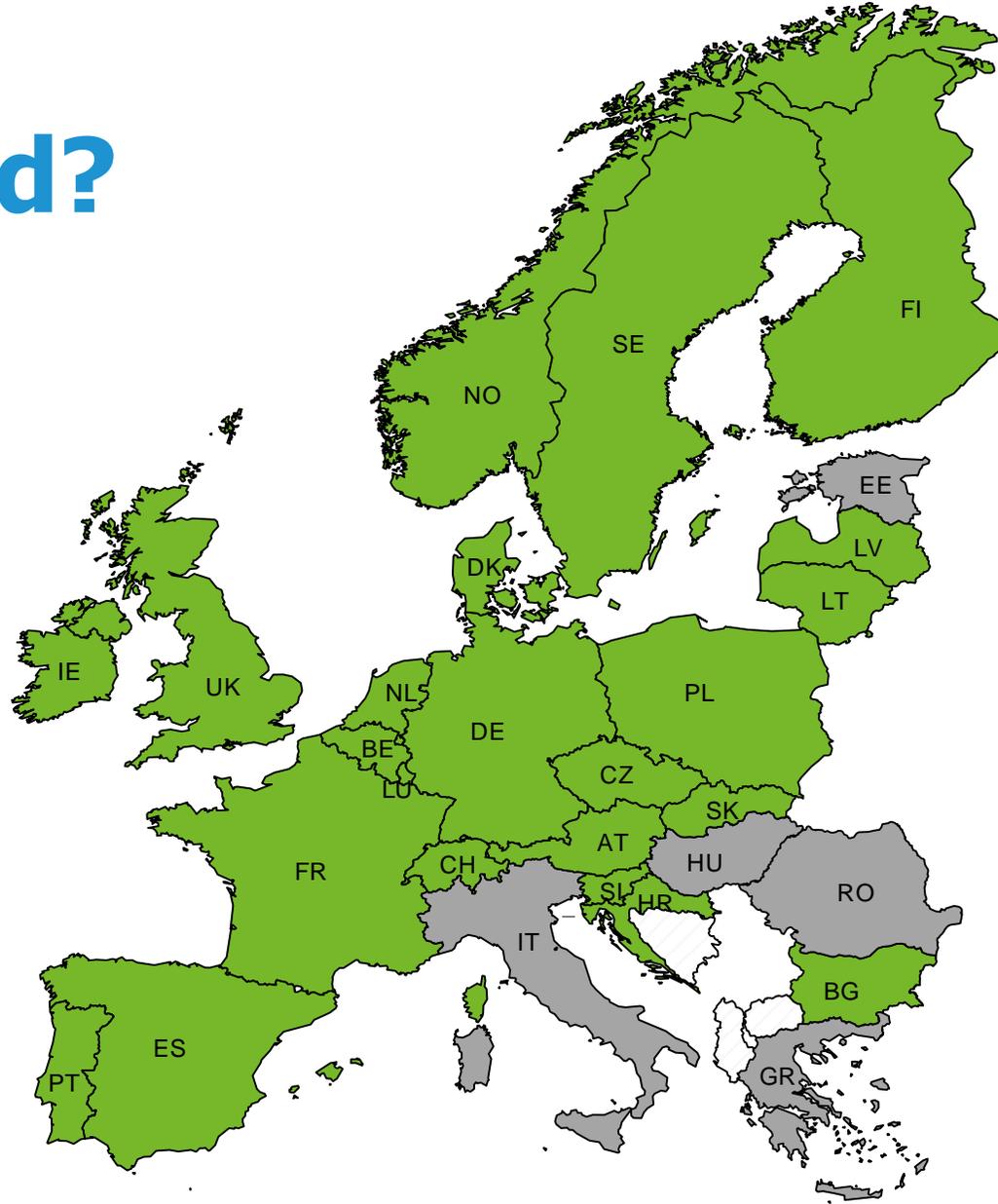
- Pension communication experts of
  - EU 28
  - Norway
  - Switzerland
  - Iceland



! Malta, Cyprus and Iceland are not on the map.

# Who participated?

- Response for 24 countries!
- No response for:
  - Cyprus
  - Estonia
  - Greece
  - Hungary
  - Italy
  - Romania
  - Iceland

