

IGP[®]

International group program

network news

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★ SEASON'S ★

Greetings

&

HAPPY NEW YEAR



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We are IGP, where all the good people go

By Marco Giacomelli

Dear Partners,

I am writing this introduction on an airplane to Boston, where I will spend most of the week with IGP's Americas team.

Less than a year ago, this scenario was still not in the plans for many of us, and as we are gradually emerging from the Covid pandemic, I can savour again the joys and pains of international travelling.

The Covid emergency however is still with us, many countries are adapting to a new normal which has been affecting the way we live, love and work. As one of the largest and most widespread employee benefits networks, we are now dealing with the surge in medical, life and disability claims to impact our business since the onset of the pandemic.

These challenging times are compounded by the dramatic events of the armed conflict in Ukraine and a looming recession. Amidst such an unprecedented combination of a pandemic event, political instability, and economic volatility, the IGP Network nevertheless remains a beacon of financial solidity, dedication, quality service and innovation.

2022 has been a pivotal year at IGP, which has seen the launch of several strategic initiatives which will transform the way we do business, evolve our business model, and elevate our value proposition.

- Early in the year, we launched the [IGP Centre of Expertise for Reinsurance to Captive and Global Underwriting Programs](#) – quite a mouthful here! – but certainly the substance far outweighs the form: a specialized team with multi-disciplinary skills, focusing exclusively on these two growing segments of our market.

The IGP Centre of Expertise is a first in our industry, and its resonance among all market stakeholders has contributed to firmly place IGP as a preferred provider and synonymous with superior service standards for our mutual clients and brokers.

- On September 1st, IGP celebrated a significant milestone: the launch of [PRISM](#), our bespoke, cloud-based, end-2-end operating platform. PRISM is the engine that underpins all IGP's operating processes, from data ingestion to multinational program reports production, to portfolio management information and reinsurance and financial settlements.

PRISM is the most transformative initiative executed by IGP in the last 15 years, and it will deeply impact the way we work and relate with our clients, Network Partners and intermediaries. A quantum leap more than a step forward on IGP's digital roadmap, PRISM will enable faster and more reliable data transfer and consolidation from our Network Partners, automated production of pooling, global underwriting and captive reports, and seamless integration with our financial stakeholders.

- As we are approaching the end of the year, we are also proud to announce another great achievement: IGP's [Medical Claims Digital Dashboard](#) is going live! The Medical Claims Digital Dashboard is a sophisticated, interactive reporting tool that will allow our clients to monitor their medical claims for each country they are present in with exceptional granularity, providing a breakdown by ICD-10 diagnostic category and subcategories and benefit class (inpatient, outpatient, and additional services such as dental and vision).

We placed particular care to ensure that the IGP Dashboard is fully compliant with all local and international data privacy and protection requirements. As much as the dashboard is a comprehensive and accurate analytics application, we designed it to be extremely user-friendly, in order to provide actionable data to support our client's need for evidence-based decision making.

We are proud of these initiatives as they are a testimony of IGP's strategy of building innovation on solid foundations. And, talking about foundations, one of the defining principles of IGP's business model, and certainly the primary factor behind our commercial success, is our exceptional network of worldwide insurance partners.

IGP's Network Partners are independent leading insurers in their country, with whom we have built a relationship that spans over five decades, and our bond of trust, cooperation, operational agility, and flexibility has been refined over the years to pursue our common mission: to be the preferred provider of coordinated employee benefits solutions for any multinational corporation.

Our ever-growing network of insurance partners, which today spans about 80 countries and territories, requires dedication, focus and leadership, and that is why we have established a global Network Partner coordination function, introducing a new governance model to oversee every aspect of our relationship with each Network Partner.

I sincerely hope you will enjoy this issue of our Network News and wish to thank you for your continuing trust in IGP.

Every day, in all regions served by IGP, our global team of employee benefits specialists work with professionalism, passion and humanity.

Up here, at 30,000 ft, Jack Johnson's gentle guitar and soothing voice is echoing in my ears, *Where All The Good People Go*.

We are IGP, where all the good people go.

I wish you and your loved ones a healthy, prosperous and happy 2023!



Marco Giacomelli
Head of the IGP Network



Precision Medicine

An employee benefit at the forefront of medical advances in cancer treatment



Cancer is a lifechanging event both for employees as well as for their families, and with cases on the rise, the impact of cancer on organizations is substantially increasing.

