Communication plan

Transition to a pension scheme that complies with the Future Pensions Act

The Future Pensions Act (Wtp) came into effect on 1 July 2023. Your employer may convert your pension scheme to a pension scheme that complies with the Future Pensions Act at any time before 1 January 2028. The new pension legislation is a better reflection of today's society. It will also ensure that everyone in the Netherlands - including future generations - receives a decent pension.

It is essential that you know:

- what will change for you → use the interactive chart on page 2
- when your scheme will change → you can find out on page 3
- how we communicate this information to you → you can find out on page 4
- how we ensure the information we provide is correct → you can find out on page 4

The last page contains a glossary that provides an explanation of various pension-related terms.

What do you need to know?

This diagram shows four different situations. Select the situation that most closely reflects your own situation to discover what will change for you. If you would like to know more about the changes, an explanation of each change is provided in a separate block below.

You are currently accruing a pension with BeFrank:	You are currently building up a pension **in a defined contribution scheme*** with another pension administrator and will start to build up a pension with BeFrank:	You are currently building up a pension **in a defined benefit scheme**** with another pension administrator and will start to build up a pension with BeFrank:	You have built up a pension with BeFrank through a previous employer, or you are unable to work due to occupational disability, or you are the former partner of a participant:
• Your contribution will change • Your surviving dependants' pension will change	• Your contribution will change • Your surviving dependants' pension will change	• Your contribution will change • Your surviving dependants' pension will change • You will have a personal pension pot	• Nothing will change for you

Your contribution will change

- **Your monthly contribution will increase or decrease.** As a rule, younger participants will pay more in the way of contributions, while older participants will pay less. This is because all participants will pay the same percentage contribution in the new scheme. In the old scheme, this percentage increased as participants grew older.
- **This means your expected future pension might be higher or lower.** This will depend on the compensation offered by your employer. Older participants may be compensated by their employer to make up for the fact that they will build up less pension.

Your surviving dependants' pension will change

- **The surviving dependants' pension will become a percentage of your salary.** This percentage is chosen by your employer.
- **You will have more choice when it comes to the surviving dependants' pension.** You may supplement the percentage on a voluntary basis, increasing it to 50% of your salary, using the Surviving Dependants' Pension Choice Guide on your personal pension page. If you leave your current employer and you do not yet have a new employer, you may take out voluntary insurance for the surviving dependants' pension.

You will have a personal pension pot

- At the moment your expected pension is certain in advance, but this will not be the case in the new scheme.
- You will build up a pension by investing for your own pension pot.
- The level of your pension will depend on the interest rate when you retire and the value of your investments at that time, among other things.

Nothing will change for you

- The transition to the new scheme has no consequences for you.

*Defined contribution scheme:** a pension scheme in which the amount of your contribution is certain. The level of your final pension is not certain. That will depend on interest rates and the value of your investments, among other things.

Defined benefit scheme: a pension scheme in which the amount of your pension is certain in advance. Your contribution may increase or decrease, depending on the performance of your investments.

When do we communicate with you?

When the law was passed

The law was passed shortly before it came into effect on 1 July 2023. We provided information to you through:

- Our website BeFrank.nl
- Articles in our ‘Pension Update’ newsletter
- Posts on social media

When your employer takes out a new pension scheme that complies with the Future Pensions Act

- If your old pension scheme was also with BeFrank, you will receive an overview setting out the differences between your old BeFrank pension scheme and your new scheme.
- If your old scheme was with another pension administrator and your new scheme is with BeFrank, you will receive an overview of your old scheme from your former pension administrator and an overview of your new scheme from BeFrank. You can then compare these two overviews to see how they differ.

When your new pension scheme starts

When your new scheme starts, you will receive additional personal information about:

- your new scheme
- how the new scheme differs from your previous scheme
- what you can do to adjust your new pension so that it is an even better reflection of your situation

For example, you can:

→ fill in the Profile Selector
→ adjust the type of investment
→ use the Survivor’s Pension Assistance
→ take out supplementary insurance

On an ongoing basis

Once your new pension scheme is in effect, we will, of course, keep you informed about changes, key moments when you need to make choices, other important moments and general pension-related developments.

How do we communicate with you?