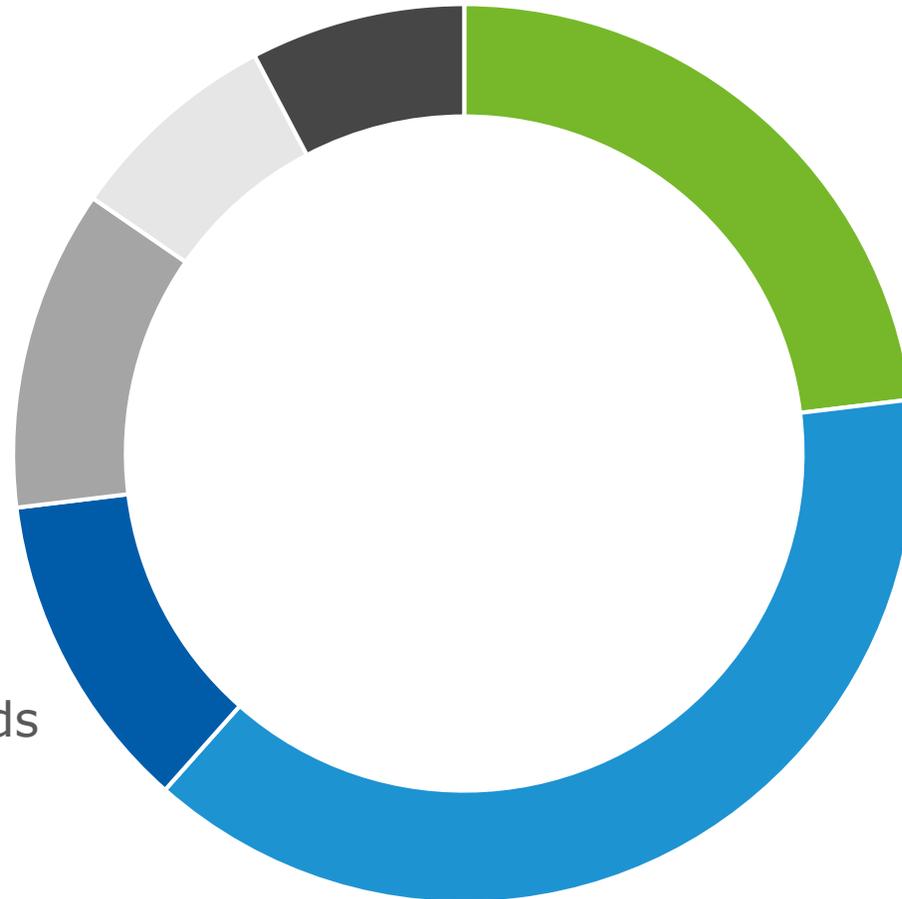


! Malta, Cyprus and Iceland are not on the map.

# Who participated?

## Type of organization

- Pension association
- Pension provider
- NTS
- Public administration/Ministry
- Umbrella organization pension funds
- Other



# What's in a name? Definition of NTS

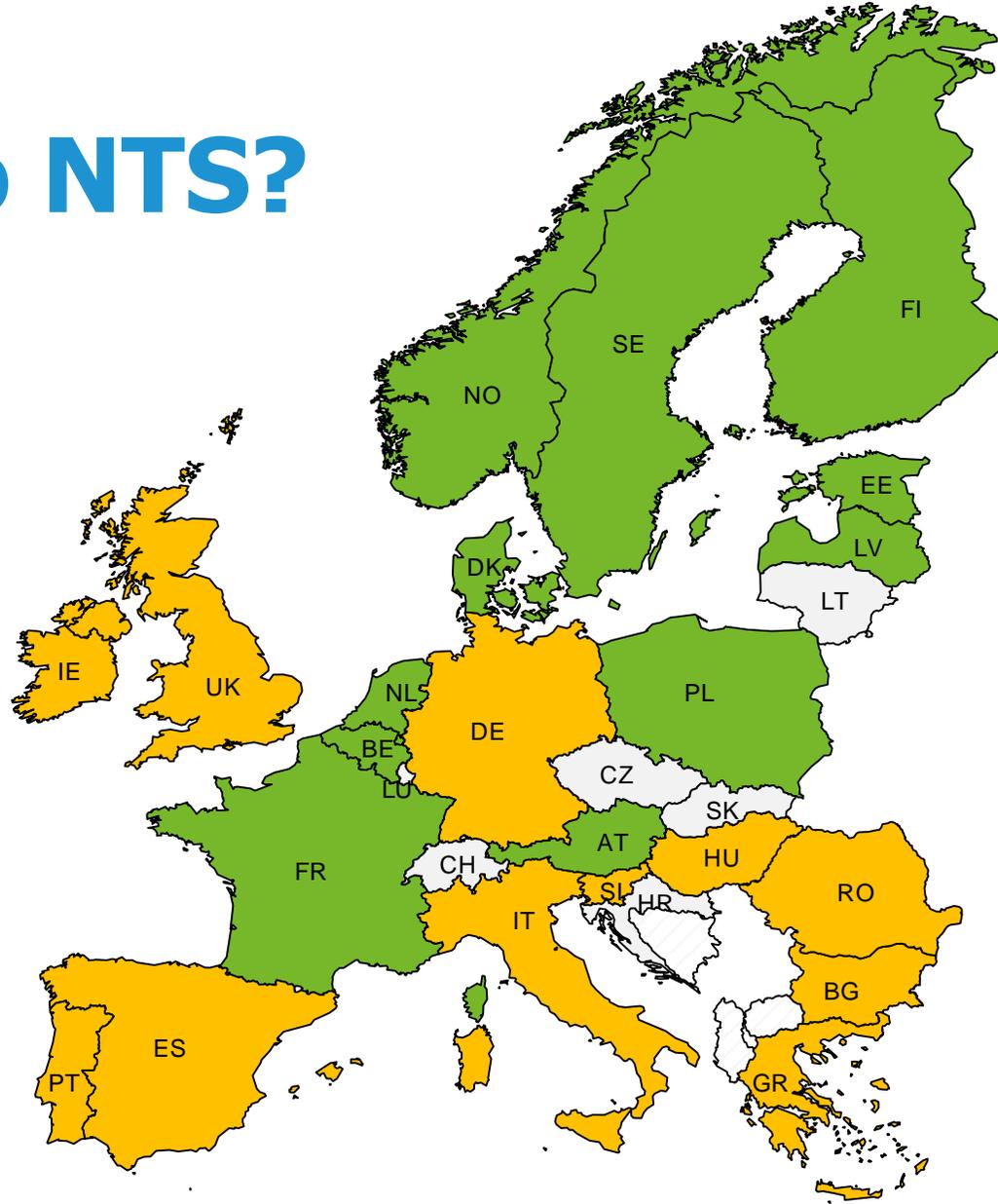
NTS is a **digital service** which can be **accessed by citizens** and which gives **personalized information** about the **pension entitlements** of the citizen.

