



# Flying cross-border is possible



Just visit [www.crossborderplans.com](http://www.crossborderplans.com)  
and discover the Previnet's new opportunities for:

- ▶ Cross-border and domestic pension schemes
- ▶ IORPs
- ▶ International Pension Plans
- ▶ Life and non-Life Companies
- ▶ Mutual Funds and Global Custodians



## Focusing on cross-border market expectations

Previnet has experienced that standard admin service is not enough any more.

Nowadays service providers cannot just deliver adequate administration, proper member record-keeping, database maintenance, institutional reporting, etc.

Even standard websites acting as online brochure are not enough any more. Words like “transparency”, “real-time”, “full access”, “consolidated reporting”, “collaboration”, have become key words also in the pension market arena.

What today is standard admin service will definitely change tomorrow.

The signs are already there:

- ▶ European Authorities are stressing the importance of members communication for DC schemes. They outlined that members are not pension experts, explaining that information provided to pension scheme participants must be clear and comprehensible and they need to be helped in assessing their own retirement strategy as well as the financial risks involved.
- ▶ Recent studies indicate that effective pensions communication should not be limited to paper. New channels, devices and technologies are now available and broadly spread.
- ▶ Stakeholders need to be in the position to interact with their pension scheme with minimal or no effort at all. When an effort in comprehending some pension scheme topics is needed, then datasets and KPI reporting must be effective, intuitive and quickly delivered on demand.
- ▶ BPO (Business Process Outsourcing) has become a common way to provide services: today customers determine which business processes are to be outsourced and to what extent.

**Previnet knows about that. And has some effective solutions.**

# Previnet Outsourcing Solutions

**Previnet** is a service provider which delivers ad hoc business solutions in outsourcing to Pension Funds, Life and Non-Life Insurance companies, Investment funds and Investment Management Organisations all over Europe.

The role of a Third Party Administrator needs to continue to be innovative whilst showing dedication to quality improvements in European pension provision. As an independent TPA with over 18 years of experience, Previnet has proven its ability to offer effective service solutions to its Clients in Italy and across Europe.

## Key Facts:

- 3M+ positions UM
- 220+ pension funds UM
- 170K+ employers
- 43+ insurance companies UM
- 40+ Asset Managers, Investments Companies and Custodians

Over the years, Previnet has continued with its mission to innovate, develop and lever on internally projected and developed software. Its target has always been to extend its range of high quality services, rendering each administration phase of the client, however complex, transparent and accountable.

## Strengths:

- Tailor made services
- Flexibility and scalability
- Rapid set-up & Time-to-market
- Multidisciplinary Solutions
- Transparency in management
- One Stop Shop approach

## Distinctive elements:

- In-house software
- Highly specialised Human Resources
- Cutting Hedge solutions
- Sound Know-how
- Customer relationships
- Partnership with customers

## BUSINESS LINES

### Pension Funds

Full range of services aimed to:

- Occupational Schemes
- IORPs
- DC and DB schemes
- Insurance pension plans
- International pension plans
- Annuity management
- Investment back office
- Multi-country support

### Insurance

Comprehensive management aimed to:

- Life and non Life companies
- Full/BPO outsourcing
- Retails and Group policies
- Expertise over all business lines
- Full support to distribution network
- Investment back office
- Claims support

### Finance

Extensive service model available for:

- Mutual Funds
- Global Custodians
- Real Estate and Private Equity
- Expertise with 500+ different portfolios
- Full support to distribution network
- Industrialized back office
- Complex NAV support

Previnet was awarded the prize for "Pension Scheme Administrator of the year" in 2008 and 2011 by European Pensions magazine and was also shortlisted in 2009, 2010 and 2012 for the 'Pension Scheme Administrator of the year' & 'Pension Technology Provider of the year' awards.



