

This is minPension i Sverige AB

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Quick facts

minPension started its business in 2004 and is the result of a collaboration between the state and the insurance industry to address questions related to pension information.

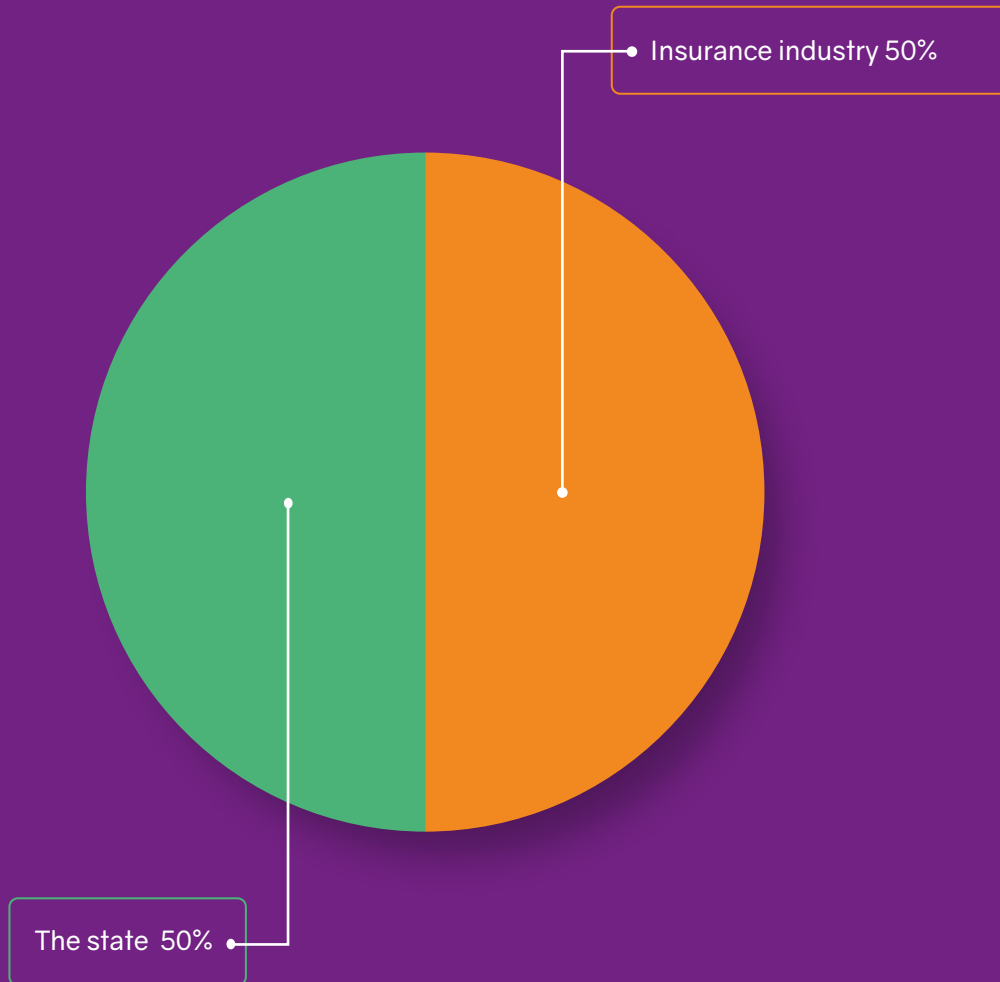
minPension is a wholly owned subsidiary of Insurance Sweden, which is the insurance company's industry organization.

Cooperation between the state and the insurance industry with regard to minPension is regulated by a consortium agreement.

Under the terms of this agreement, the state through The Swedish Pensions Agency is responsible for the financing of one half of the annual operating costs of minPension.

The financing of the second half is from the member organisations of Insurance Sweden, with their business focused on the life and pensions industry, and other providers who supply pension information to minPension.

- minPension is a non-profit company.
- minPension has a budget of about 55 million SEK 2019. The Swedish Pension Agency's annual campaign The pension season investment, parts of the Withdrawal Plan service and Electronic pension transfer form are outside the budget due to separate funding.
- on average, minPension had 12 employees during 2018.



