



# Zwitserleven Service Catalogue Group contracts 2021.



## The Zwitserlevengevoel.

It goes without saying that you know exactly how much you will be paid at the end of each month. What might be a lot less clear to you is your income when you retire – even though you should view your pension as a type of salary. Many people living in the Netherlands, however, think of pensions as complex and complicated and would therefore rather not think about them. It is nevertheless wise to think ahead now so that you make the right decisions for your future. Our world is changing rapidly, which also has certain implications for our pensions. We are no longer living in a welfare state, where we could rely on the government to take care of everything for us. In addition, the number of young people contributing to the state pension (AOW) is rapidly decreasing, whereas the number of senior citizens is on the rise. This is why it is important to plan ahead as the rest of your life is connected to the future.

People are increasingly realising they cannot simply leave their financial affairs to someone else. It is important to be involved in this process and be aware of your financial situation – both now and in the future – so that you can make any required adjustments. Zwitserleven believes everyone should have the freedom to decide how they wish to accrue their future equity and the manner in which they wish to be paid.

We are the Pension Specialist in the Netherlands - and as such - are responsible for the pensions of approximately 850,000 people. We help our clients by administrating their pensions to the best of our ability. Zwitserleven works with a wide array of advisers and its staff is committed to providing service of the very highest quality on a daily basis. We are clear in our communication with clients and offer them easy-to-understand, transparent products, such as MijnZwitserleven, which gives clients insight into their entire pension. Clients can also obtain information through our PensioenAvonden, our digital magazine 'Straks' and our information videos.

We would like to point out that Zwitserleven only uses your pension contributions for sustainable investments and has been voted 'insurer with the most responsible investment policy'\* five times in a row. In this way, Zwitserleven hopes to have a positive impact on the future, for both people and the environment so that your children and grandchildren will be able to appreciate the beautiful world they live in.

We want to give everyone the opportunity to shape their financial future in a manner that is easy to understand and accessible. We feel a great deal of responsibility for our clients' financial future and want them to feel reassured and carefree in the knowledge that they have their finances in order, both for the present and the future. This is why we urge you to think ahead with Zwitserleven about your Zwitserlevengevoel.

January 2021.

\* Source: Dutch Association of Investors for Sustainable Development (VBDO)

This catalogue provides information about Zwitserleven's services:

### What can you expect from us?

You can rest assured that your pension is in good hands with Zwitserleven. We want to provide our clients with the highest possible level of service. It is our job to ensure you do not have to worry about your pension scheme. We ensure all of your pension scheme information, financial and otherwise, is properly processed and filed in our pension records. Please consult the administration agreement to find out what is included in our standard service provision. We refer to this as our basic service provision.

Additional fees may be charged for any extra services requested, such as corrections or salary adjustments that need to be made with retroactive effect.

We will be happy to provide any extra services you may require. Our extra services include such things as providing employees with additional information about their pension scheme, or providing you, your adviser or accountant with additional information, such as financial information. You will be charged a fee for these types of services. These fees have been specified in this catalogue.

### Which services are not provided by Zwitserleven?

Zwitserleven is a pension provider. This means we do not provide advice about pension schemes. If you would like advice about your pension scheme, you will need to enlist the help of a pension adviser.

### What else do you need to know?

This catalogue specifies the services and fees for 2021. These amounts are adjusted each year\*. You will be charged a fee of € 128,51\* per hour for extra services in 2021. VAT does not apply in this case. If your administration agreement contains alternative arrangements for extra services, these arrangements shall prevail.

To access the most recent version of the Service Catalogue, please visit [www.zwitserleven.nl/diensten](http://www.zwitserleven.nl/diensten) (in Dutch).

\* These annual adjustments are calculated on the basis of the average increase in the consumer price index and the increase in the wages per hour in the collective labour agreement index. Our services may be amended or cancelled each year, and we may offer our clients new extra services.

## Basic service provision.

### Which services do we provide at the start of the contract?

- We will draw up an administration agreement for you;
- We will draw up the pension scheme rules for you;
- We will file your pension scheme in our records;
- We will draw up benefit statements for your employees;
- We will create a MijnZwitserleven personal portal for you and your employees. This portal provides access to the Pension 1-2-3, which provides employees with information about their pension scheme. Employees can also use this portal to report any changes in their situation.

