Ready to embrace the future!
How the National Pension Office, Belgium's leading pension institution, is paving the way to the future

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Agenda

- National Pension Office highlights
- Theseos: the transformative journey
- PensionMotor: the next big challenge
- Demo: handling a pension case

Belgian pensions landscape

Legal

Occupational

Collective
Convention based
Employer / Industry

Private

Individual
'Pensions savings'
Life insurance

3 legal pension institutions

National Pension Office (NPO)

National Institute for Social Security of the Self-employed (NISSE)

Public Sector Pension Service (PDOS/SdPSP)

NPO highlights: mission statement

- We build a **pension account** as of day 1
- We **calculate** the private sector employees pensions
- We execute on time an accurate **payment** for private sector employees and self-employed pensions
- We provide accurate **information** and **communicate** clearly through various channels

NPO highlights: yearly key statistics

- 240.000 new pension cases
- 2.000.000 pensioners
- 24.000.000.000 € paid
- 150.000 visitors
- 600.000 phonecalls
- 120.000 incoming letters
- 600.000 visits on myPension.be

NPO highlights: organisation in numbers
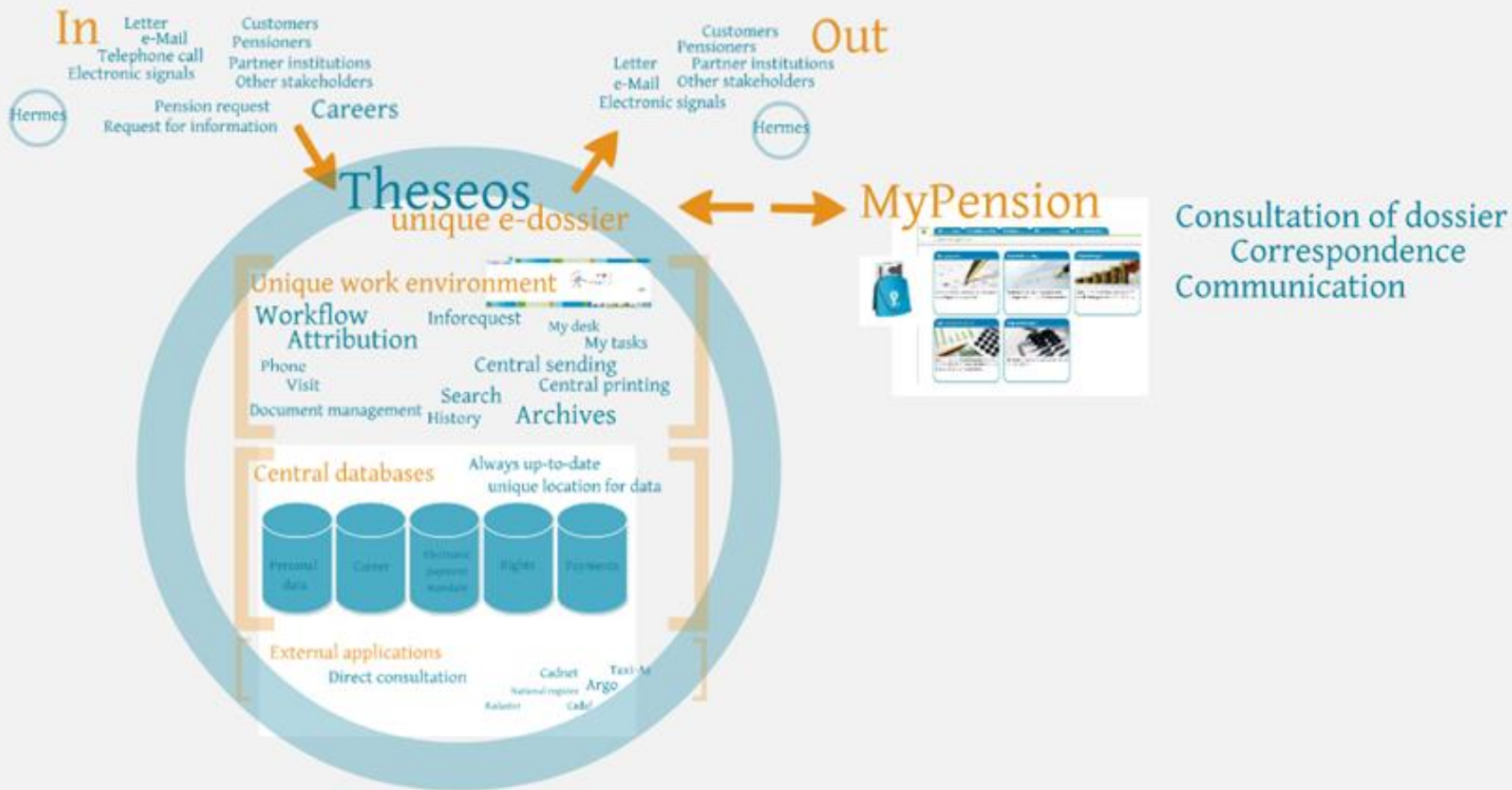
- 2.100 employees
- HQ in Brussels & 13 local centers

2005, a key date in the rich history of NPO

- Once upon a time … *Theseos*
  - Ambitious transformation programme
  - From and old-school Belgian administration to a modern customer-centric organisation
  - With a big focus on eGovernment