The information might or might not come from different sources.

NTS is **not general information** about the pension system, even if this general information is tailored to the user.

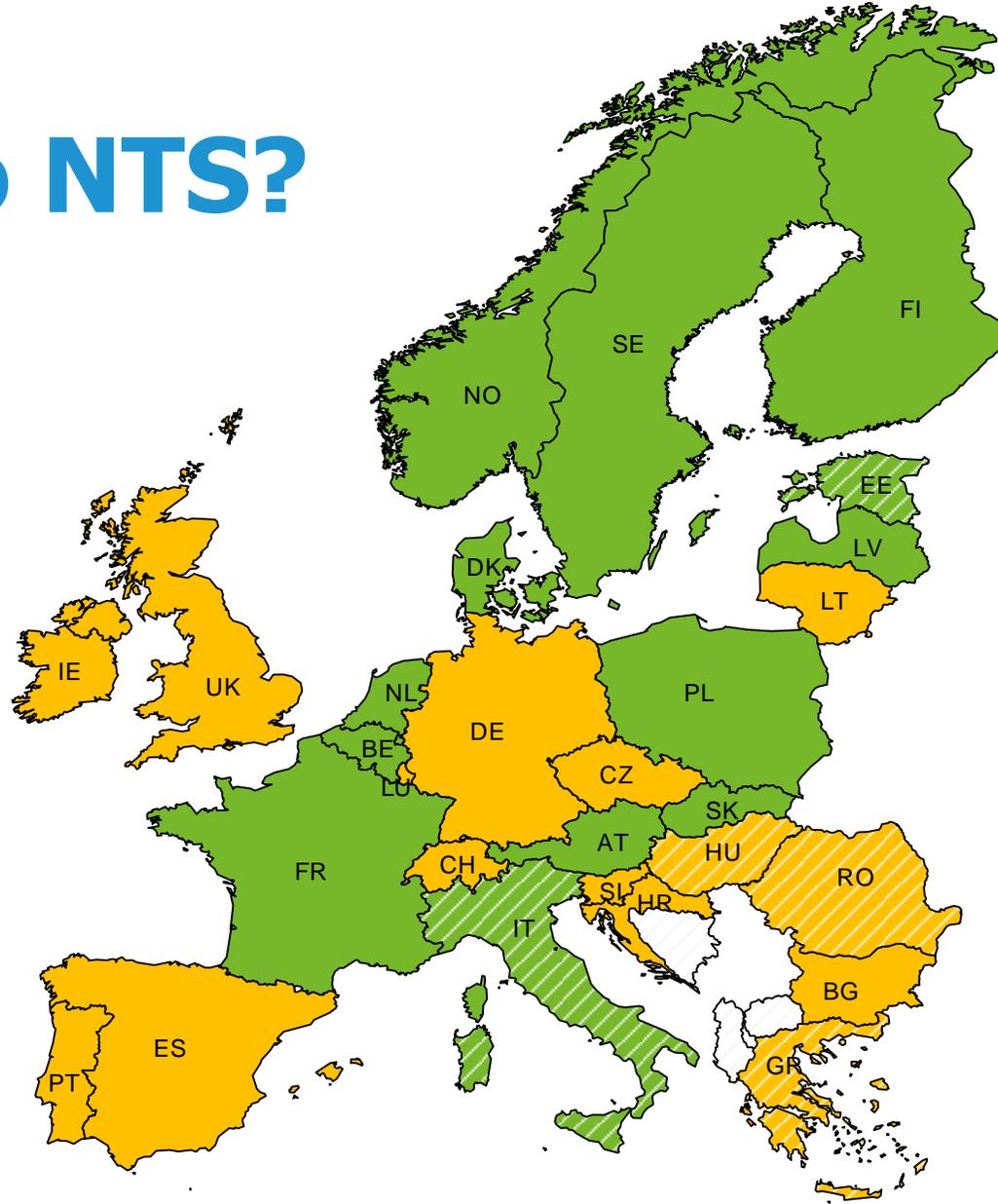
# To NTS or not to NTS?