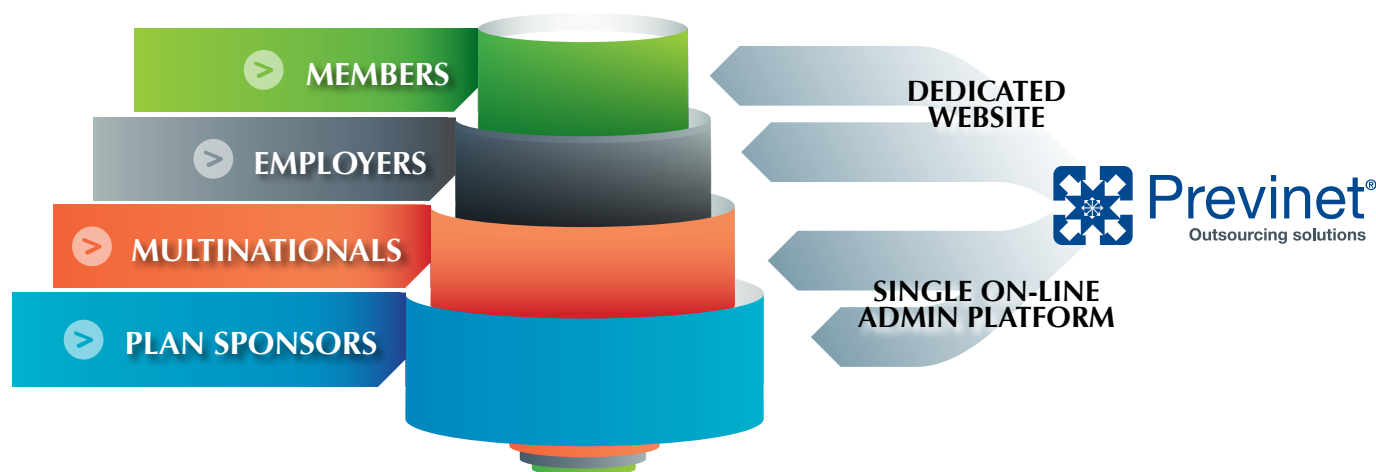
- For details of services, facts and figures and key clients please ask for the relevant Annexes.
- Discover more at [www.crossborderplans.com](http://www.crossborderplans.com)

## PENSION FUND SERVICES - OVERVIEW

**Central administrative hub.** Pension scheme administration covers all the relevant processes including: project set-up, member record-keeping, contribution & data collection, cash & holdings reconciliation, investment management & order routing to custodian banks and investment managers, accounting, switches & Life-Style investment options, benefits management, output & reporting, in-out transfers, withdrawals, AVCs.

**Web based integrated platforms.** Service model takes charge of the full chronological maintenance of member-related information, employer, contributions and holdings. On top of that external stakeholders involved in the pension plan have to be continuously updated on what's happening in their pension scheme from their different perspective. Interaction with the system is therefore guaranteed through different on-line channels:

- Members, HR and payroll offices, auditors, brokers, are strongly supported by dedicated web portals, with different and secure levels of access and functionalities according to their profile.
- Plan sponsors, trustees, insurance companies, international organisations are provided with direct access to the central admin platform. The on-line single platform provides full-view of the pension scheme data and consolidated reporting.



**In-house software.** In-house developed software based on open architecture and forefront technologies helps support market and distribution demands (maximising interfacing facilities & multifunctional qualities of software products), activity allocation (job and workload division; capacity and power, where necessary) and guarantees that facilities and service provision remain in line with market developments. Emphasis on data security and confidentiality is given at all times. Previnet's hardware ensures a high level of reliability, high levels of service and 100% fault tolerant equipment.

**Going Cross-Border.** Data Modelization, I18N support, Rule based approach, temporal data management are the core components of the cross-border model.

The Previnet rule based engine is designed to register, and notify to users, the specific rules governing the Tax, Social and Labour laws. Country specifications, retirement and fiscal regulatory issues are tracked and maintained in the system. As an example, dedicated checks and alerts are set up in respect of: tax deductibility limits in relation to age and/or salary, mandatory members communications, parameters to be used in simulations, cut-offs, dates to invest contribution, etc. Previnet is devoted to meet EU member state or international specific requirements for Tax and Social Law compliance. Special attention is also given to reporting to Authorities.

**Paneuropean experience.** Previnet has developed its own model capable to deliver cross-border solutions to international players including:

- NATO DCPS pension scheme, managed since 2007. Support from project to live phase. 2,700 members, 70 employers based in Europe, Scandinavia, the US and Canada, 7 currencies, 9 investment funds, 3 investment managers, individual investment options or life-style pre-arranged strategies
- Generali PanEurope Master Trust: IORP distributed across Europe via Irish Master Trust
- Generali UK Branch: Group Health Benefits aimed for expats
- San Marino Life: Ergo newco
- Euro Insurance Ltd: Dublin based Car Fleet Management

# PENSION FUND SERVICES: MEMBERS

**STANDARD SERVICES AND TOOLS** Web connections are granted to all the members. Members are provided with dedicated multilingual secured website. Functionalities for members include: inspect personal data, verify contribution and holdings (per fund, per currency, per country), verify and amend address, telephone, mobile and Email address, perform switches (single or multicountry), move from Life-Style investment option to an individual investment strategy, download/upload documents, verify performances, access learning areas.