- **Conduct ongoing business and operations with continued high quality and implement consolidation and robustness measures**
- **Complete Withdrawal plan Phase 1 (incl. deploying), connect some pension partners to the service and set requirements**
- **Customize the company to cope with significant growth in the number of users while increasing the number of services as well as the number of pension products to be displayed**

Priorities 2019

- Conduct ongoing business and operations with continued high quality and implement consolidation and robustness measures. This also includes complying with constitutional requirements and other regulations. Particular focus should be placed on effective processes and working methods in order to comply with the GDPR regulations (and related LIS measures¹). Furthermore, the quality of pension information is to be continuously improved, as well as the accuracy of the forecasts.
- Complete Withdrawal plan Phase 1 (incl. deploying), connect some pension partners to the service and set requirements (technical) calculation model 1.5, and in addition introduce the E-pension transfer form sharply and connect some pension providers. Results from research and behavioral economics are central entry values in the development work of providing users with understandable and easily accessible information.
- Customize the company to cope with significant growth in the number of users while increasing the number of services as well as the number of pension products to be displayed. This also includes, as far as possible, alleviating the technical and organizational debt that has naturally arisen due to the intensive development work that has been going on in recent years.

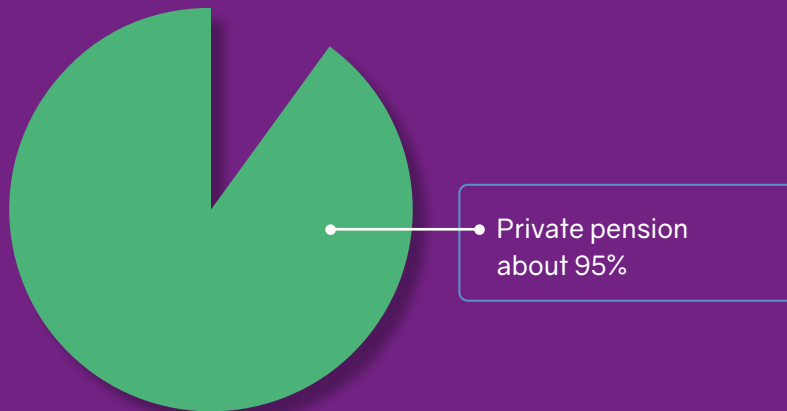
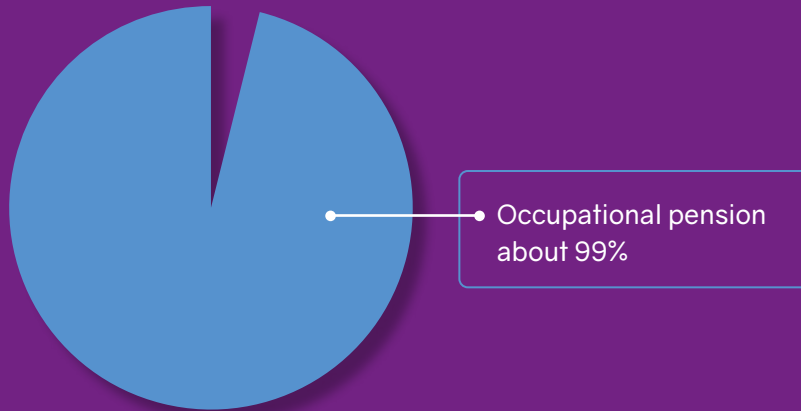
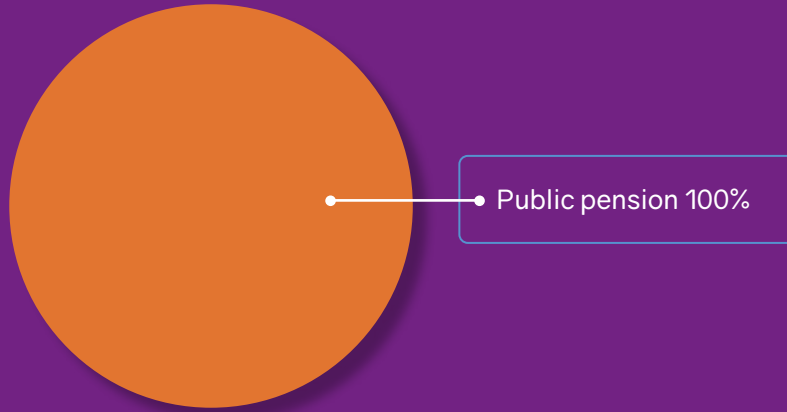
- Strengthen the company's brand
- Prepare to make minPension.se more easily accessible to pension savers
- The proposal in the report “A directed and controlled information sharing”