According to the World Health Organization, cancer is a leading cause of death worldwide, accounting for nearly 10 million deaths in 2020, or nearly one in six deaths.¹ In 2020, almost 20 million people developed cancer, and it is projected that by 2040, there will be over 30 million new cases worldwide.²

Detecting and treating cancer at the earliest possible stage drastically improves the prognosis; however, treatment is not always readily available. Even before the COVID-19 pandemic, demand has long exceeded supply, particularly in national healthcare systems, such as in the UK, with the number of patients on cancer pathways steadily increasing and cancer waiting time targets consistently missed.³

The COVID-19 pandemic has dramatically magnified this situation, resulting in significant delays in screenings, diagnosis, and timely access to treatment. Research by Jama Oncology in July 2022, showed that there was a global drop of -46.7%, -44.9%, and -51.8% for breast, colorectal, and cervical cancer screenings between January and October 2020⁴, resulting in a considerable increase in later-stage diagnosis. Early findings from a study at Moores Cancer Center in La Jolla, California, has shown there has been over a 400% increase in stage IV breast cancer, and a 290% increase in stage IV colon cancer for example.⁵

Delays in diagnosis and access to treatment can mean early-stage tumors progressing from curable to incurable disease. Research published in the BMJ suggests that people whose treatment for cancer is delayed by even one month, have in many cases a 6 to 13% higher risk of dying – a risk that keeps rising the longer their treatment does not begin.⁶

Two years on, healthcare systems around the world are still struggling to cope with the backlog of cancer cases and the logistical and financial burden of providing quality cancer care. Meanwhile, innovation in cancer treatments has continued apace with unprecedented developments over the last five years. Precision medicine and personalized therapies have dramatically improved the prognosis of patients with certain cancers, and new treatments, such as CAR-T cell therapy, have been life-changing. However, the value of this innovation is only realized when patients have access to these new treatments. In the EU, it takes on average 545 days for a new medicine approved by the European Medicines Agency to be made available to patients⁷ and, again, this has only worsened due to COVID-19 and existing pressures on healthcare systems.

Even in the most developed countries, availability and accessibility to the right cancer treatment is an ongoing and ever-increasing issue. Add in other barriers such as geography, socioeconomic factors and a lack of medical knowledge or understanding to the healthcare equation, and it makes for a very complex landscape to navigate.

Products and services developed by organizations like Further, the IGP strategic partner for international medical insurance, play a key role in simplifying these complexities, breaking down these barriers and putting the patient at the center of their treatment, enabling them to make informed decisions and access the highest levels of care given the patient's specific circumstances.

We spoke to Sylwia Biszczuk, (MRes Cancer Biology & Medical Network Manager) at Further Group, about the growing role of precision medicine in cancer treatment and Further's new precision medicine solution.

What is precision medicine?

"Precision medicine is the cornerstone of a new era of precision oncology which moves away from a "one-size-fits-all" approach to cancer treatment. By analyzing the genomic make-up of each individual's cancer, treatments can be personalized to target specific genetic mutations, resulting in more cost-effective treatments, faster recovery and ultimately a better quality of life for the patient.

Precision medicine uses the most advanced molecular profiling tests, such as Next Generation Sequencing, that screens for a wide range of cancer biomarkers all at once. This 360-degree approach means that with just one test, oncologists can select the most appropriate cancer treatments and maximize the clinical benefits for patients."

How does Further's precision medicine solution work?

"Whilst some genetic testing for cancer may be available through national programs, the tests are typically deployed at a late stage in the cancer pathway when standard treatments have failed. This trial-and-error approach means patients are undergoing unnecessary and aggressive treatments with no clinical benefit and, in some cases, with serious adverse effects.

Further's mission is to get patients onto the right treatment pathway as early as possible by simplifying access to the latest medical advances in the treatment of serious illnesses, particularly cancer.

Further's new Precision CancerCare™ product helps make this a reality by providing navigation and support, from diagnosis through to personalized treatment, to ensure timely access to effective cancer care, including:

- Personalized treatment plans which offer a better chance of faster recovery and improved quality of life, by:
 - Identifying the targeted therapies and treatment options that match the patient's tumor profile;
 - Understanding the ineffectiveness, or even toxicity, of standard chemotherapy treatment;
 - Enabling more precise cancer diagnoses and prognoses.
- Optimization of resources by reducing unnecessary treatments:
 - Molecular profiling reveals early indications of treatment resistance and spares "non responders" from a treatment with no therapeutic benefit.
- Access to relevant oncology clinical trials which can deliver the latest experimental treatments for a particular cancer, and support with enrolment and travel arrangements.
- Where a hereditary mutation is detected, family members of the patient can choose to be tested for the presence of the mutation so that appropriate genetic counseling can be provided. (Family testing is optional and confidential.)



- Through Further's Precision CancerCare+™ solution, if the best recommended treatment is not available locally, or the patient wishes to seek treatment in a center of excellence abroad, Further will arrange end-to-end treatment overseas in world-leading cancer facilities and will take care of all travel arrangements and costs."

Precision Medicine and Employee Benefits

Innovation is evolving healthcare benefits and precision medicine is beginning to emerge as a true game-changer for organizations, the health of their people and their bottom line. Cancer is increasingly becoming a priority for employers due to a higher prevalence of the disease, and it is now topping the list of conditions driving healthcare costs.

At the same time, organizations are looking at their benefits plans through a Diversity, Equity & Inclusion (DE&I) lens to ensure health inclusivity and equity, offering benefits that are accessible and valuable to employees across different population groups and geographies.

Further's Business Development Manager - Corporate Solutions, Rose O'Donovan, tells us how many organizations are increasingly looking to broaden equitable employee access to innovative cancer treatments and include this niche offering as part of their employee health benefits package.

How can precision medicine benefit employees and organizations?