## State of play 2014 TTYPE-survey



# To NTS or not to NTS?

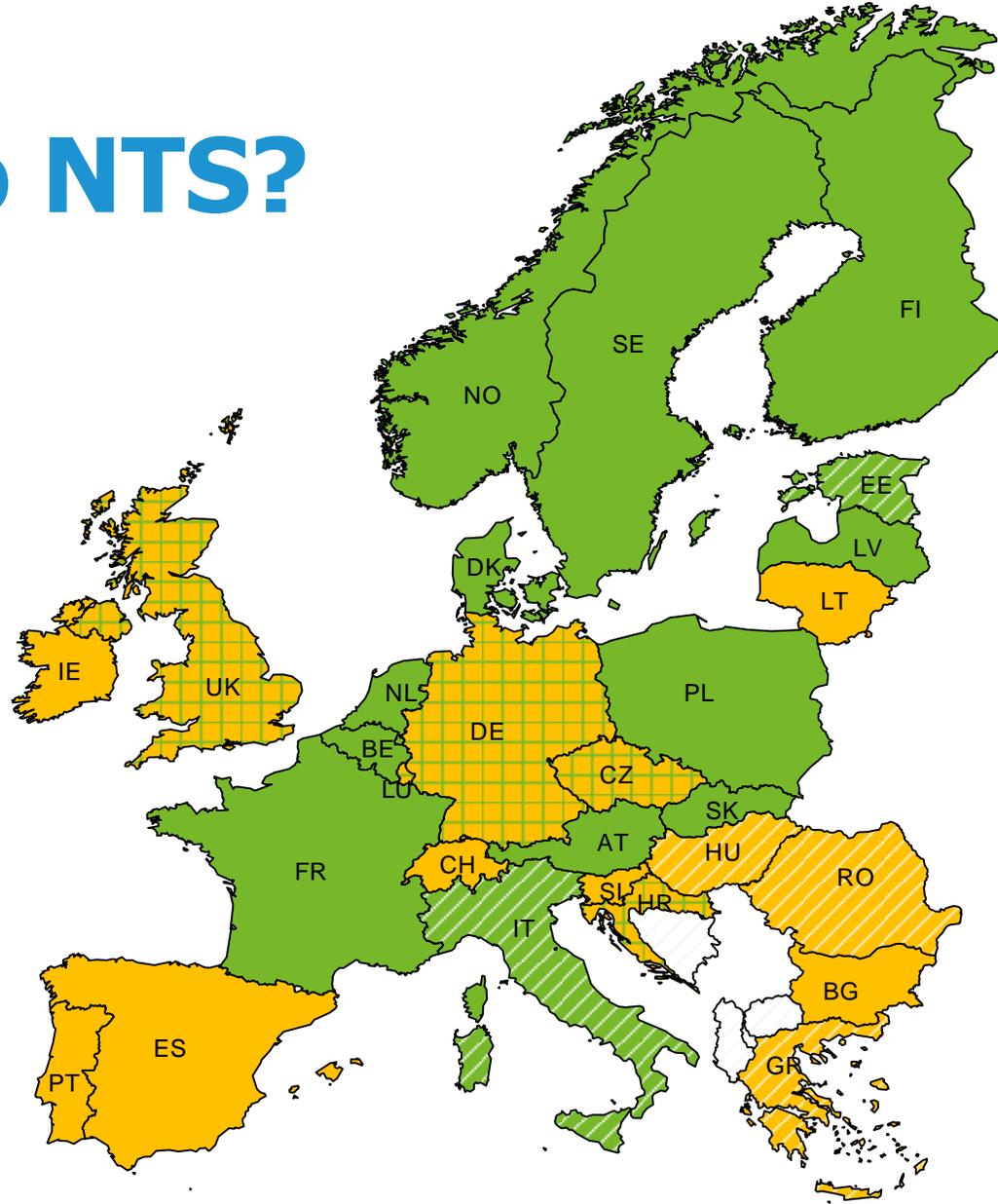
State of play 2019  
ETS-survey



# To NTS or not to NTS?

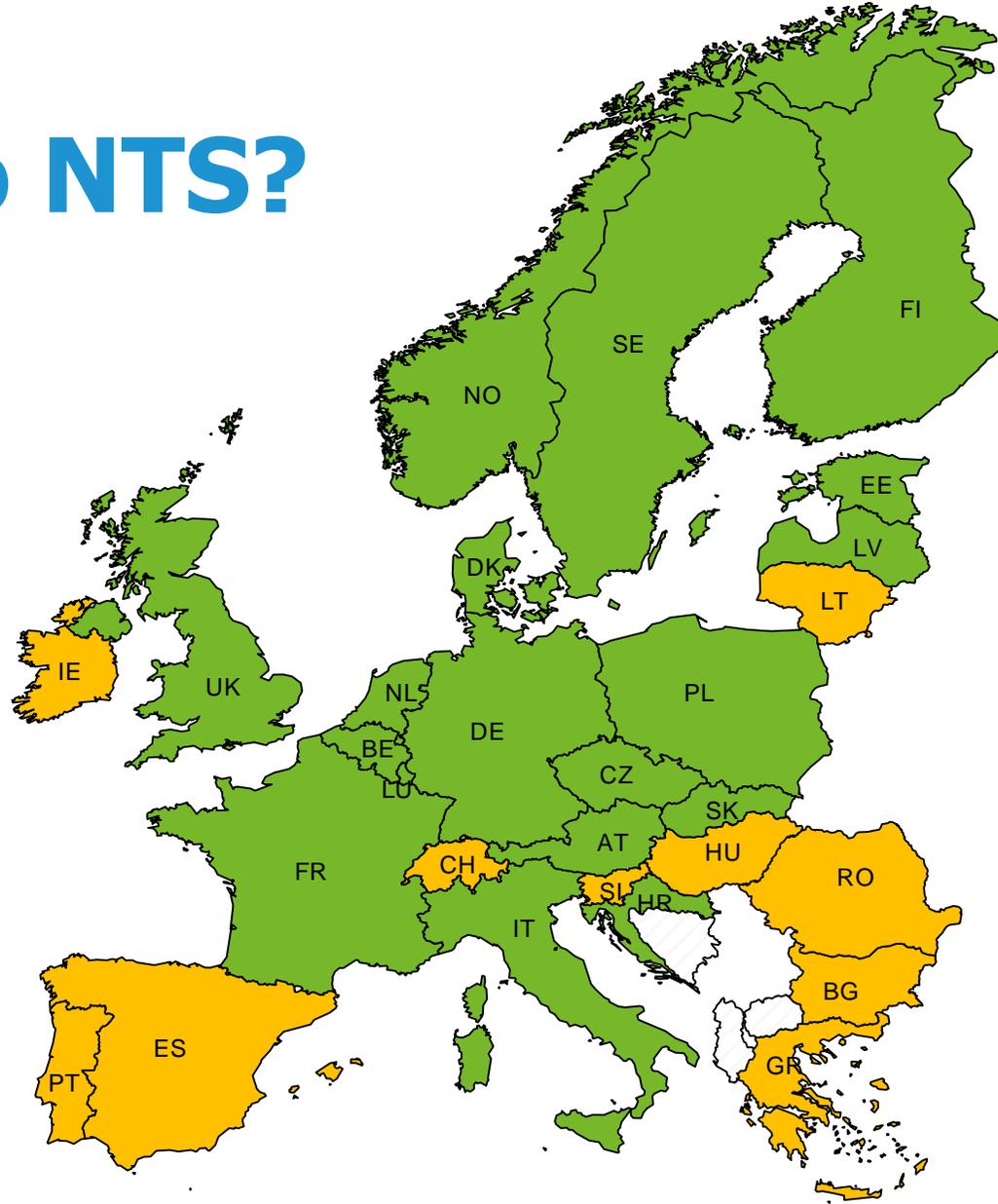
## Futur evolution? ETS-survey

- Plans to build a NTS in
  - Germany
  - Luxemburg
  - United Kingdom
  - Croatia
  - Czech Republic