Continuing priorities 2019

- Strengthen the company's brand (among other things through the Strategic Brand Implementation and B2B project) and increase awareness and confidence in myPension among pension savers, pensioners and other stakeholders.
- Prepare to make minPension.se more easily accessible to pension savers by “opening more doors in”, for example via distributed web at large employers and in the future also via the API solution².
- The proposal in the report “A directed and controlled information sharing” will be further prepared in 2019.

¹ LIS is an abbreviation of Information Security Management System according to the ISO 27001 standard.

² API is an abbreviation of Application Programming Interface and helps companies to share data in a controlled way.



Coverage

The overall holistic pension picture that can be obtained today via minPension.se includes public pension, occupational pension and private pension. My pension covers just over 99% of the pension capital.

All major pension providers are connected to minPension.se

- **minPension.se**
- **Distributed web**
- **The API – solution**
- **Customer service**

Channels

minPension provides a self-service service, which is mainly web-based, which gives the pension saver a comprehensive picture of earned and saved pension.

The service also gives the saver an opportunity to make their own pension forecasts based on information collected from the connected pension providers and their own assumptions about fund value increases, withdrawal duration, etc.

The web service is available in the following channels:

- minPension.se (responsive website)
- Distributed web (login option to minpension.se from other organizations websites)
- The API solution (currently used for the digital orange envelope of the Swedish Pensions Agency).

In connection with the Swedish Pensions Agency's campaign "pension forecast to all" new channels were developed for pension forecasts in 2014. The new channels are pension forecast by telephone and forecast via personal meetings. For pension savers, this means that they can be informed and made aware of their entire pension situation (general pension, occupational pension and possibly private pension savings) in the channel that suits them best and which they choose themselves.

minPension has a customer service that handles telephone calls and e-mails from pension savers.

Mission

minPension's mission is primarily to support pension savers and pensioners¹ - but also the pension industry - in such a way that it benefits pension savers.

The mission towards the pension savers is to be an independent operator that provides comprehensible, individual and comprehensive pension information of high quality free of charge through secure services with high availability.

The task for the pension industry is to contribute to higher efficiency in the pension information area through increased standardization, cost-effective infrastructure in administrative and non-competitive areas and improved transparency².