"Precision medicine offers the opportunity to optimize resources, financially by avoiding potentially

unnecessary treatment lines, as well as improving the quality of life of those employees with cancer and contributing to faster return to work.

This is only possible by bridging the gap between the scientific advances and clinical practice, by integrating employees' genomic data into routine clinical decision-making for more individualized, assertive treatment pathways.

Through better cancer diagnosis and targeted therapies, treatments with a low chance of success, high toxicities, and adverse effects are avoided.

It can also benefit the employee's family, by identifying specific hereditary mutations that may be passed down to family members and facilitate early detection of cancer.⁸

More employers are looking to level the playing field and offer equitable benefits. Giving your employees access to precision medicine removes geographical and eligibility barriers by providing access to a service that may otherwise be unavailable to them."

What makes Further's employee benefits offering unique?

"At Further, we specialize in the development of affordable, innovative health insurance products and service solutions that provide access to the very best international medical expertise, as well as making sure that support is there every step of the way. We simplify an otherwise complex care journey by providing patients with guidance and taking away the administrative burden, so they can focus on what matters most: their health.

Watch this short video to learn more about Precision CancerCare+™ from Further:



Sources:

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2. International Agency for Research on Cancer, Estimated number of new cases from 2020 to 2040, Both sexes, age [0-85+] (https://gco.iarc.fr/tomorrow/en/dataviz/isotype?type=0&single_unit=500000)
3. Cancer Research UK, Performance measures across the cancer pathway: Key Stats, January 2022 (https://www.cancerresearchuk.org/sites/default/files/cancerpathwaykeystats_jan22.pdf)
4. Jama Oncology, Global Association of COVID-19 Pandemic Measures With Cancer Screening, July 7 2022 (<https://jamanetwork.com/journals/jamaoncology/fullarticle/2794149>)
5. Medscape, Increase in Late-Stage Cancer Diagnoses After Pandemic, February 15 2022 (<https://www.medscape.com/viewarticle/968495>)
6. BMJ, Every month delayed in cancer treatment can raise risk of death by around 10%, November 4 2020 (<https://www.bmj.com/company/newsroom/every-month-delayed-in-cancer-treatment-can-raise-risk-of-death-by-around-10/>)
7. EFPIA Patients W.A.I.T. Indicator 2021 Survey, July 2022, page 14 (https://www.efpia.eu/media/676539/efpia-patient-wait-indicator_update-july-2022_final.pdf)
8. All testing is optional and confidential.

If you would like more information about international medical insurance or precision medicine, please contact your IGP Account Manager or:

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Because life matters most.

further



Network Partner News: Cambodia

Sovannaphum Life Assurance: "Here for You, Here for Cambodia" and Update on the New Social Security Old-Age Pension

Sovannaphum Life Assurance understands the challenges Cambodia faces as it transitions to a middle class country and is prepared to assist by offering products and services that help Cambodians protect themselves and the families who depend on them for financial support.

In July 2022, the Khmer Times reported that the insurance industry in Cambodia has grown about 20% annually for the last five years – despite the COVID-19 pandemic.¹

According to the World Bank, between 1998 to 2019, Cambodia's economy grew at an average annual rate of 7.7 percent, making it one of the world's fastest growing economies. And poverty rates declined by 1.6 percentage points a year from 2009-2019, mostly due to an increase in the number of wage earners. This is in large part a result of the increasing industrial sector and the decline of agriculture as a driver of Cambodia's GDP and employment.²

Cambodia has emerged as one of the fastest growing economies in ASEAN for almost a decade (pre-COVID), which has resulted in its fledgling insurance sector showing remarkable growth. According to the Insurance Association of Cambodia, the country's total gross premiums have increased at an average of 35% annually for the past five years.³

Having reached lower middle-income status in 2015, Cambodia set its sights on attaining upper middle-income status by 2030 and has an emerging middle class making considerable strides in improving its standard of living and quality of life.⁴

"There are also many young Cambodians with a higher education that are aware of the importance of insurance and the need for future financial planning to protect them and their families from unfortunate life events," said Sovannaphum Life CEO Kah Meng.⁵

Kah Meng, a veteran in the insurance industry, advised that Sovannaphum Life (SVL) is actively embracing digital technology to benefit its customers.

As part of its digital transformation strategy, SVL has launched the "U Smile System" – a proprietary digital submission platform designed to reduce the turnaround times for insurance policies and to align with market trends.

SVL is also maximizing its reach to Cambodia's younger generation via Facebook and other digital media platforms.

Due to its strong and reliable financial base, London-based Global Banking and Finance Review ranked SVL as the fastest-growing life insurance company in Cambodia for four consecutive years – 2018, 2019, 2020, and 2021.⁶

"Being in a people-centric business, the company believes in listening to its customers. SVL hopes to further strengthen its commitment to providing peace of mind and protecting family finances throughout Cambodia by reestablishing its "Here for you, Here for Cambodia" brand promise," said Kah Meng.

The purpose of employee benefits is to provide economic security to workers, which in turn, improves employee retention across the organization.

SVL develops products and services to fulfill the specific needs of Cambodian customers, including group benefits.