**APPS** Smartphone and tablets are becoming a standard and straightforward way to interact in every field. Pensions included. People get involved much more when information can be quickly accessed via their mobile phone or portable device. Because they are continuously connected, the way they can interact is simply more natural and powerful compared to the traditional web based solutions. Apps open a new pro-active way to interact with members. They represent a powerful “foot-in-the-door” channel always open in order to advertise, notify and give suggestions to users. Since 2012 Previnet started developing IOS and Android application for its clientele. “Look & Feel” instances are a top priority in order to make the user’s experience more fun and interesting thus transforming long tedious forms and wizards into a single click experience transactions.



**EMAIL & TEXT MESSAGE ALERTS** Members need to be proactively notified on the main events or new documents related to their pension scheme. Notifications, Emails and text messages can help to reduce the information gap between end-users and back-office. Notification service has been more and more extended and enhanced to all the typical pension scheme workflow events such as “news”, “membership successfully completed”, “new credentials for the website”, “annual statement available online” etc.



**SOCIAL NETWORKS** One of the most evident effect of the social network diffusion occurred to the web 2.0 has been the use of social networks as “key-rings” in order to access to all the numerous web accounts every user owns. Following this approach Previnet has developed a single sign-on technique which allows member to enter the restricted area of the pension scheme website using their social account of facebook, linkedIN and Twitter, thus simplifying the traditional credential access controls.



**SIMULATION TOOLS** The “pension benefit modeller” has always been a “must have” for all of Previnet’s clients, providing online calculation of the final benefit payable (lump sum and/or annuity payments). This intuitive tool is able to deal with different currencies (pay-in and pay-out), investment options (as per the Rules of the scheme), life-style strategies as well as handling personal parameters (change in Retirement Age, increase in salary, ...). The results produced by the simulation can be adjusted according to market conditions (positive, neutral, negative expectations), purchase power and the risk attitude.



**PENSION CHECK-UPS & RISK PROFILERS** To identify the needs of the member in terms of pension fund solutions and insurance coverages, last year Previnet launched “SEguru”. Through its inference engine and the intuitive graphics, a SEguru user can understand in few easy steps the member’s potential gaps in terms of retirement and insurance. SEguru is also capable of illustrating members the relevant risks involved when planning an adequate retirement strategy (longevity, inflation, market volatility, performances of the investments).



**MEMBER BENEFIT STATEMENT IN ONE CLICK** The multi-country benefit statement, produced from websites and apps by just clicking the option, is already capable of showing members their contributions and holdings per date, per currency, per fund etc. Data are provided by “layers”, from main relevant data and values drilling down to details. Already with pan-eu pensions in mind, this personal statement illustrates separately benefits accrued in each country. Country’s mandatory disclaimers and legal notices are also enclosed or retrievable on the website.



## PENSION FUND SERVICES: EMPLOYERS AND HR OFFICES

### MINIMAL EFFORT

Employers and HR offices need to be in the position to interact with their pension scheme with minimal or no effort at all. When an effort in comprehending some pension scheme topics is needed, then datasets and KPI reporting must be effective, intuitive and quickly delivered on demand. Previnet is fully aware that when data and information have to be submitted to the pension scheme, then the workload involved has to be as minimal as possible.

The multilingual websites dedicated not only to members, but also to Employers, HR offices, Payrolls, Employers located in different countries. As a central payroll governing multiple employers, it is also possible to verify the information of the relevant subsidiaries.

### TOOLS

From their portals employers can:

- upload membership and contribution files via the “WebUploader” tool
- submit new application forms and contributions data for single members
  - verify and amend contact details
- inspect all members’ data
- verify existing anomalies and information submitted to the pension scheme
  - verify any pending contribution for which no investment has been made because of discrepancies or anomalies
- access reports, official documents, financial reports and other documents
- print Welcome letters for new members and benefit statements for existing or passive members
- view learning areas and video tutorials (*how to...*)
- submit technical problems to the Helpdesk



## PENSION FUND SERVICES: MULTINATIONALS AND PLAN SPONSORS

### THE SINGLE ADMIN PLATFORM

Trustees, scheme supervisors and plan sponsors want to be in the position to be continuously updated on what’s happening in their pension scheme.

“Titano” is the centralised cross-border admin on-line platform dedicated to the Multinational HQ, the plan sponsor, the Trustee and other pension scheme supervisors. Titano, with dedicated credentials, is also the HUB dedicated to Plan Sponsors (multinational organizations, insurance companies, IORPs, ...).



### TOOLS

Titano’s main features, according to each client’s profile:

- online viewing of the full pension scheme database in real-time
- a full range of reporting options (detail/aggregated), dashboards (figures for current year and projections), exporting tools
  - document management (“eDoc”) permit to track and store electronic documents and/or images of paper documents (membership and AVC forms, leaver certificates, benefit statements,...)
- members’ data are made available for inspection with the maximum level of the information. Personal details, job history, relatives and beneficiaries, contributions paid, currencies involved, holdings accrued, funds and NAV prices, switches, transfers etc. are stored and historically maintained
- the multi-country and multi-organisation structure of the pension scheme is kept and maintained for each single member. Information related to changes of organisation and/or change of country are tracked in the system
- support a BPO model of groupware collaboration, granting access to the platform for predefined operational tasks and activities.