### Which services do we provide during the contract period?

- We will process and file your employees' pension information in our records;
- We will process and file any changes in our records. This includes such changes as salary adjustments, employees leaving your organisation for another employer, the death of an employee or the death of their partner, etc.
- We will add any new employees to the pension scheme and provide them with information about MijnZwitserleven;
- We will issue a Uniform Benefit Statement (UBS) to all of your employees on an annual basis;
- We will issue an annual statement to all of your employees, which specifies the value of their investments;
- We will assess the risks of the investments (if applicable) on an annual basis;
- We will inform your employees if the contributions have not been paid by the due date;
- We will inform you of any legislation changes or changes to the rules and regulations;
- We will pay out the pension to retirees and surviving dependants;
- We will ensure employees receive an exit letter when their employment is terminated;
- We will ensure employees receive an amendment letter when there is an amendment to their pension scheme;
- We will send you a standard statement listing all the participants in your contract, if you wish;

Please consult your administration agreement and/or the product conditions to discover the charges for our basic service provision.

## 1. Managing your pension scheme.

### Extra services that are paid for in full by the employer.

#### Service charges for administrating participant information.

Applying flexibility for pensions commencing payment	€	128.00
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#### IFRS statements.

1 to 20 participants/deferred participants	€	449.00
20 to 100 participants/deferred participants	€	835.00
100 to 250 participants/deferred participants	€	1,092.00
250 to 500 participants/deferred participants	€	1,285.00
500 or more participants/deferred participants	€	1,927.00

#### Statements.

Issuing an annual standard statement		Free
Issuing a detailed statement (including the reserve/provision per insurance policy)	€	514.00
Issuing an invoice overview in Excel		Free
Issuing and maintaining provisions for exchange	€	2,056.00

#### Additional supplementation.

Quote supplementation allocation (per contract)	€	321.00
Quote past-service lump sum funding	€	514.00
Calculation of fees for transitional measures	€	642.00
Quote interim amendments per scheme (including legislation)	€	385.00
Calculation employee contribution	€	192.00

#### Exchanging and adjusting pension entitlements.

Exchanging and adjusting pension entitlements for all participants per scheme if the retirement age changes	€	1,285.00
Calculating and processing supplementation (only if supplied two or more months after the reference date)	€	449.00

#### Extra services for contracts that came into force before 1 January 2018 (to be paid in full by the participant).

Equalisation of old-age pension after a divorce:

• Privilege Bedrijfspensioen, i-Pensioen, Exclusief Pensioen, Nu Pensioen, Nu PensioenRekening and Zwitserleven Pensioen	€	192.77
• Vast en Zeker and ZekerheidsPensioen	€	270.00

#### Fees for the transfer of accrued benefits for contracts that came into force before 1 July 2014.

##### Group transfer of accrued benefits (inward and outward) .

Transfer of accrued benefits statement: number of policies in the statement x € 32.12	Minimum	€	321.00
	Maximum	€	3,212.00
Processing fees: number of policies that need to be transferred/filed x		€	12.85
Purchasing fees (only for Zwitserleven Pensioen, Exclusief Pensioen, Inclusief Pensioen, i-Pensioen Beleggingen, Nu Pensioen and Nu PensioenRekening)			0.50%*

##### Fees for the individual inward transfer of accrued benefits.

Processing fees:	€	192.77**
Purchasing fees to be paid in full by the participant (if applicable)		0.50%*

##### Fees for the individual outward transfer of accrued benefits (itemised per product).

Purchasing fees i-Pensioen Beleggingen, Zwitserleven Pensioen, Exclusief Pensioen, Inclusief Pensioen, Nu Pensioen, Nu PensioenRekening and GIP (to be paid in full by the participant)		0.50%*
Vast en Zeker and ZekerheidsPensioen	€	192.77

#### Fees for the transfer of accrued benefits for contracts that came into force between 1 July 2014 and 1 January 2018.

##### Fees for the individual inward transfer of accrued benefits.

Processing fees associated with each transfer of accrued benefits for the i-Pensioen, ExclusiefPensioen, ExclusiefPensioen, NuPensioen and NuPensioenRekening	€	192.77
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##### Fees for individual outward transfer of accrued benefits.

Processing fees associated with each transfer of accrued benefits for the i-Pensioen, ExclusiefPensioen, NuPensioen and NuPensioenRekening	€	192.77
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##### Group transfer of accrued benefits (inward and outward) .