It currently offers two primary group products:

Group Life Insurance, which includes:

- Death Benefit
- Disability Insurance TPD Rider
- Hospital Daily Benefit Rider
- Critical Illness Cost Protection Rider

Group Life Accident Protection, which includes:

- Accident Death Benefit
- Dismemberment, or Loss of Eyesight, Hearing or Speech Benefit
- Total Permanent Disability Benefit (TPD) Caused by Accidents
- Medical Expense Benefit – can be added as a possible rider

All group coverages listed above can be included in an IGP International Account.



Social Security in Cambodia

The National Social Security Fund (NSSF) is a public institution established in 2007 to ensure the wellness and basic income security of private-sector workers in Cambodia. The NSSF registers members, collects contributions, manages NSSF finances, and implements and provides benefits to employees or beneficiaries.

Until recently, benefits covered by NSSF consisted of an **occupational risk scheme** that provides benefits in the event of work injury, commuting accidents and occupational diseases; and a **health care scheme** to provide preventive care, medical services and a daily allowance in case of medical treatment or other non-occupational accidents and maternity leave.

New NSSF Pension Scheme

In 2021, a new **private-sector pension plan** was launched, and effective October 1, 2022, enrollment was automatic for all employers and employees participating in the NSSF for health and accident coverage.

Details of the New NSSF Pension Scheme:

- All workers who are employed at private-sector firms are required to participate in the scheme, and employers had to register their employees within 30 days of the effective date.
- Employees younger than age 60 and not already covered on a mandatory basis can participate voluntarily.
- Although, employers pay 100% of premiums for the occupational accident and health care schemes, both employers and employees are required to pay 2% of covered monthly earnings/payroll up to a cap of KHR 1,200,000 for the pension scheme.

After five years, the total contribution will increase to 8% and then after ten years, to 10.75%. Then, after each 10-year period, the total contribution will increase by 2.75%.

- Covered employees will be able to pay additional contributions on a voluntary basis for a higher benefit.
- When an employee reaches the age of 60, the NSSF calculates their pension based on their last six months of salary. The employee's covered earnings and a predetermined benefit amount are used for the calculation.

- If an employee dies before the age of 60, his or her family will receive the pension for one year.
- To receive pension benefits, an employee must have registered with the NSSF, be at least 60 years of age and made contributions to the pension scheme for at least 12 months. If someone has not contributed for at least 12 months, they can receive an old-age allowance instead of the pension.
- There is a monthly disability pension for insured persons who have at least 5 years of contributions and are not able to work because of a disability. The minimum disability pension is 45 percent of the insured's covered earnings.

Typical Employee Benefits in Cambodia

- **Group Personal Accident**
 - Death
 - Permanent Disability
 - Dismemberment & Loss of Sight
 - Medical Expense
- **Group Hospitalization and Surgical Insurance**
 - Hospital Room & Board
 - Intensive Care Unit
 - Hospital Supplies & Service
 - Surgical Fees
 - Operating Theatre Fees
 - In-Hospital Physician Fees
 - Pre-Hospitalization Diagnostic Services
 - Pre-Hospitalization Specialist Fees
 - Follow-up Medical Treatment & Services
 - Emergency Accidental Outpatient Treatment
 - Government Hospital Daily Cash Allowance
- **Group Life Benefits**
 - Death
 - Permanent and Total Disability
 - Hospital Daily benefit
 - Group Critical Illnesses



- A survivor pension is available for eligible dependents of a deceased person who was an old-age or disability pensioner or had at least 5 years of contributions.

With strong support from both shareholders, plus the use of “customer centricity” to understand the behavior of Cambodian customers, SVL develops the right products and services to fulfill their specific needs.

Sovannaphum Life Assurance Plc: Your Best Choice

Sovannaphum Life Assurance Plc. (SVL) is a joint-venture company between Canadia Investment Holding PLC., the holding Company of Canadia Bank, and Muang Thai Life Assurance PCL. Sovannaphum Life Assurance Plc. was granted full license as a life insurance company by the Ministry of Economy and Finance on December 24, 2015, and started operations in 2016.

Sources:

¹ <https://www.khmertimeskh.com/501119574/cambodias-insurance-industry-grows-20-percent-annually-in-last-5-years/>

² <https://www.worldbank.org/en/country/cambodia>

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⁴ <https://www.khmertimeskh.com/501102959/cambodia-will-be-high-middle-income-country-by-2030-says-pm/>

⁵ <https://www.phnompenhpost.com/post-focus/sovannaphum-life-marking-five-successful-years-style>

⁶ <https://www.globalbankingandfinance.com/>

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Country News: Denmark

Data Intelligence Improves Customer Advisory Services

In the past few years, Denmark's largest pension company, PFA, has used data-driven algorithms and artificial intelligence to great effect when it comes to engaging customers in their pensions and strengthening the advisory services.

In recent years, PFA has supported customer advisory services, case processing and capacity management via an increased use of data-driven algorithms and artificial intelligence. In particular, there has been a targeted effort on developing digital self-service solutions that make it easy for customers to get an overview of their pensions and adapt their plan to their individual lives, desires and needs. This has resulted in a significant boost to customer engagement.