THESEOS today

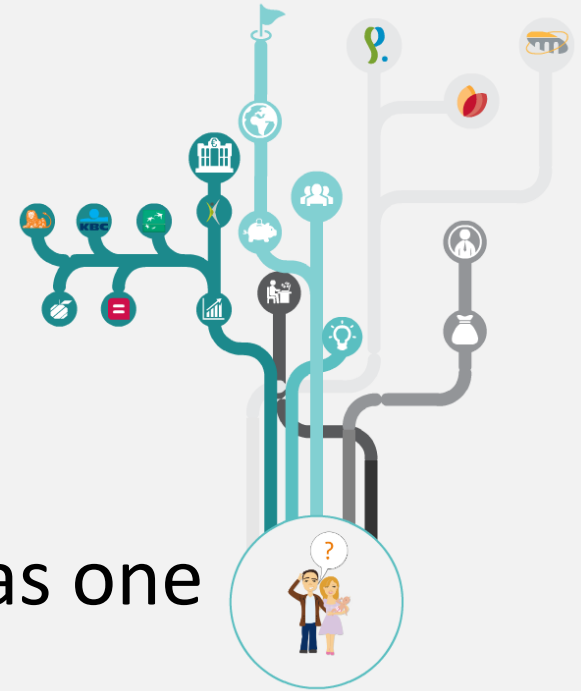# Benefits of the transformation

- Improved customer service
- Transparency & control
- Business Process Management
- Cockpit Management
- Unique business application
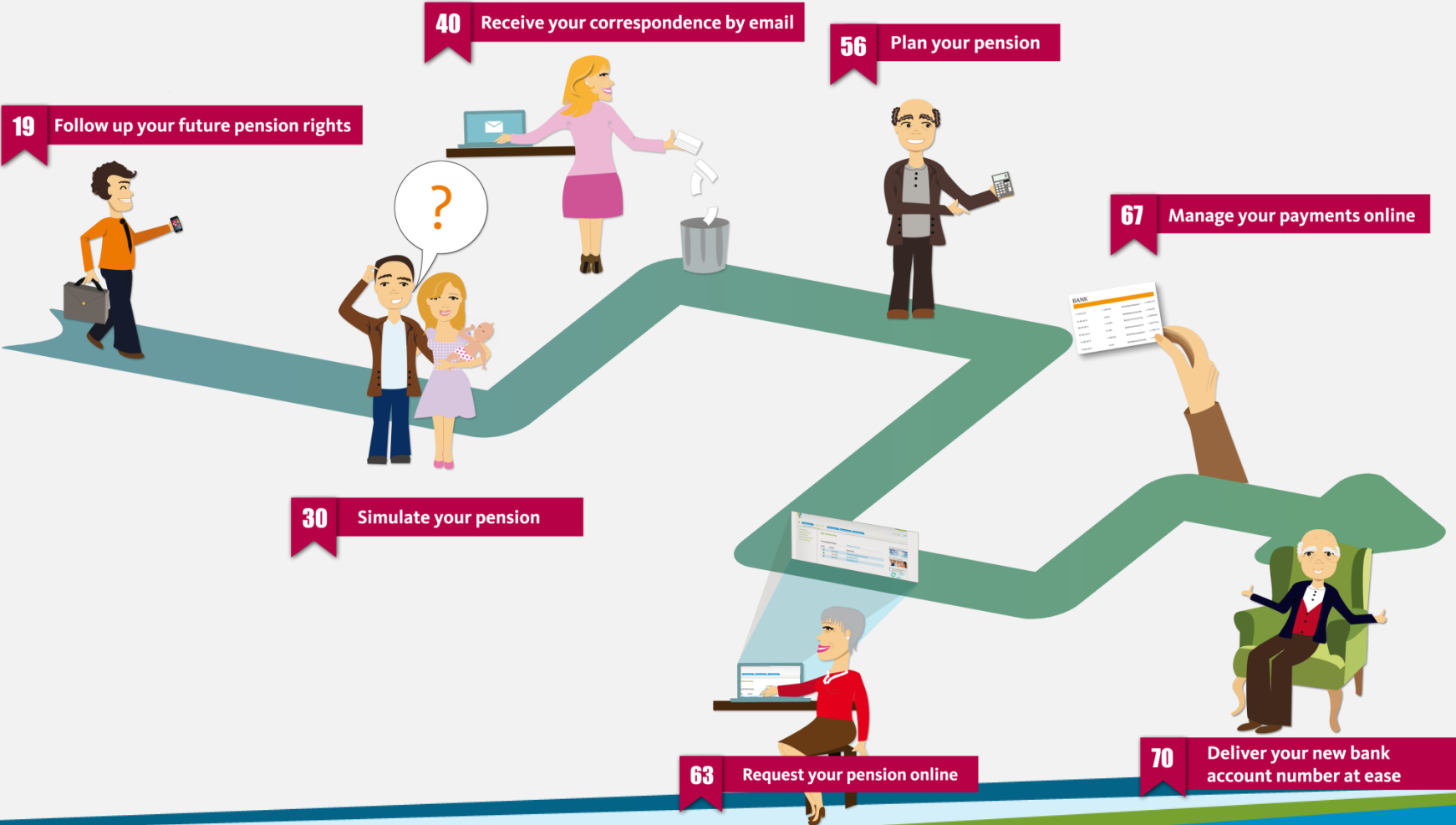- Work-life balance
- Reduced ecological footprint
- ...

PensionMotor programme
- *When can I retire?*
- *What will be the amount of my pension?*

- Act as three, communicate as one
- Integration & collaboration
- Multi-channel approach

PensionMotor, the vision

Demo time