Transfer of accrued benefits statement: number of policies in the statement x € 32.12	Minimum	€	321.00
	Maximum	€	3,212.00
Processing fees: number of policies that need to be transferred/filed x		€	12.85

#### Fees for the transfer of accrued benefits for contracts that came into force before 1 January 2018.

##### Group transfer of accrued benefits (inward and outward).

Transfer of accrued benefits statement: number of policies in the statement x € 32.12	Minimum	€	321.00
	Maximum	€	3,212.00
Processing fees: number of policies that need to be transferred/filed x		€	12.85

\* Percentage of the value of the plan assets.

\*\* Not applicable to Zwitserleven Pensioen and i-Pensioen Beleggingen as the service charges for these products equal € 150.00. We do not charge processing fees for the revamped Zwitserleven Exclusief Pensioen, Nu Pensioen and Nu PensioenRekening.

#### Amendments to the pension scheme rules and/or the administration agreement.

You have the option of changing the pension scheme rules and/or the administration agreement as long as this ties in with the product's features. The overview specifies the fees charged for the most frequently performed amendments. If you wish to make an amendment, we will provide advance notification of the fees involved. If you have several pension scheme rules or products, we will also provide advance notification of the fees involved. We will send your employees an amendment letter as soon as these changes have been processed.

Type of amendment	Fees charged for drawing up the addendum		Fees charged for processing administrative changes and for sending information to participants (if applicable)
	Inform clients in writing	Inform clients digitally*	
• Changing the name of the employer	€ 385.00	€ 257.00	€ 11.17 per participant
• Amending the definition of the statutory offset	€ 385.00	€ 257.00	€ 11.17 per participant
• Amending the definition of the pensionable salary	€ 385.00	€ 257.00	€ 11.17 per participant
• Amending the definition of the participant	€ 385.00	€ 257.00	€ 11.17 per participant
• Amending duty of care with respect to investments	€ 385.00	€ 257.00	€ 11.17 per participant
• Amending the employer's contribution	€ 385.00	N/A	N/A
• Employee contribution	€ 385.00	€ 257.00	€ 11.17 per participant
• Amending the ownership	€ 385.00	N/A	N/A
• Amending the structure of the legal entity due to a merger/acquisition etc.	€ 385.00	€ 257.00	€ 11.17 per participant
• Amending the payment deadline	€ 385.00	€ 257.00	€ 11.17 per participant
• Amending the reference date	€ 385.00	€ 257.00	€ 11.17 per participant
• Amending the salary report frequency	€ 385.00	€ 257.00	€ 11.17 per participant
• Amending the graduated scale**	€ 385.00	N/A	€ 11.17 per participant
• Introducing manual invoices as a substitute for direct debit payments	€ 385.00	N/A	€ 11.17 per participant
Amending the pension scheme rules to include the			
- PensioenAanvullen	€ 308.14		
- A contribution waiver for PensioenAanvullen in the event of occupational disability	€ 308.14		
• Amending the supplementation scheme	€ 514.00		€ 11.17 per participant

\* Inform clients digitally via Zwitserleven.nl/diensten.

\*\* Not applicable if this amendment is mandatory due to changing legislation.

• Adding or amending a business address/legal entity	€	642.00	€	11.17 per participant
• Adding coverage	€	642.00	€	11.17 per participant
• Cancelling coverage	€	642.00	€	11.17 per participant
• Amending the standard provision for voluntary coverage (yes/no)	€	642.00	€	11.17 per participant
• Amending your website choice for reporting changes regarding your child and/or partner (from participant to employer's portal or vice versa)	€	642.00	€	11.17 per participant

#### Translations.

Preparing and supervising English translations of the administration agreement, the pension scheme rules and/or Pensioen 1-2-3		€	385.00	Invoiced by the translation agency
Fees charged for translating the administration agreement, the pension scheme rules and/or Pension 1-2-3				Invoiced by the translation agency
Preparing and supervising English translations of the annual report		€	385.00	
Fees for translating the annual report				Invoiced by the translation agency

#### Coverage equivalency statement/request for exemption.

Supervising and supplying information with respect to the coverage equivalency statement		€	128.00	
Equivalency calculations and issuing a coverage equivalency statement				Invoiced by the translation agency

#### Conditional coverage.

Drawing up/renewing conditional coverage		€	257.00	
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#### Extra services client reports (Separate Accounts).

If you have a Separate Account, you will receive an annual report once a year by email. You will also be able to request extra services such as additional calculations or reports. Please see the examples below. If you wish, you can opt for a tailor-made report as well. You will be notified in advance of the fees charged for these services.