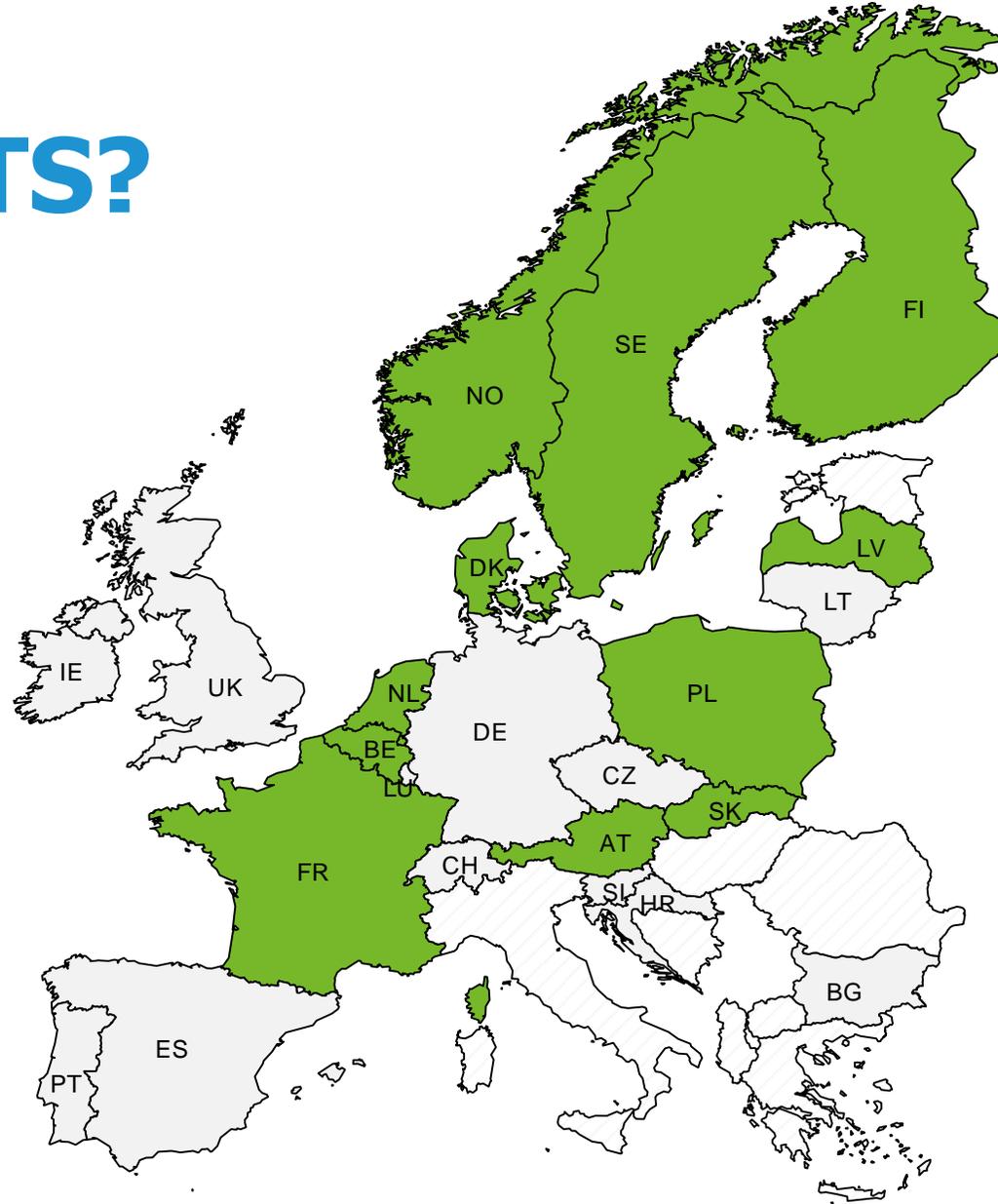


# To NTS or not to NTS?

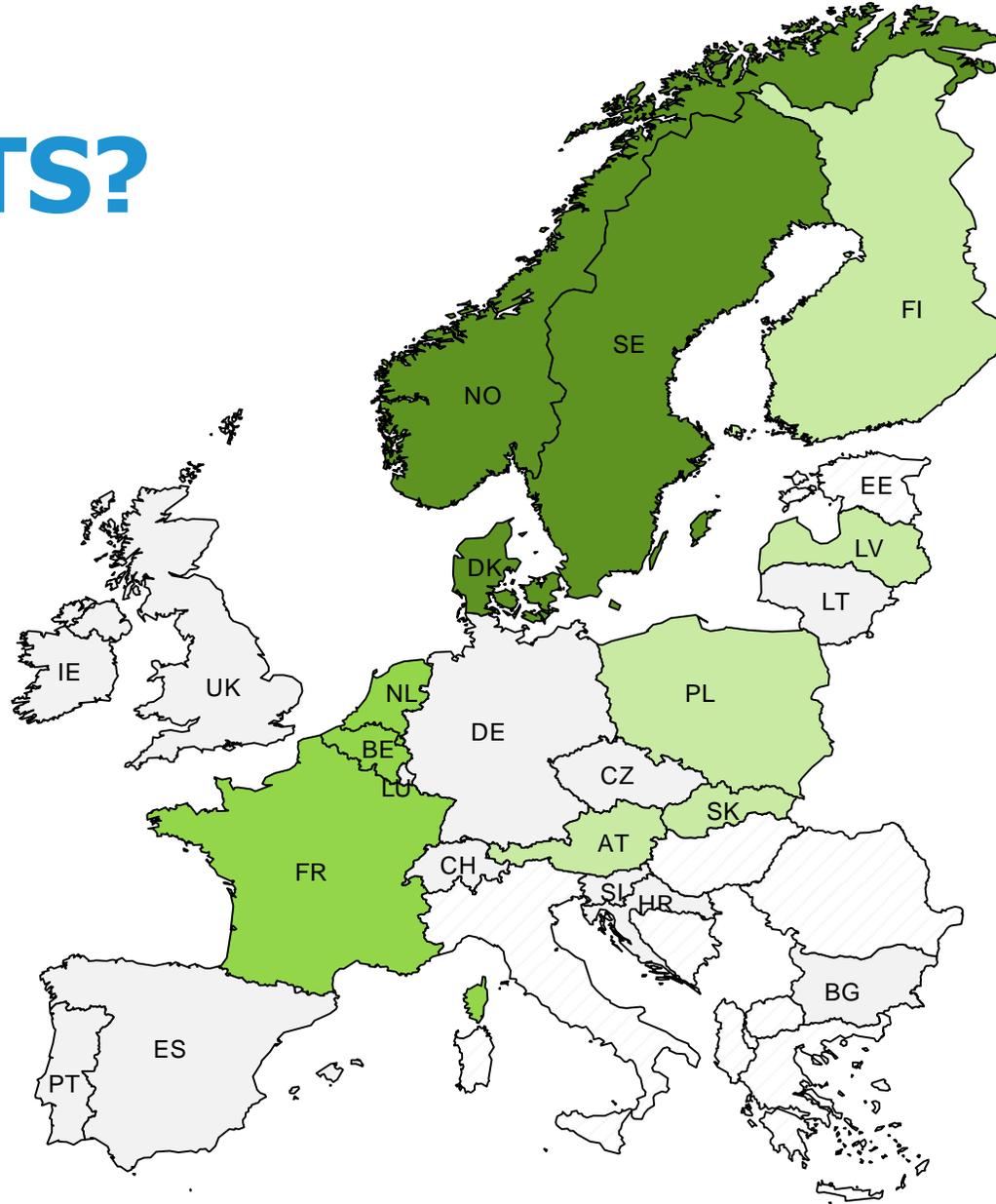
State of play 202X?