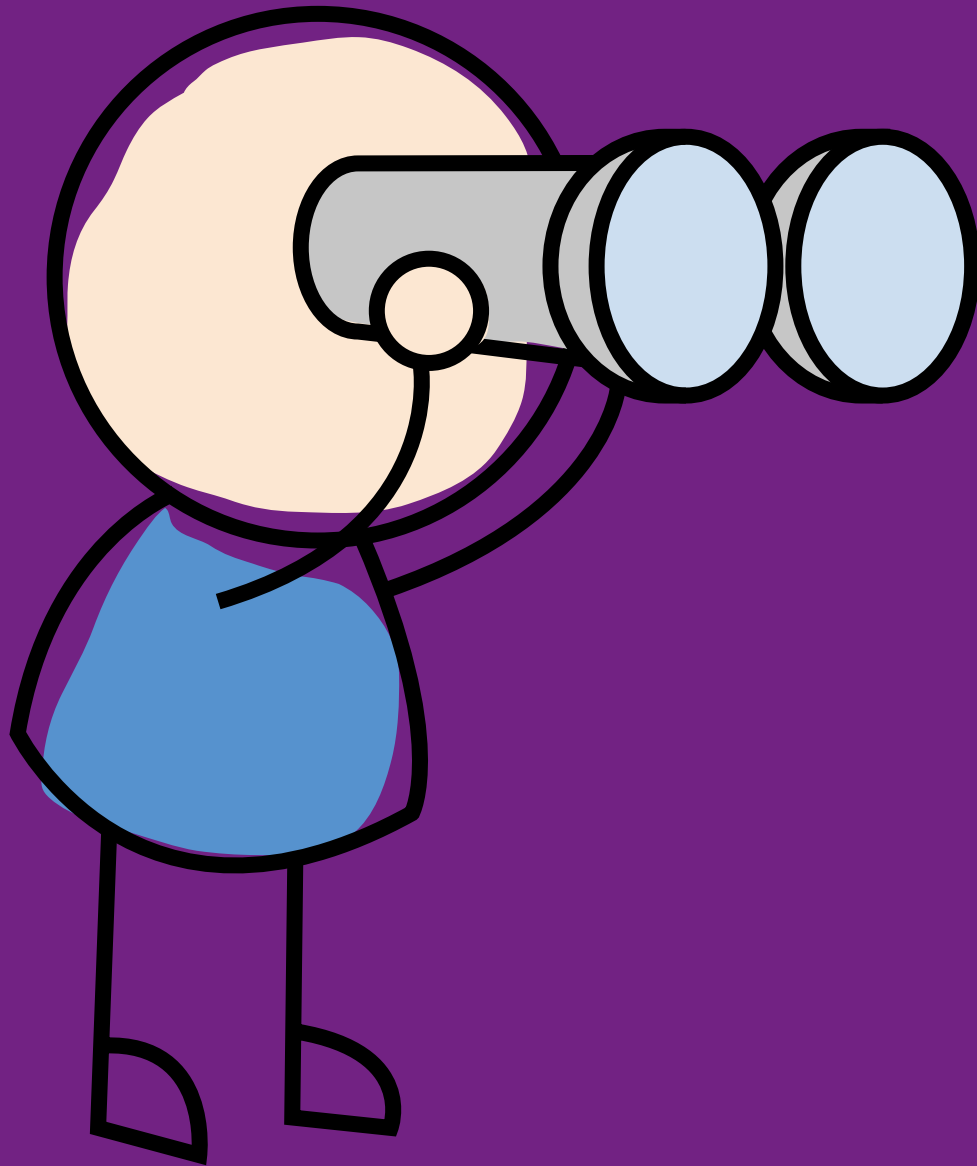
Customers minPension's customers are both pension savers and the pension providers who have signed up to minPension (which means that the pension providers supply pension information and finances minPension).

In the future flexible retirees (who gradually transition from work to retirement) and Retirees will become an increasingly important group. Even those pension providers who are not affiliated with minPension (collective agreement administrators, social partners, intermediaries, etc.) can also be said to be indirect customers as they also benefit from minPension.

¹In addition, part-time or flexible pensioners and pensioners will become an increasingly important group.

²Transparent pension information is available, understandable and comparable.