"We can see that our digital solutions are being well received by customers, and in the last year, we have had more than 3 million logins to our digital customer platform called My PFA, where customers have logged in to adjust their pensions to their life circumstances and needs. This is very encouraging considering that for a long time, pensions have been considered as a low-interest area," says Mads Kaagaard, Executive Vice President at PFA and responsible for Products & Development.

Effective Activation of Digital Recommendations

Mads Kaagaard specifies that PFA's innovative work with data intelligence has, among other things, formed the basis for an action centre on the digital customer platform My PFA (mitpfa.dk). Here, customers are met by green, yellow and red cards that indicate whether their plan matches PFA's recommendations or whether action needs to be taken. The recommended actions are also shown in order of priority so that it is quick and easy to get started.

It is all supported by a digital onboarding process with messages that engage customers and ensure that they submit the information that is needed in order for PFA to give them good recommendations.

While pension customers have received recommendations from their companies for a long time, according to Mads Kaagaard, the unique thing about PFA's solutions is that they are dynamic and individualized rather than generic.

"With the digital action centre and recommendations, we combine PFA's professional knowledge and experience with the information we have about the customers' life situations such as, for example, their financial, housing and family circumstances. If these change, the recommendations will also change - and so will what is shown and prioritized in the action centre. This empowers our customers to take action and, if necessary, adjust their pension to their individual needs. And if there are questions along the way, we are of course ready to answer their call or write a reply," says Mads Kaagaard.

Digitalization Results in New Needs for Advisory Services

Mads Kaagaard mentions that PFA's progress in the digital space has also resulted in changes to PFA's advisory organization so that it is better equipped to handle the new customer reality where self-service and personal advice are no longer seen as two separate things, but a natural extension of each other in a dynamic flow.

Data-Driven Health Initiatives

Besides the advisory services concerning pension matters, PFA also uses data-driven algorithms in its work with insurance and health. Here, for example, the approach has helped to identify customers where a proactive contact and assistance can help reduce the risk of long-term absence due to sickness.

Similarly, PFA has used data intelligence and machine learning for capacity management where some precise predictions have been made about how many claims and what type of claims customers may submit.

This has already saved PFA millions with respect to the purchasing agreements entered into with private hospitals.

"With the increased knowledge we have about customers, for PFA it is no longer about offering as many advisory services as possible, but rather about reaching out to those who have a need and where the advisory services can change the pension plan from being flagged red to being flagged green. We have made organisational changes to reflect this, so that we effectively use our data and knowledge as an engine for the proactive advisory services and then stand by to take over with personal advisory services when needed."

Sources:

¹ <https://www.fogb.dk/statistik/markedsandele-for-pensionselskaber/#:~:text=Markedsandele%20for%20de%20fem%20st%C3%B8rste%20pensionselskaber%20i%202021&text=Det%20st%C3%B8rste%20pensionselskab%20i%20Danmark,2021%20p%C3%A5%2016%20C5%20mia>

² 2021 Annual Report, page 9 (<https://viewer.ipaper.io/pfa/pfa-aarsrapport-2021/holding-2021/?page=8>)

PFA Pension: Denmark's Largest Customer-Owned Pension Company

- With approximately 1.35 million private customers, more than 6,000 corporate and organizational customers and a market share of 19.1% of gross payments, PFA is Denmark's largest commercial pension company.¹
- With close to DKK 650 billion under management², PFA is also the largest customer-owned pension company in Denmark. The size allows PFA to manage assets of customers in the best possible way. As a customer, the investments are handled by an internal investment team, planning the right strategy, conclude the best deals and keep the expenses at a minimum.
- PFA is an independent company with a business model which makes it possible for PFA to create more value to the customers. PFA was founded by the labour market parties in 1917 in order to create mobility in the Danish labour market and to ensure the people in Denmark the freedom to live the life that they want. Due to the fact that PFA was not established for the benefit of its owner's wealth, the greater part of the value created will be returned to the customers. This is the very core of PFA's business model.
- PFA Plus offers a complete pension solution with both savings and insurance cover in one package. A flexible investment concept, PFA Plus ensures that your employees can save their money at market interest rates, and that risk is gradually reduced as retirement age approaches.
- PFA's obligations for the customers reach beyond the financial aspect. Over the years, PFA has acquired solid experience and proficient competencies in the health area, and PFA make these available to the customers. PFA focuses on preventive measures and early intervention in the workplace.

Are you interested in discussing your employee benefits in Denmark?
Please contact your IGP Account Manager or:

PFA Pension
Mr. Martin Klinck Jacobsen
T: 39 17 56 35 - E: mkj@pfa.dk
<https://english.pfa.dk/business/>

PFA
More for you



Country News: Sweden

How Occupational Pensions Can Make a Sustainable Difference

SPP, the IGP Network Partner in Sweden, is part of Storebrand, the Norwegian Financial Services Group, which strives to make the world in general, and in particular the financial sector, more sustainable. Their commitment to promoting sustainable investments is internationally recognized. The Group believes it has a responsibility to manage their customers' savings and pensions in a way that contributes to sustainable development.