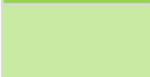


# What's in the NTS? Coverage



# What's in the NTS? Coverage



	First – statutory pension pillar Second – occupational pension pillar Third – private pension pillar
	First – statutory pension pillar Second – occupational pension pillar
	First – statutory pension pillar

# What's in the NTS?

## Scope



General information on pensions



Personal information on pensions: basic – static - passive



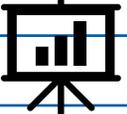
Personal information on pensions: advanced – dynamic - interactive



Take actions!

# What's in the NTS?

## Scope

	General information	Personal information		Additional Functions	Take action? 
	 7/11	Basic  11/11	Advanced  8/11		
Denmark				No	Yes
Norway				Yes	Yes
Sweden				Yes	Yes
Belgium				No	Yes
France				Yes	Yes
Netherlands				Yes	<b>No</b>
Austria				No	Yes
Finland				Yes	Yes
Latvia				No	Yes
Poland				No	Yes
Slovakia				Yes	Yes

# Challenges and future developments NTS

## Challenges

- Reaching citizens and creating pension awareness
- Developing and operating the service whilst keeping costs under control
- Keeping it simple
- Data quality

## Challenges for new NTS's

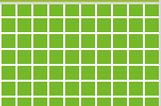
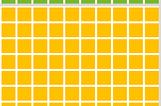
- Costs, legal issues, standards, compulsion, technical issues, etc. Etc.