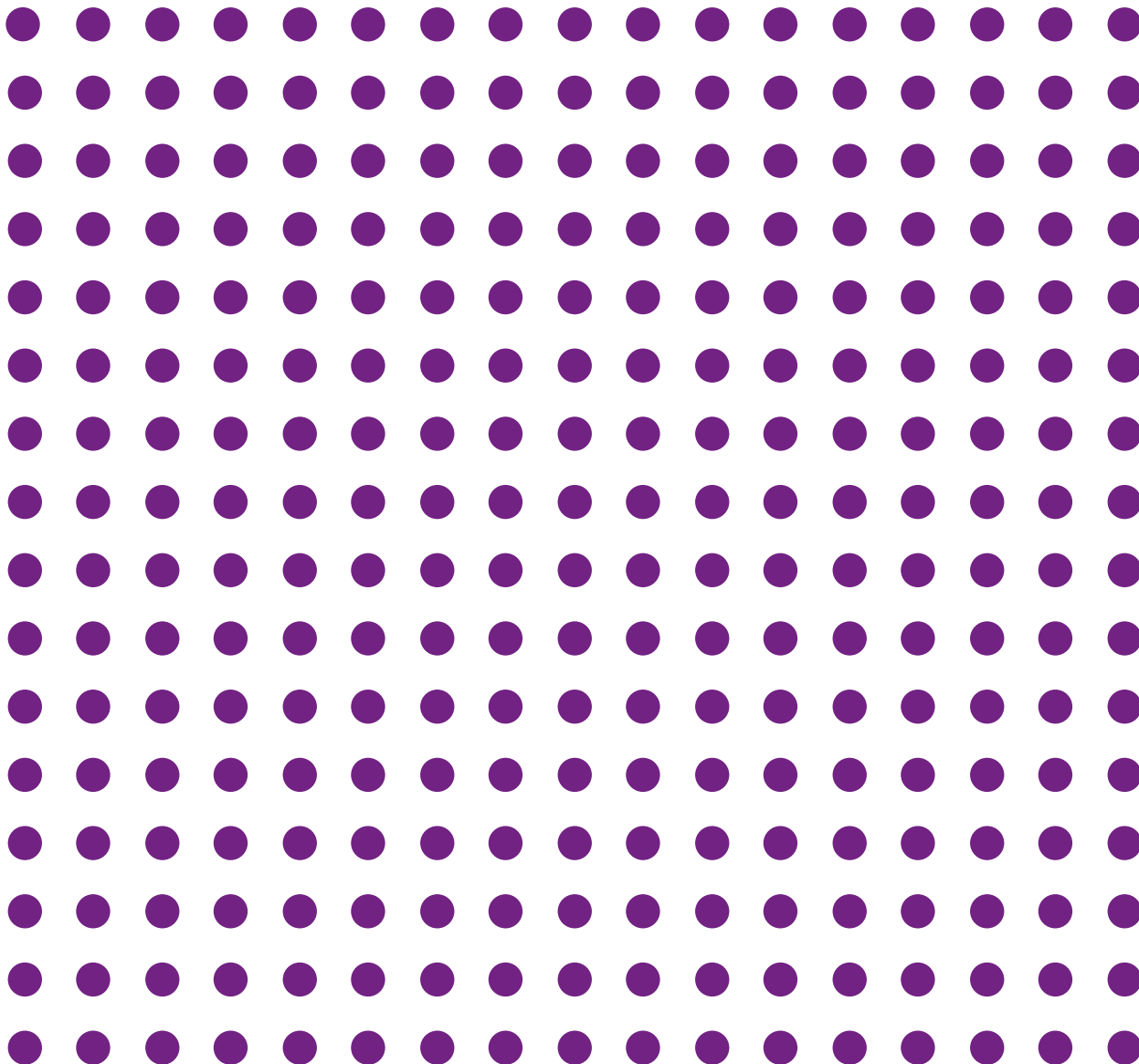




Vision

We will offer the best independent services so that everyone can easily check their entire pension.

● = 20 000 pension savers



Overall goals

minPension is primarily aimed at all people (approximately 5.7 million pension savers) who have started their retirement pension earnings, but who have not yet started withdrawing their pension. In the future, flexible pensioners and pensioners will also become an increasingly important group.

minPension's overall goal is for as many pension savers as possible to use the minPension.se service with appropriate regularity to get an overall picture of their earned/saved pension and to make pension forecasts. In this way, they can form an idea of what they can expect in retirement and what affects the size of the pension.

Unlike most other providers of pension information services, minPension is a completely neutral and independent player with no self-interest.

