

GUIDELINES FOR VIDEO CALLING APPOINTMENTS WITH PENSIOENFONDS PGB

In addition to calling and emailing, you can now also make video calls with us. In an online conversation via Teams, we will give you a clear explanation about your pension in a safe environment. You can share your screen with us so we can look at your details together. We use a number of guidelines for video calling:

1. Preparation:

- **Check your equipment:**
Make sure your Internet, camera and microphone are working before the call starts. Not sure? Please let us know. We're happy to help you!
- **Choose a quiet location:**
Find a place where you won't be disturbed. Like a closed room, for instance. This is how you ensure your data is protected.
- **Make sure you are on time:**
Please log in a few minutes in advance, so we can start the conversation on time. The appointment will last no more than 30 minutes.

2. Personal conversation

We prefer seeing you, as this makes the conversation personal. We therefore ask you to switch on your camera.

3. Assistance with the appointment

You may invite someone to the conversation, such as a family member or a financial advisor.

4. Respect and privacy

Keep the conversation confidential: Do not share sensitive information with others during or after the conversation. Do not make any recordings: This helps protect your and our privacy. We listen to each other and let each other speak.

5. Only about our pension

We will only help you with questions about your pension at Pensioenfond

6. Report of the conversation

You will receive a report of the conversation (document) within a few days of the digital appointment. You can respond to this report within one week of receiving it. We will then adjust it together. If you agree with the report, you don't have to do anything. After a week, we will assume that you agree. We will save the report.