



eiopa

European Insurance and Occupational Pensions Authority

IN BRIEF

## EIOPA'S ADVICE ON SETTING UP A PENSION TRACKING SYSTEM (PTS)

### WHAT IS A PENSION TRACKING SYSTEM (PTS)?

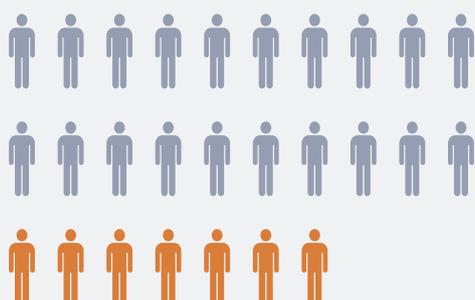
A national Pension Tracking System is an online tool that gives citizens access to an overview of their pensions' entitlements.

- > EIOPA's advice on Pension Tracking System seeks to **develop good practices** for setting-up national pension tracking systems.
- > The advice is a **practical tool** for EU Member States who wish to establish their own national pension tracking system.

### WHY IT MATTERS TO EU CITIZENS?

- > It allows citizens in a Member State to obtain an overview of **all their pensions' entitlements in one place**, in an accessible and understandable way.
- > It helps citizens understand **what income they can expect** in retirement and **raise their awareness on whether this will be sufficient**.
- > It helps **to engage citizens and increase knowledge of their pension situation**

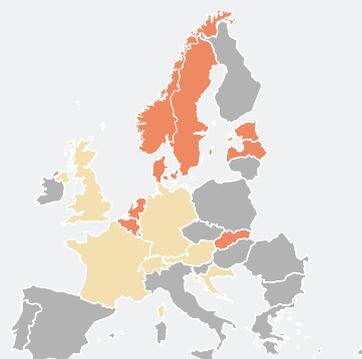
### PENSION TRACKING SYSTEMS (PTS) IN EUROPE



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Member States are currently not offering an overview of pensions' entitlements to citizens in one place

- 7** EU Member States have a PTS in place, as well as Norway
- 4** EU Member States are currently developing a PTS, as well as the UK and Switzerland



## WHAT DOES THE ADVICE SAY?

### 1 WHY A PTS IS NEEDED?

- › The main goal of the PTS is to provide an overview of accrued entitlements and projected retirement income provided by all possible pension sources in a simple, understandable and meaningful manner to citizens within Member States

### 2 HOW IT SHOULD LOOK LIKE?

- › User-journey approach setting the goals of the user interaction with the PTS; providing at least the following information: expected retirement date, projected future retirement benefits or income, and data on accrued entitlements.

### 3 HOW IT SHOULD WORK?

- › The PTS require a secure digital ID system in place that allows users digital authentication and identification.
- › National data standardisation is crucial, ideally prescribed by law and managed by an independent body.
- › PTSs are built on two types of data exchange models: either stored centrally, called central database, or loaded via accessing the individual providers' databases, called live-access. The latter has the advantage of enhanced data protection.

### 4 HOW TO CONNECT TO THE EUROPEAN TRACKING SERVICE (ETS) IN THE FUTURE?

- › The ETS is a tool (EU PTS) in development to help intra-EU mobile workers to manage their pensions across Member States.
- › The set up and connectivity of National PTS to the ETS is a prerequisite to collect individual pension information of EU citizens.
- › As a first step, it is key to remove legal obstacles for data transfer between the National PTS and the ETS.

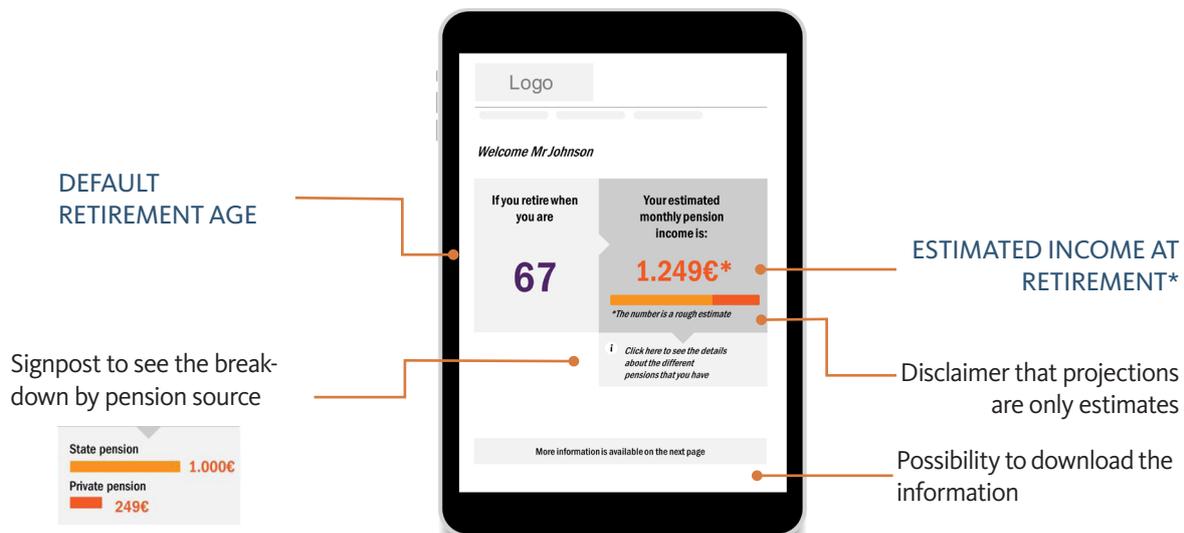
### 5 HOW TO SET IT UP?

- › A well-governed PTS is based on principles of good governance: independence, credibility, proportionality and transparency.
- › A PTS should be free of charge for users and aim to foster citizens' trust;
- › Building a PTS requires a progressive implementation on how best to roll out and scale up the service. See *the Roadmap - Developing a Pension Tracking System*: <https://europa.eu/!ur7FPk>

## WHAT SHOULD THE LANDING PAGE CONTAIN?

According to our behavioural consumer study, a PTS should include the following key information:

### EXAMPLE OF LAYER 1 / LANDING PAGE



*\*EIOPA recommends presenting the projected retirement income as an aggregate figure of a net monthly income in today's prices, taking into account the pay-out options available in the different Member States to citizens.*

### LAYER 2 COULD INCLUDE:

- › Total savings and/or breakdown by source of pension
- › The profile of the pension benefits (pay-outs) over the years
- › Signposts to more information i.e. to Layer 3

### DESIGN ELEMENTS

- › Usage of layers
- › Signposting
- › Click-buttons
- › Mobile first to ensure a simple design



*EIOPA recommends Member States who plan to develop a PTS to first conduct consumer testing on the layout of the landing page and on the user journey throughout the system.*

## LEARN MORE



Visit the dedicated webpage:  
<https://www.eiopa.europa.eu>

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