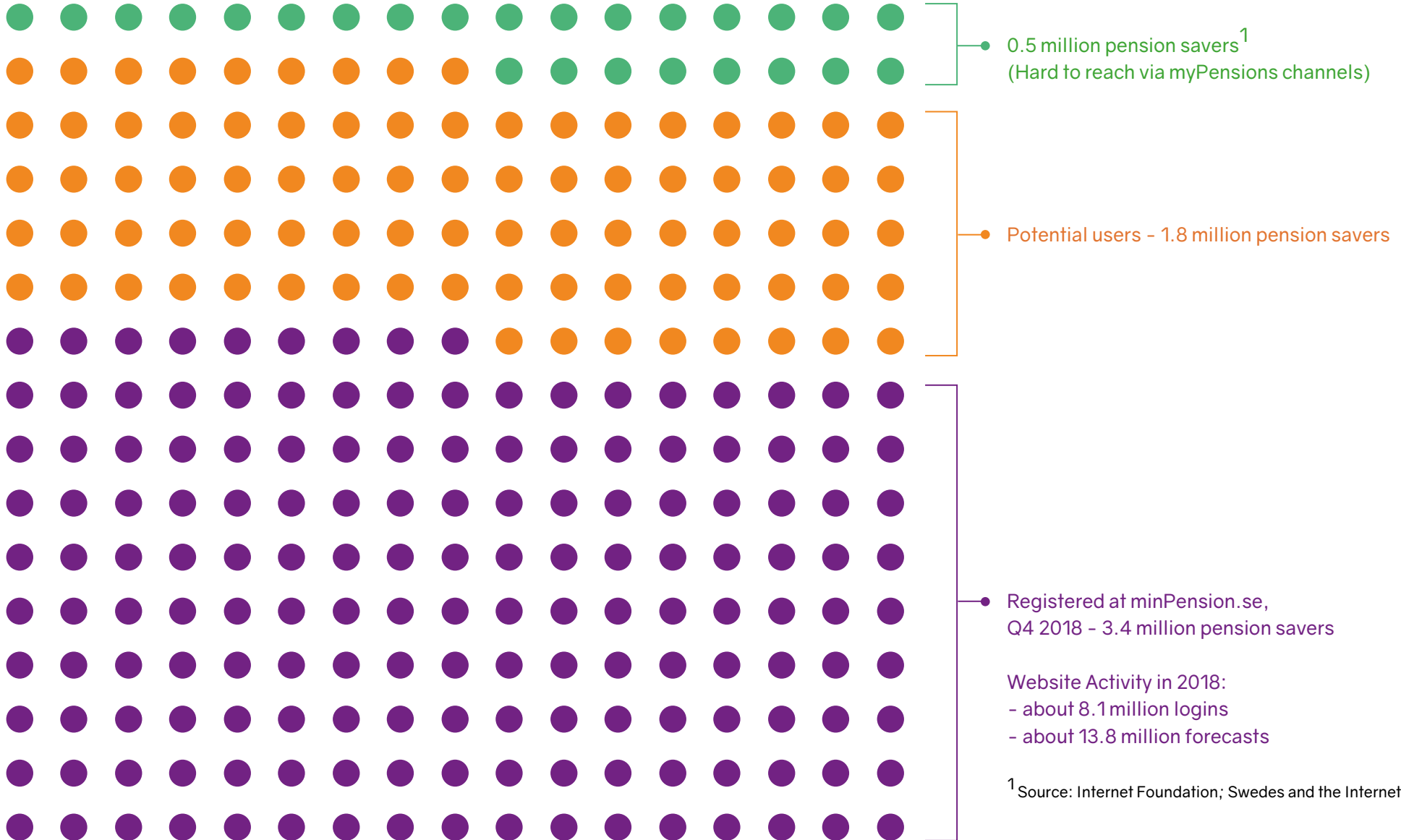
minPension is the provider that provides the most complete, neutral and transparent overall picture.

In addition, the services provided on minPension.se are free of charge for pension savers.

