

## Q&As Risk Preference Survey (January 2023 version)

### **The link doesn't work or the survey loads slowly. What can I do?**

The survey does not work well on Internet Explorer, but does work well on every other standard browser including Google Chrome, Safari, or Microsoft Edge. The survey works best on a tablet, PC, or laptop. The survey also works on a smartphone, but is slightly less clear for one key question.

### **Is the survey anonymous?**

Yes, the survey is anonymous. The outcomes will be processed anonymously and there is no link between your personal data and the outcomes.

### **Is it important that I take part in the survey?**

Yes. Pensions are changing and choices need to be made for this. Of course, we would much prefer to do this based on your input.

### **What happens with the outcomes of the survey?**

The outcomes provide important information for discussion about the pension scheme. The pension scheme is there for the members. The outcomes give an impression of how pension fund stakeholders view key issues. Also in light of the pension agreement implementation.

### **The amounts in the pension meter do not match my pension entitlements. How is that possible?**

The survey is not personalized. That is why you see an estimate of the pension outcomes in three scenarios for the different ways of investing the pension. As the survey is not personalized, we have made various assumptions. For instance, we have based this on a full 45 year pension accrual up to age 68. And on a certain salary group. The amounts stated in the table are net amounts (so after tax) and include a full state pension.

### **The login does not work / I get the message 'Unfortunately this code is not valid' or 'You already submitted this survey'**

The survey has not closed yet. If you haven't yet entered and saved anything, the link in the email should work. Please try again.

You can also copy or type the link in your browser. When entering, please pay attention to upper and lower case letters. When copying the link from the email, make sure you don't accidentally copy a space along with it.

You can only complete the survey once. Once you have done that you cannot complete it again.

If the link still doesn't work, you can also log in another way:

Visit [risicobereidheidsonderzoek.nl](https://risicobereidheidsonderzoek.nl). You will then see a login screen. There, enter <login code pension fund> (that's the letters/numbers preceding the eight-digit number in the link). You will then be asked: What is your personal code? Here, you enter the eight digits at the end of the link that you received in the email. You can now answer the questions.

### **The survey has crashed / the charts do not load / I get a white screen**

The survey can crash if you use Internet Explorer. Explorer is less often used these days and is now no longer supported by Microsoft. Microsoft is also advising users to switch from Internet Explorer to Microsoft Edge. Use another browser for the survey, such as Google Chrome, Safari, or Microsoft Edge.

### **I am using the right browser (Google Chrome, Safari, or Microsoft Edge) but it still doesn't work**

This is usually due to special settings (cookies, firewall, add ons, caps lock, explorer, etc) on individual computers.

If you continue to have problems, it is often easiest to use a different computer, as this will have different settings. It will work in almost all cases.

### **I exited the survey briefly and now have to answer all the questions again**

Please complete the survey in one session. If you exit briefly, the answers will not be saved. The answers will only be saved at the end of the questionnaire.