



How do you feel about our communication regarding the new pension?

We conducted a survey.

The pension system in the Netherlands is going to change. We want to inform and guide everyone in the best possible way. Therefore, we asked what you already know, how you view the changes and what you think of our communication about the new pension. The respondents of the survey dedicated significant time in answering the questions. This is a clear sign of high involvement and eagerness to provide input. Thank you to everyone who contributed!

The survey by the numbers



4512

The total number of survey respondents



77%

Trusts Shell Pension to implement the new scheme effectively



7,8

The average rating for Shell Pension's communication



7,4

The average rating for Shell Pension's communication regarding the new pension

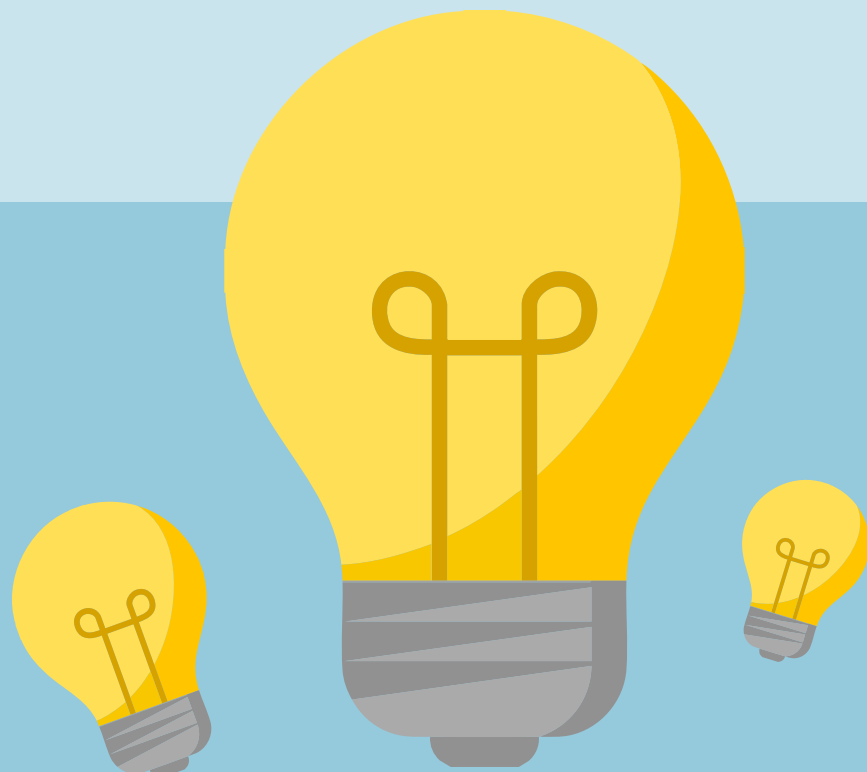
The 5 key insights of the survey



- Nearly half of respondents are familiar with the new pension rules but find it challenging to explain their details.
- Some responses express concerns about what the new pension will bring.
- However, there is a lot of trust in Shell Pension and people feel heard.
- Older participants often feel more reassured and less uncertain about the new pension and generally possess a better understanding of the rules.
- Shell Pension's communication is highly appreciated. People feel well-guided through the changes.

What do we do with your input?

Your input gives us insight into your wishes and needs. This helps us improve our communication. Read below how we do that:



Shell Pension programme

We have developed the CARE program to guide you through the transition to your new pension. For more information, please visit www.care-shellpensioen.nl, where you will find:



Overview of the changes



E-learning



Personal support



Frequently asked questions



Shell Pension

We will continue to provide you with up-to-date information through news updates, newsletters, and personalised emails. Of course, we are also here for you if you have any questions. You can reach us on weekdays from 8:30 AM to 5:00 PM at **+31 (0)88 462 34 56**. Or visit www.shellpensioen.nl. We are happy to help!