With the [Impact Agenda](#)¹, Manulife / IGP also focus on sustainability, whereby Manulife delivers measurable sustainability, DE&I (Diversity, Equity & Inclusion) and CSR (Corporate Social Responsibility) initiatives: we are building a better business, to better the world.

We take pride in the fact that many of the IGP Network Partners share the same view.

SPP developed the "Er Hållbarhetskartan" ("Your Sustainability Map") to monitor the sustainability (social, environmental and governance factors) of a company's pension savings.

We spoke with Ms. Johanna Lundgren Gestlöf, Head of Sustainability at SPP:

"By increasing the interest for sustainable investments and the potential impact of shifting capital towards companies that contribute to improved sustainability in the world, SPP hopes that our Swedish B2B customers will set high sustainability requirements on how their occupational pension capital is invested. We believe it is important for businesses to obtain actual data on sustainability factors of their pension investments, to use it in documents such as the company's sustainability report, or to strengthen the brand and attractiveness of the employee benefit package.

When it comes to choosing an employer, today's young Swedes are more purpose-driven than any previous generation, and a company's sustainability efforts thus play an important role. An employer can use an affordable and sustainable occupational pension to attract and retain future talent."

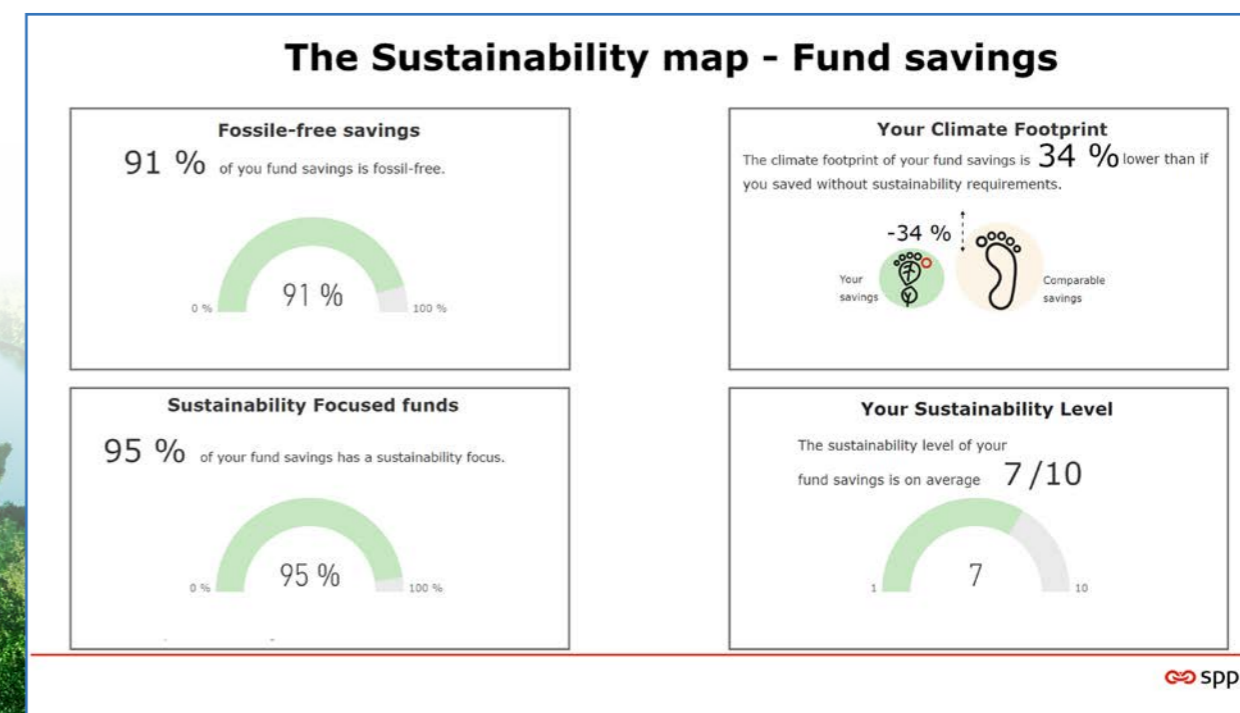
What is included in the "Sustainability Map"?

Previously, sustainability was often regarded as a niche concern, with only a few funds bearing the label "ethical" or "sustainable." If you want to invest in funds that incorporate sustainability issues such as the environment, social issues, and corporate governance into their investments, you now have a lot more options. However, it is more difficult than ever to understand exactly what is meant by a sustainable fund. This is where the sustainability map can help.

Mr. Daniel Kvist, the IGP contact person at SPP, explains the "sustainability map" in more detail. The "Sustainability Map" allows companies and employees to see sustainability data for their savings in four key areas:

1. Fossil-free savings: What proportion of the occupational pension is invested in fossil-free funds.
2. The Employees carbon footprint with regard to the funds chosen: How the funds compare to their indices in terms of carbon footprint, i.e. how much lower the carbon footprint is than a comparable fund selection without sustainability requirements.
3. Sustainability-focused funds: This shows how much of the employee's total pension savings are in funds in the two most sustainability-focused categories according to the EU's Sustainable Finance Disclosures Regulation (SFDR)².
4. The sustainability level of the funds: This shows the sustainability rating of the total pension savings according to SPP's own rating based on environmental, social and governance factors.