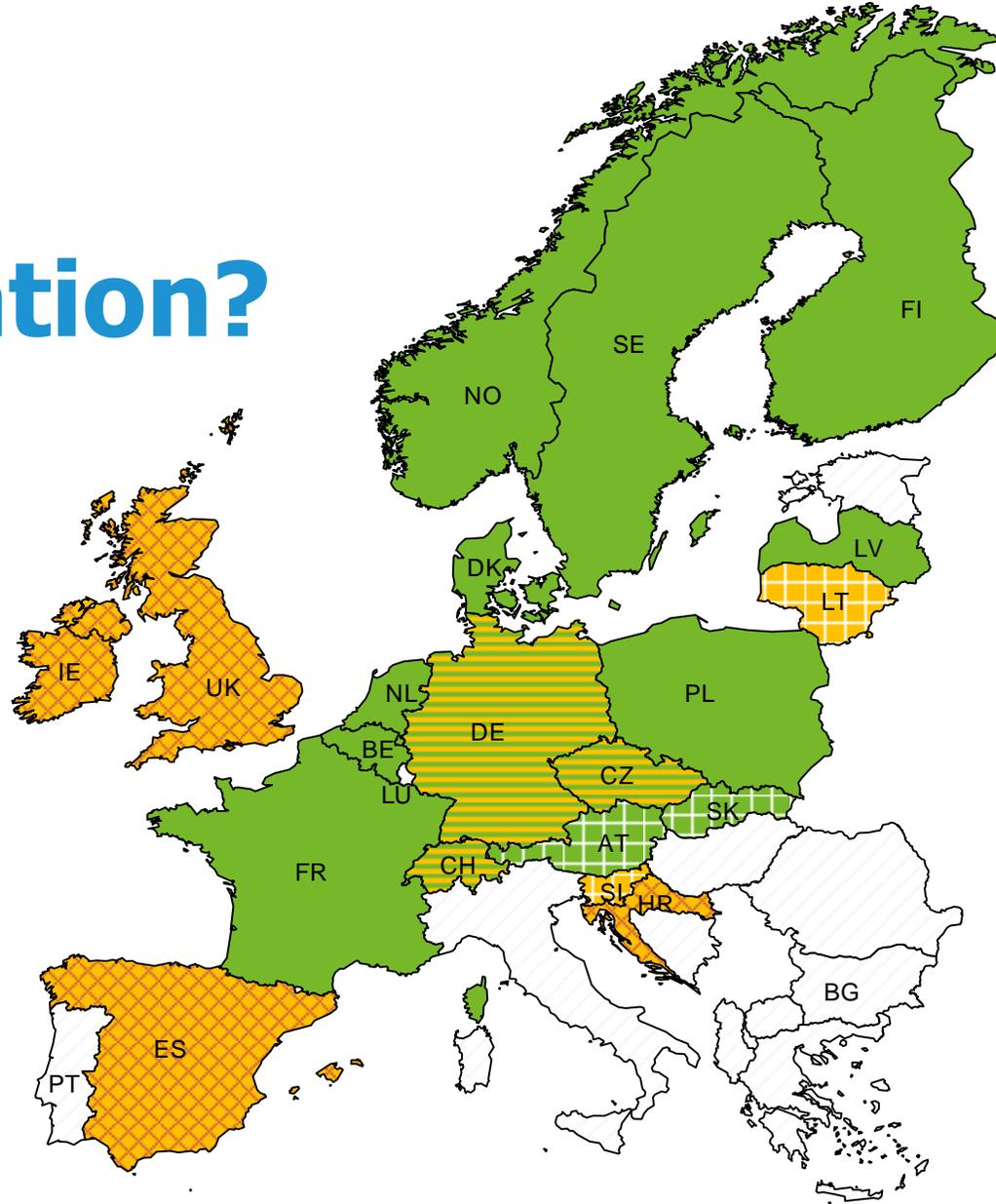
## Developments

- Staying aligned with pension legislation (e.g pensionable age)
- Including more products (survivors pension, private pension savings, etc.)
- Including scenario's (early or late retirement) and projections
- Other, like facilitating value transfer, creating an API, showing uncertainties in pension outcomes.

- Plans for building an NTS in UK, Germany, Czech Republic, Croatia, Luxemburg

# Easy access to pension information?

	NTS – time to find info < 15 min
	No NTS – time to find info < 15 min
	NTS – time to find info between 15 min & 60 min
	No NTS – time to find info between 15 min & 60 min
	No NTS – time to find info > 60 min



# Evaluation of the pension communication

Satisfaction with personal pension information in your country

Towards citizens  
(average across  
European countries)

6,0

Towards EU mobile  
workers (average across  
European countries)

4,8

Issues:

- Only national language(s)
- Identification and authentication
- Dependence on state pension in other countries
- Only national entitlements

# Interview Session.

Development of new National Tracking  
Facilities/Services on Pensions:  
State of play in *Germany* and *Croatia*

- **Lena Michler,**

German Federal Ministry of Labour and Social Affairs

- **Vanda Crnjac Paukovic,**

Croatian Pension Insurance Institute

# Panel Discussion:

New labour market trends and digital communication on pensions: Expectations from the ETS.