Preparing interim reports for the year (for instance, every third quarter)				Fees on request
Preparing a breakdown report				Fees on request
Preparing a statement of the opening balance		€	3,212.00	
Preparing a liquidation statement		€	7,710.00	
Preparing the funding ratio report per quarter or month; for each additional report		€	1,028.00	
Preparing Zwitserleven funding ratio reports & Zwitserleven marked-to-market funding ratio reports for consultants		€	1,542.00	
Preparing a scenario analysis statement for clients (for instance, if the asset mix is changed)				Fees on request
Preparing a historical Zwitserleven funding ratio analysis (analysis over time)		€	2,056.00	
Preparing a historical Zwitserleven market to market funding ratio analysis (analysis over time)		€	2,056.00	
Issuing an auditor's report along with the investment report				Fees on request
Preparing a quarterly report that contains an overview of the developments in the Separate Account		€	2,313.00	
Answering consultants and clients' technical questions about Zwitserleven's funding ratio and marked-to-market funding ratio		€	128.00	

#### Bank guarantees (Separate Accounts).

Accepting a new bank guarantee		€	1,118.00	
Renewing a bank guarantee		€	335.00	
Accepting an additional bank guarantee		€	839.00	

## 2. Employee Communication.

A pension is an important employee benefit, even though it can sometimes be a bit complex. This is why we feel it is essential that we provide employees with personal, clear and easy-to-understand information about their pensions. All of our standard communication is in Dutch.

### Standard pension communication for employees.

All employees accruing pension with Zwitserleven will receive the following information about their pension. Please note that these communication fees are covered by our service charges.

### Information about the pension scheme.

- We will send employees information about MijnZwitserleven and provide instructions on how to use this portal.
- We will send employees, deferred participants or ex-partners a copy of the pension scheme rules on request.
- We will ensure employees can use MijnZwitserleven to access their Pension 1-2-3.

### Customised statements.

- We will issue a Uniform Benefit Statement (UBS) to all of your employees on an annual basis;
- We will keep employees who have opted for VrijBeleggen or ProfielBeleggen informed as to whether their investments reflect their investor profile. We will do this on an annual basis.
- We will send participants, who are receiving a pension, an annual statement for their income tax return.

### Support.

- We will ensure your employees have access to MijnZwitserleven. They can use this website to see how much pension they have accrued.
- We will organise PensioenAvonden a.o. for all employees aged 62 and over. This will help them prepare for their retirement.
- We have set up the Zwitserleven Employee desk so that your employees can contact this desk if they have any questions about their pension scheme. Our staff will answer all of their pension questions in plain and simple language. Please note that the Employee Desk is not there to provide advice.

### Employee communication tailored to meet the needs of your company.

It is important that your employees are kept up to date about their new pension scheme. We will collaborate with your adviser to ensure this is the case. We offer the following services to ensure your employees remain up to date:

### Presentations for employees.

Introducing a new pension scheme often raises a lot of questions among employees. What do these changes actually entail? How will my pension situation be affected? Will I need to make certain decisions? We will arrange a pension information session at your office that will allow one of our experts to collaborate with your adviser on a presentation on these types of topics. The employees will receive information about the Dutch pension system and their pension scheme, and will also be informed of any options available to them

under the new pension scheme. This will ensure your employees are clear on the ins and outs of the pension scheme. The employee presentation can also be conducted in webinar form.

### One-on-one sessions.

Some employees may prefer to ask their questions about their personal pension situation in a one-on-one setting. Issues such as redundancy, divorce and when pensions commence payment often require a personal explanation. Your employees can use the benefit statements and MijnZwitserleven to gain a better understanding of their pension.

### Zwitserleven Employee Desk: a personal touch.

Our staff are happy to speak to your employees personally so that they can answer any questions your employees might have about their pension 1-2-3, their policy or their benefits accrual statement. Employees can contact the Employee Desk on business days from 08:00 a.m. to 6:00 p.m. We are also happy to arrange a designated contact person for your employees to make things just that bit more personal.

### Employee communication in a nutshell.

#### Company website for your pension scheme

Building the website	Fees on request
Maintaining the website, per year	€ 514.00

#### Organise a presentation for your employees, HR-department, Works council or trade union.

• Initial presentation	€ 995.00
• Each subsequent presentation	€ 738.00
• Presentation via a webinar	Fees on request

#### One-on-one sessions with your employees.

• Fee charged per session (in Amstelveen)	€ 164.00
• Fee charged per half day (on-site, excluding travel expenses)	€ 738.00
• One-on-one session at your office. per half hour	€ 96.00

Session on pensions commencing payment	€ 224.00
Pensions day	€ 2,409.00
Travel expenses per hour	€ 96.00

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