# Previnet: Business Lines, Facts & Figures

## Pension Funds

- Project Set-Up and Migration
- Member record-keeping
- Contribution & data collection
- Cash & holdings reconciliation
- Investment management & order routing for custodian banks and investment managers
- Switches & Life-Style investment options
- Output & Reporting
- Accounting
- Benefits administration (lump sum/annuity/withdrawals)
- On-line functionalities for members, HR offices, plan sponsors
- Apps & Social networks

**Facts & figures:** Previnet is a market leader within the pension fund industry, able to cater for the specific needs of each individual Client. Previnet currently manages 1.5 million individual positions, 170,000 employers and over 220 pension funds, most of which are DC based plans. Previnet also manages 30,000 pensioners and 350,000 annuity payments per year.

## Key Clients:

- NATO DCPS & NATO PF
- Generali Group (4 pension funds)
- RAI p. funds (Fipdrai, Craipi)
- ENEL p. funds (Fondanel, Fopen)
- ENI p. funds (Fopdire)
- FIAT p. funds (FPQ, FIPDAF)
- Exxon Group (3 pension funds)
- Mediolanum
- HP
- Deutsche Bank
- PreviBank
- Prev.Int
- AXA p. funds (2 pension funds)
- FondoGiornalisti
- Fon.Te
- Fondenergia
- Byblos
- Fondapi
- Priamo
- Cooperlavoro
- Previambiente
- Espero
- Fondinps
- Cariparma
- Unipol Group (open pension funds)
- Credit Agricole (open pension funds)
- Groupama (open pension funds)
- Aviva (open pension funds)
- Fondiaria-SAI (open pension funds)

## Insurance

- Policy Holder Administration
- Portfolio & Claims Administration
- Front-end platforms for distribution channels
- Technical Accounting and General ledger
- Securities Administration
- Full/Partial Outsourcing model
- Business Process Outsourcing model
- Supporting functions: Mobile & Web portal for members, processes monitoring, profiling system, comparators tariff

**Facts & figures:** Services are available for Insurance Companies distributing Life and Non-Life Insurance Products within Europe. Previnet currently caters for 41 Insurance Companies (both Life & Non-Life), Ania (Italian Association of Insurance Companies), over 1.500 Insurance Products (Life, Non Life, Health Care-through Previmedical, Other), boasts over 1 million policies under management for an AUM of over € 3 billion.

## Key Clients:

- Generali
- Generali UK Branch
- Ania
- Aig
- Poste Vita
- Cattolica
- Ergo Previdenza
- Ariscom
- Cardif
- Crédit Agricole Vita
- Metlife
- Rbm
- Mediolanum Vita
- San Marino Life
- Zurich
- Helvetia
- Aviva
- Euro Insurance
- AmTrust
- Unipol
- Credem Vita
- Uniqa Previdenza
- Cba Vita
- Groupama
- IntesaVita

## Finance

- Fund Administration and Securities Management including NAV calculation, fund accounting and middle/back office services
- Regulatory Reporting
- TA and Investor services for investment funds, open and closed ended funds
- Local Transfer Agent services and order processing for Cross Border Investments Funds
- Back office services for financial product distributors and financial advisors networks
- Web solutions for investors and financial advisor
- Software tools for portfolio managers: portfolio modelling and “what if ” analysis, compliance checks, order processing
- Software solution for multi-brand loan and mortgage brokers

**Facts & figures:** Services are available for Asset Managers (Mutual Funds, Real Estate and Private Equity Funds, Individual Segregated Accounts , Family & High net Worth Offices), International Investment Companies, Global Custodians, financial product distributors. Previnet currently caters for over 40 different Institutions and boasts of 500 different portfolios, AUM of over € 24.5 billion, produces 48,000 NAV per annum.

## Key Clients:

- Agora Investments SGR
- Algebris Investments
- Amber Capital SGR
- Anima SGR
- Franklin Templeton Investments
- Groupama SGR
- Hedge Invest SGR
- Hines Italia SGR
- Invesco
- P&G Alternative SGR
- Perennius Capital Partners SGR
- Rovere Sicav
- Schroders
- State Street Bank
- UBS Asset Management
- Vontobel



**Previnet  
makes the difference**



**Previnet can provide the right  
engine for international ambitions**

Discover more at: [www.crossborderplans.com](http://www.crossborderplans.com)

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