- **Stavros Skouras,**

Researcher at University of Bergen, Norway

- **Simon Benhöfer,**

Welcome Centre – University of Bonn, Germany

- **Werner Buelen,**

European Federation of Building and Woodworkers - EFBWW

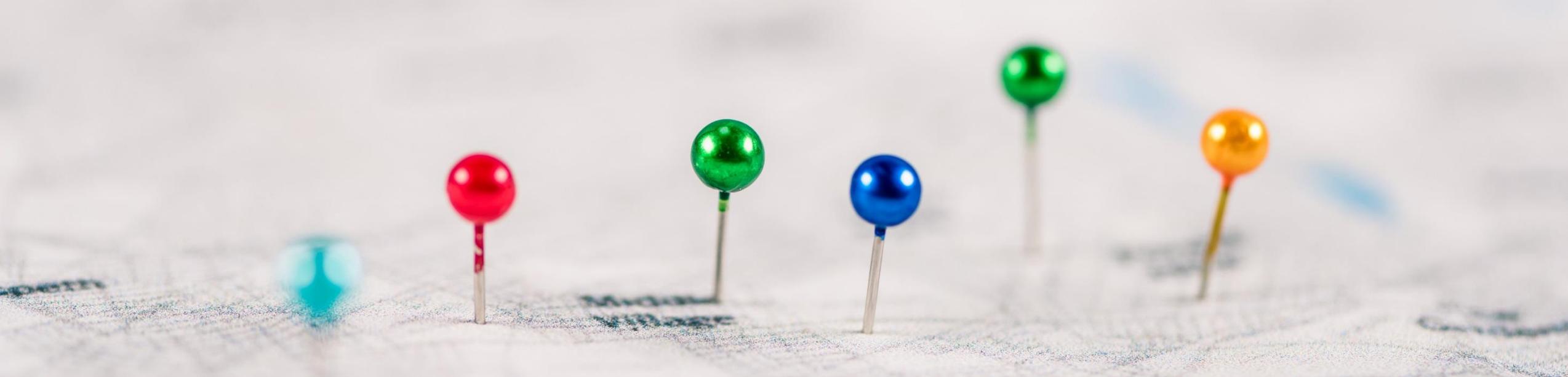
- **Prof. Anouk Bollen,**

ITEM, University of Maastricht

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*Moderator:* **Michel de Jonge, PGGM**

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# Closing Remarks

- **Steven Janssen,**  
Sigedis, ETS Consortium Member

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# Thank you for your time today.

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We are looking forward to our future cooperation.

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# Drinks

17:30 - ...



## **FindYourPension.eu**

Is a cross-border platform  
For pension rights  
Of European citizens.  
It's safe, fast ...  
And **as easy as 1-2-3.**

# How it works ...

FindYourPension.eu does not only store all your pension related files in one place, but it lets you access all these data from your iOS device, Mac, and Windows PC, and then keep those files and folders up-to-date across all your devices.

✔ **As easy as 1-2-3.**

**Conclusion** of the pilot project **TTYPE**

**`Every European cross-border worker needs to have a quick insight in his pension situation. It is our ambition to make that happen´**

✔ **As easy as 1-2-3.**