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Newsletter April 2024

Hello ,
We have got pension news for you.



DPS relocated and Guido Croonen is new director



As of April 2, 2024 new contact details for the pension fund:

Mailing address / visiting address
Poststraat 1, 6135 KR Sittard, the Netherlands
Phone number Pension Desk: 088 - 3601555

Why this change?

DPS, our administrator, has relocated to an office in Sittard as a result of its independence on 2 April. This relocation means that various things will change if you want to contact us, including a new postal address and telephone number. The email address will remain the same for now but will also be changing later this year.

We'll inform you as soon as we know more.

[Click here to read more](#)

Test your pension knowledge!



Click on the button to find out what you know about pensions.
Click on the question and select your answer. You will immediately see whether your answer is correct.
The process is completely anonymous and we don't save any data.

[Test your pension knowledge](#)

Effective handling of complaints



We enjoy receiving compliments. But SPF also thinks it's extremely important that we take complaints seriously. We're always open for reports or feedback if there's something you don't agree with. Or if you think that there's something we can improve on. Our Complaints and Disputes Regulation clarifies how we handle complaints and disputes. This also states how we deal with complaints and disputes. It also indicates where you should turn as a member if you think your complaint has not been handled properly. There's a [button](#) on our website where you can either inform us of a complaint or pay us a compliment.

The umbrella organisation of pension funds (PensioenFederatie) has developed a so-called code of conduct on 'Effective handling of complaints' to help pension funds handle complaints and customer signals properly. SPF also adheres to this code. PensioenFederatie conducted a study into how this works at pension funds and, in this study, SPF achieved a score of 'Very Good' and a maturity level of 'Mature'. We are extremely pleased with this score, which shows that we have set up a good system to our handle complaints. The Board receives a periodic overview of all customer signals via the administrator, DPS. We use this overview to discuss how we can improve our service.

Ask Angelique



This column investigates questions posed by members to our Pension Desk. The answers to these questions are important for everyone. In this newsletter we investigate the question:

Do I need to send a cohabitation agreement to SPF?

[Click here to read more](#)

Deferred members: the right to be heard



The Future Pensions Act stipulates that associations of former employees have the right to be heard with respect to the new pension scheme. By former employees, in this case we mean 'deferred members' or 'sleepers'. You could read all about this in the October 2023 newsletter. At that time, we asked former employees who still have pensions with SPF to come forward if they wanted to exercise their right to be heard.

In the end, one former employee wanted to make use of this option. The law states that only associations representing a representative number of stakeholders may exercise the right to be heard. Following consultation, the former employee then indicated he would waive the right to be heard.

The interests of this and other members are still taken into account in decision-making regarding the new pension rules. When social partners (employer and trade unions) and the pension fund make choices, the starting point is always balancing interests.

The transition to the new pension system is a huge operation and everything needs to be done carefully. The government has not yet recorded some schemes in the Act. The employer and trade unions will, in the meantime, continue to work out the details and take decisions about the future of the SPF pension scheme.

SPF must switch to the new pension scheme by 1 January 2028 at the latest. We will keep you updated on developments. You can find more information about the changes on the SPF website under '[New pension system](#)'.

Contribution and accrual percentage remain the same



Social partners SABIC (employer and trade unions) have made pension agreements for the years 2024 to 2028. These agreements have been recorded in an attachment to the 'Administration Agreement' with SPF. The agreements already made have been reconfirmed and the ambition for a pension that retains its value hasn't changed. An important agreement is that SABIC will continue to pay a fixed pension contribution of 25.5%. SPF checked whether this contribution is enough for pension accrual. Based on the said premium, pension accrual will remain the same from 2024. This means that everyone will still enjoy maximum accrual of the pension permitted under tax law of 1.875% at a retirement age of 68. This agreement applies for the coming two years. If the transition to the new pension system is later than 1 January 2026, a reassessment will take place at the end of 2025 regarding whether the accrual rate should remain the same or needs to be adjusted.

You can find the Administration Agreement and all attachments on our website under '[Downloads](#)' under the heading 'Pensions and other regulations'.



Contact

Questions about your pension?
Please visit: www.spf-pensioen.nl
Or contact our Pension Desk
Phone and email:
+31 (0)88 – 3601555
Info.pensioenfondsSABIC@dsm.com

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