The following dashboard provides an example of what is shown to the Employer and Employee:



SPP's "Sustainability Map" was launched in 2021 and it continues to evolve. The next step is to add more parameters to get a better picture of how the capital is invested also in relation to how much the companies contribute to e.g., sustainable cities, the circular economy, equal opportunities for people across the globe or the development of renewable energy, etc.

“ Many employees today are value-driven, and sustainability can pave the way to increased interest in the otherwise often undervalued occupational pension.

Sustainability Map Increases the Attractiveness of the Occupational Pension

Every day, Swedish employers contribute SEK 600 million³ to occupational pensions – a salary benefit that many people take for granted. It is a large personnel cost for companies, but at the same time, it is considered a low interest product, something most people rarely think about. According to a survey conducted by SIFO (Swedish Institute for Opinion Surveys) on behalf of Swedbank in November 2020⁴, one in every three people over the age of 55 wishes they had started saving earlier or saved more for retirement .

Sources:

1. <https://www.manulife.com/en/about/sustainability/impact-agenda.html>
2. https://finance.ec.europa.eu/sustainable-finance/disclosures/sustainability-related-disclosure-financial-services-sector_en
3. Pensions Myndigheten, "552 miljarder till pensionsspararnas konton", December 2, 2020 (<https://www.pensionsmyndigheten.se/nyheter-och-press/pressrum/552-miljarder-til-pensionsspararnas-konton>)
4. Boosting pension through sustainability data (<https://www.positiongreen.com/insights/guest-post/boosting-pension-through-sustainability-data/>)

Are you interested in discussing your employee benefits in Sweden?
Please contact your IGP Account Manager or:

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Employees, especially younger ones, find it difficult to become involved in their retirement. However, knowledge of the pension increases power over the future and makes the large resources that the employer spends on the occupational pension more visible.

Employers can use SPP's Sustainability Map to raise awareness of what an occupational pension actually contains and increase the attractiveness of the benefit the employer provides. The occupational pension is becoming an increasingly important part of the pension system and can help to accelerate the climate transition. Many employees today are value-driven, and sustainability can pave the way to increased interest in the otherwise often undervalued occupational pension.

Save the date!

2023 SEMINAR

IGP Global Employee Benefits Seminar SEPTEMBER 12-14, 2023 | TORONTO, CANADA

Join #2023igpseminar for three days of best practice cases, panel discussions, country sessions & networking to help you implement new employee benefits strategies or initiatives in your own organization – both globally and locally.

For more information, please contact Elaine Paradiso (eparadiso@jhancock.com)

Country News: UK

AXA Health Introduces Neurodiversity Assessment and Support Service

1 in 7

The estimated number of people in the UK who are neurodivergent, half of whom are undiagnosed.²

67%

of employers say that improving inclusivity is a priority.³

21%

of employers currently offer neurodiversity support.³

1 in 57

children in the UK are on the autistic spectrum.⁸

787%

increase in recorded autism diagnosis between 1998 and 2018.⁹

Neurodiversity refers to the different ways a person's brain functions, processes information or interacts with the world around them. It's often used as an umbrella term to describe alternative thinking styles such as autism and attention deficit hyperactivity disorder (ADHD), and specific learning differences like dyslexia.¹

These differences are as natural a variation within each of us as the color of their eyes. But the world around us has been designed with 'neurotypical' people in mind, which can make it difficult for neurodivergent people to thrive, both at home and at work.

Working with ProblemShared, a leading online mind-health provider, AXA Health has developed their brand-new Neurodiversity Assessment and Support service. When added to your medical scheme, this online service connects your employees and their eligible family members (seven years and older) to timely initial needs assessments and, where appropriate, assessment

and expert early guidance for:

- autism
- attention deficit hyperactivity disorder (ADHD)
- dyslexia
- dysgraphia
- dyscalculia

Supporting Your People's Strengths

With an increase in National Health Service (NHS) open referrals⁵, and waiting times for an assessment often long and stressful⁶, many people aren't getting the support they need to make the most of their strengths and better manage their challenges. Both at work and at home.

At work, neurodiverse talent can offer unique skills, including analytical thinking, complex problem solving, creativity, new perspectives, innovation and empathy. An assessment and diagnosis can give an employee the foundations they need to properly understand and manage their challenges, supporting them to reach their full potential. At home, a timely assessment can relieve stress and be the springboard to finding and accessing the right local support for a family member.

With 47% of employers planning to further support their neurodivergent employees within the next two years³, it's clear that businesses understand the need to better recognize, respect and support neurodiversity.

Expert Support from Neurodevelopmental Specialists

By adding AXA Health's Neurodiversity Assessment and Support service to your private healthcare scheme, you'll connect your employees and their eligible family members (seven years and over) with online access to ProblemShared's network of practitioners, which includes counsellors, nurses, occupational therapists, speech and language therapists, psychologists and psychiatrists. They'll support individuals to understand, manage and plan ahead.

