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 Members 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

- 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
- 20 Member States are currently not offering an overview of pensions’ entitlements to citizens in one place
## 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

DEFAULT RETIREMENT AGE

ESTIMATED INCOME AT RETIREMENT*

Disclaimer that projections are only estimates

Possibility to download the information

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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