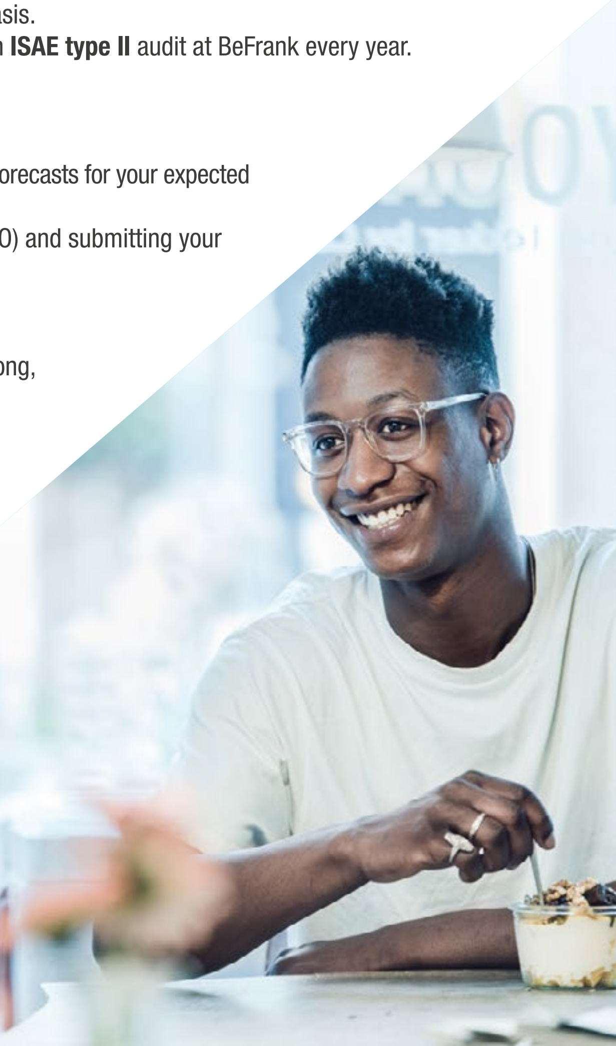
We communicate with you through:
- BeFrank.nl and your personal pension page
- Events at employers, including online and in-person pension meetings, smoothie-based campaigns and campaigns aimed at helping employees feel confident enough to pay attention to their pension
- Newsletters and informative emails
- Social media
- Telephone and WhatsApp
- Legal resources, such as the Uniform Pension Overview (UPO) and the overview setting out the differences between the old and new schemes

How do we ensure the information we provide is correct?

Checks: we check, check and check again
- We constantly check our systems and processes, our data (including data quality) and all calculations to ensure they are accurate, timely and complete.
- Submitted data and automatically retrieved data are also checked on a regular basis.
- In addition to checks we perform ourselves, an independent auditor carries out an **ISAE type II** audit at BeFrank every year.

Tests: we repeat tests wherever necessary
- We test all potential scenarios that are possible in a new scheme.
- As part of this, we check that important data, such as the calculated premiums and forecasts for your expected pension, are correct.
- We also perform manual tests when preparing your Annual Pension Overview (UPO) and submitting your data to mijnpensioenoverzicht.nl to determine whether everything is correct.

Rectifications: we come clean
- All the checks and tests in the world cannot guarantee that nothing ever goes wrong, and BeFrank is no exception to this. If something goes wrong we are open and transparent about this.
- Perhaps more importantly, we fix mistakes as soon as they are discovered.
- If there have been financial corrections, you will see this in the ‘transaction and order overview’ on your personal pension page, so you always know where you stand.



Glossary

- **Investment risk:** the extent to which you take a risk with your investments. At BeFrank we identify **five levels of investment risk**. These are (in order from high risk to low risk) very offensive, offensive, neutral, defensive, and very defensive.
- **Type of investment:** how you invest. **Three types of investment** are used at BeFrank: passive, active and sustainable. Passive investment is based on funds that are not actively managed by a fund manager, active investment means a fund manager responds to market developments by means of active management, and sustainable investment means investments are only made in funds that have above-average scores for environmental and social aspects.
- **Compensation:** your employer can offer compensation if you will lose out under the new scheme. Compensation is usually provided in the form of additional salary, which is then paid into your pension as an additional pension contribution so that you will not lose out.
- **Surviving dependants' pension:** a pension that you build up for your partner and children in the event of your death.
- **Pension pot:** : the pension capital you build up with a pension administrator. It is possible to have pension pots with several pension administrators.
- **Pension contribution (or: contribution):** the amount that you pay towards your pension each month through your salary.
- **Defined contribution scheme:** a pension scheme in which the amount of your contribution is certain. The level of your final pension is not certain. That will depend on interest rates and the value of your investments, among other things.
- **Profile Selector:** a handy tool on your personal pension page that allows you to determine your risk profile in just a few clicks.
- **Risk profile:** the extent to which you are willing and able to take investment risk with your pension capital.
- **Defined benefit scheme:** a pension scheme in which the amount of your pension is certain in advance. Your contribution might increase or decrease, depending on the performance of your investments.