An initial 45-minute video consultation with an expert practitioner occurs to discuss and understand challenges, answer questions and map out a potential care plan. This and further assessments are managed over ProblemShared secure online platform. If your employee's initial needs assessment suggests they could have more than one challenge, they'll have an assessment for each. Feedback following the assessment is often provided the same day, with a comprehensive report sent out within four weeks. Where support is required outside of this service, they'll be guided back to AXA Health for assistance.

"The power of digital technology to conduct remote neurodevelopmental assessments has enabled more families than ever to access a service from the comfort of their home."

Ellie Greenhow,
Neurodevelopmental Clinical Lead/
Occupational Therapist, ProblemShared

Support Beyond Assessment

When it's needed, early guidance and support may be recommended, including:

Group sessions for ADHD and autism

These sessions for newly diagnosed individuals and their families explore what it means to be neurodivergent. Practitioners will talk about the unique strengths that people with these challenges can have, and discuss strategies for overcoming possible challenges.

Navigating educational support

Members, or their eligible family members, can be referred to ProblemShared's education navigator service if they've been diagnosed with ADHD, autism, dyslexia, dysgraphia or dyscalculia.¹ The team will research their school and/or local authority to find out what support is available, then share recommendations.⁷

Medication review for ADHD

People with ADHD can benefit from medication, which is where the ProblemShared prescribing clinicians are at hand to help. They'll work closely with your employee or their eligible family member to help them make an informed decision and find the best treatment plan. This is followed by review sessions to monitor their progress and amend dosage levels if necessary. Their NHS GP will be kept informed and, if a child aged seven or over is being cared for, their parent or guardian can be present at all appointments. This service covers medication reviews and support, but the employee will need to pay for any medication costs.



Questions You May Have

How effective are online assessments of this type?

Recent scientific research¹⁰ has found digital mental-health and neurodevelopmental services to be faster, more convenient and more personalized than in-person appointments for young people (7+) and their families. Remote digital technology means more people have access to neurodevelopmental assessments and interventions than ever before.

Do moratorium rules and outpatient limits apply?

AXA Health's Neurodiversity Assessment and Support service shall be administered alongside the rules of your scheme, where present those limits and rules shall apply. To aid you at renewal/set up, typical costs for the service are between £1,500 and £5,000 per person.

Does ProblemShared liaise with the employee's General Practitioner (GP)?

Yes. Your employee's NHS GP will most likely have made the referral (which is needed to use the service), so after providing initial support, ProblemShared will work with them under a shared care arrangement for ongoing management and prescriptions.¹¹ Alternatively, they can self-pay via ProblemShared to receive ongoing medication reviews.

When can this cover be added to my scheme?

You'll be able to add this service to your corporate healthcare scheme at renewal or, if you're new to AXA Health, from the date you start subject to the agreed loading on the premium.

About ProblemShared

ProblemShared is a clinician-led, CQC-regulated online mind-health provider, working with a community of expert practitioners to deliver online neurodevelopmental assessments and post-assessment care and support. ProblemShared is focused on digital innovation to help improve diagnosis and support for neurodivergent people.

Can my employees have a face-to-face appointment instead?

AXA Health's Neurodiversity Assessment and Support service is entirely online. An advantage of this is that it connects your teams and their eligible family members to the same experts, so everyone can receive the same high level of service, wherever they are in the UK.

If an employee or family member doesn't want to follow their recommended pathway, can they see a specialist of their own choosing?

Your employees are free to seek specialist support independently, but this would not be covered by AXA Health's Neurodiversity Assessment and Support service. This benefit only covers those described services offered by their selected provider.

Working with ProblemShared, AXA Health has become the first UK private healthcare provider to offer a benefit of this kind as a standard option to add to a corporate scheme (a loading will be applied). Simply ask for this benefit to be added to your renewal/new business quote from renewal.⁴

Sources:

¹ Dyslexia, dysgraphia and dyscalculia are also known as specific learning differences (SpLD). This refers to a difference or difficulty a person has with a particular aspect of learning that affects the way they understand and process information. Literacy, memory, coordination and the manipulation of letters and numbers can be affected, with varying degrees of severity or significance, and can appear across all ranges of ability.

² Aston University, Neurodiversity Guide, 2020.

³ REBA and AXA Health Employee Wellbeing Research Report, 2022.

⁴ The size of your employee and dependent populations will influence your claims experience. This opt-in benefit will be priced into your scheme and is available on Advance corporate health plans/schemes only.

⁵ Autism Statistics, April 2021 to March 2022, NHS Digital.

⁶ Autistic children wait up to five years for an NHS appointment, The Guardian, 2022.

⁷ They will provide information on the support available in your local area and how best to access it. This does not include supporting Educational Health Care Plan (EHCP) applications, further reports or attendance at meetings.

⁸ Newcastle University, Autism rates increase, 2021.

⁹ Time trends in autism diagnosis over 20 years: a UK population-based cohort study, National Library of Medicine, 2022.

¹⁰ JMIR Formative Research, published online, 17 Sept 2021.

¹¹ Some online GPs don't support ongoing prescriptions under a shared-care arrangement and prescriptions aren't typically covered by a company plan.

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If you would like to discuss including this service in your employee benefits plan in the UK, please contact your IGP Account Manager or:

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