● 5,7 million pension savers

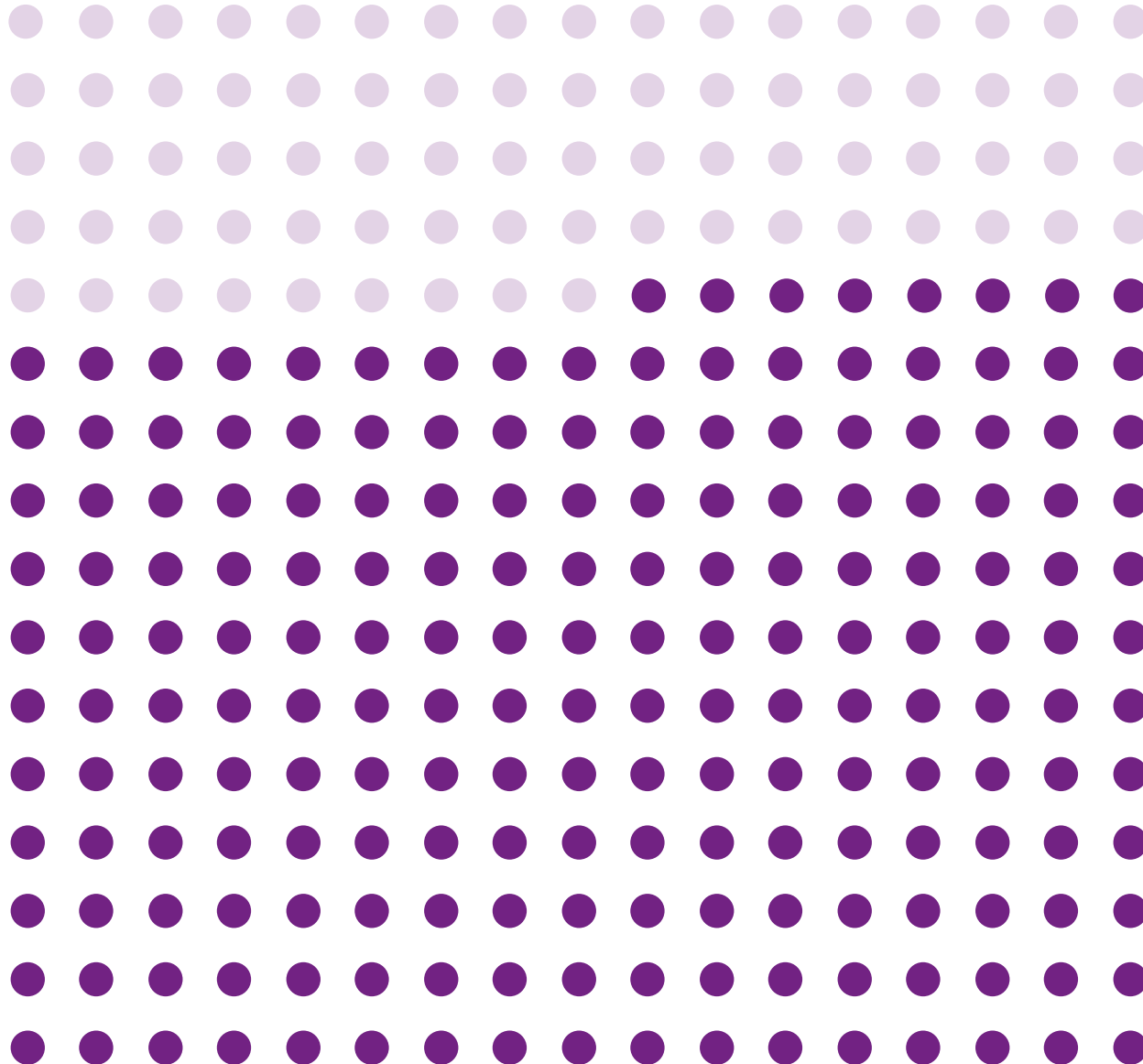
Status Q4 2018

● = 20 000 pension savers ● = 20 000 pension savers ● = 20 000 pension savers



Objective Q4 2020

● = 20 000 pension savers ● = 20 000 pension savers



● about 4 million pension savers registered at minPension, Q4 2020

The registered users must, with appropriate regularity (the frequency of course depends on the stage of life and the personal situation of the pension saver) making forecasts to get a picture of what they can expect in retirement. This should also be done in connection with life choices that affect income or working hours.



Longterm goals

- Extended and improved information delivery shall be achieved through the following:
 - some pension providers should be able to deliver more comprehensive information
 - new providers of pension information should be connected and that information on pension saving products such as IPS and risk insurance should be included in the overall picture
 - as large a proportion as possible of the total pension capital for retirement pension shall be included in the total image as minPension also provides other pension savings products such as K-rated products and investment savings accounts.
- Improved information quality and accuracy in forecasts and simulation opportunities to be achieved by ensuring the associated pension providers deliver the best available pension information and their annuity calculation parameters or calculate the annuity themselves.
- Improved accessibility should be achieved through measures that ensure that
 - the pension information is easily accessible to the savers
 - it takes as little time as possible for them to obtain their pension information.
- Important measures to increase accessibility are the distribution of API, it's the solution to:
 - more connected providers
 - large employers
 - Collective agreement administrators.

Other channels that have been developed in conjunction with forecasting for everyone are forecasting over the phone and forecasting through personal meeting.



Through these measures, the pension savers can get an overall picture of their earned / saved pension and make forecasts in the channel that suits them best.

- Extended and improved functionality through further developed and new services shall be achieved by:
 - further develop existing services, as well as
 - develop new services designed to create increased customer benefit.
- Satisfied users should be achieved through measures that result in a higher proportion of users being satisfied with
 - the web service and its ability to access the information, as well
 - customer service in terms of service and expertise.
- Improved user-friendliness should be achieved through measures that mean that the web service is perceived as user-friendly in terms of functionality, navigation, graphics etc. regardless of which channel is used.
- Increased awareness and confidence for minPension should be reached at:
 - the pension savers
 - affiliated pension providers
 - the pension industry in general (collective agreement administrators, social partners, intermediaries, etc.)
 - the state, the media and opinion makers etc.
- An increased number of users and increased use should be achieved by registering more pension savers through one of the distribution channels minPension offers. At the same time, it is important that these are active and, with some regularity, make forecasts about their pension.

Pension Saving Benefits

Communication

Distributed web and API solution

The brand

Flexible pensioners and pensioners

New business models and services

Automation

An attractive workplace

Strategies

Pension Saving Benefits

The design of the business should primarily be guided by the benefit of pension savings but also by the benefits to the affiliated providers.

Products and services must be of high quality while running the business cost-effectively implies a strong steering towards self-service channels.

The changes that are made must be sustainable in the long term, which contributes to cost-effectiveness even in the long term.

Communication

Distributed web and API solution

The brand

Flexible pensioners and pensioners

New business models and services

Automation

EAn attractive workplace



Strategies

Distribution

Distribution will be used as a strategic means to achieve the goals, which means that the focus is gradually increasing on the services and their quality and usability for the savers than on the website.

minPension.se

Development will be done in close collaboration with the connected pension providers to meet "The pension savers where they are".



Distributed web and API solution

The brand

Flexible pensioners and pensioners

New business models and services

Automation

An attractive workplace

Strategies

Distributed web and API solution

There will be continued strong investment in distributed web and the API solution to improve accessibility increase in the number of users.

Based on a long-term strategy, an effective and controlled expansion can also be done to providers in addition to the providers that now has a connection agreement with minPension, eg. large employers and election centres.

The brand

Flexible pensioners and pensioners

New business models and services

Automation

An attractive workplace

Strategies

The brand

minPension shall quickly and efficiently provide new and further developed services around which there is strong demand from the associated pension providers.

In this way, minPension can assist the connected providers to meet the rapid change that is now taking place in the industry by contributing to more efficient management, such as improving the infrastructure.

However, the starting point should always be that pension savers receive better and more easily accessible pension information.

Given such a development, the minPension brand needs to be further strengthened and vigorously signalling quality and that minPension is a neutral and independent actor.



Flexible pensioners and pensioners

New business models and services

Automation

An attractive workplace



Strategies

Flexible pensioners and pensioners

In the future, flexible pensioners and pensioners will also become an increasingly important group. Services and communications will need to be adapted to meet this development.

A clear example of this is the withdrawal plan service that is under development.



New business models and services

Automation

An attractive workplace

Strategies

New business models and services

In parallel with other developments, new business models and services will be analysed, evaluated and prioritized.

In this way, it becomes possible to very quickly start introducing these when deemed appropriate.

Automation

An attractive workplace

Strategies

Automation

A high degree of automation must be applied, which makes it possible to operate the business with a small staff strength in relation to the very large number of registered pension savers and affiliated pension providers.

This in turn places high demands on the competence and skill of the employees.



An attractive workplace

Strategies

An attractive workplace

minPension should be an attractive workplace by offering its employees good development opportunities and good leadership that stimulates participation and commitment.

Welcom to
minPension – you too!



minPension i Sverige AB
Box 24043
104 50 Stockholm
Kundtjänst +46 771 89 89 89
minpension.se

minPension