OECD/INFE Technical Assistance Project for Financial Education in the
Constituency Program of the Ministry of Finance of the Netherlands

Webinar on Pensions and Financial Education in South East Europe
Sound Approaches and Practices

AGENDA

12 May 2022 | 10:00 -13:00 (CEST)

This meeting will be held via videoconference using Zoom.

Please register using this link

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10:00-10:10	**Opening Keynote**

Miles LARBEY, Deputy Head of the Consumer Finance, Insurance and Private Pensions Division, and Head of Financial Consumer Protection, OECD

Christian MEIJER, Head of the Money Wise Platform, Ministry of Finance, the Netherlands

10:10-10:45	**FINANCIAL AND DIGITAL LITERACY RELATED TO PENSIONS** **Evidence from the SEE Region**

Specific attitudes such as taking a long-term approach and specific knowledge such as compounded interests are key to ensuring people are prepared for retirement. The OECD report on Financial Literacy of Adults in South East Europe provides important insights into the financial knowledge, and the type of behaviour and attitudes displayed by people of different age groups in South East Europe. Other OECD research also shows that people in older age groups are often not as comfortable using digital financial services and that digital financial education methods may not be as effective for those close to or in retirement.

This session will discuss some of these findings to set the scene for the ensuing discussions on the need to focus on pensions in financial education initiatives.

Moderator - Alexandra BONTAS, Head of Financial Monitoring and Education, Department of Financial Communication and Education, Financial Services Authority, Romania

Speakers:

- **Kiril KOSSEV**, Financial Education Policy Analyst, Consumer Finance, Insurance and Private Pensions Division, OECD, will present data on the knowledge and attitudes that are important to ensure financial well-being in retirement of different age groups

- **Vlado GEORGIEV**, Head of institutional control sector, Agency for Supervision of Fully Funded Pension Insurance (MAPAS), North Macedonia, will discuss national evidence on the level of financial literacy of citizens related to pensions

- **Leonore RIITSALU**, Research Fellow in Behavioural Policy, Johan Skytte Institute of Political Studies, University of Tartu, Estonia, will share insights into the financial literacy of Estonian people close to retirement age and the effectiveness of initiatives to prompt people to consider different retirement options

10:45-11:20	**FINANCIAL EDUCATION TO SUPPORT DECISION-MAKING FOR RETIREMENT** **Ensuring people have the means to prepare for retirement**

People tend to consider pensions as complicated and to lack a proper understanding of how pension systems work. Both public and private pension arrangements also require people to make several decisions that can be challenging, such as when to retire and how to retire, whether and how much to save, and how to invest their retirement savings (OECD, 2016[1]).

This session will cover some of the specific financial education needs for retirement, and concrete examples of ways in which OECD and INFE countries have addressed these needs.

Moderator - Kaloyan SIMEONOV, Deputy Chair of the Working Group on Financial Literacy, Ministry of Finance of the Republic of Bulgaria

Speakers:

- **Chiara MONTICONE**, Financial Education Senior Policy Analyst, Consumer Finance, Insurance and Private Pensions Division, OECD, will present a framework to assess the needs of individuals to support their decisions related to retirement

- **Christian MEIJER**, Head of the Money Wise Platform, Ministry of Finance, the Netherlands, will share the Dutch experience with the Pension Days awareness campaign

- **Anja TKALCEVIC**, Directorate for Consumer Protection, Croatian Financial Services Supervisory Agency (HANFA), Croatia, will present the financial literacy programmes set up in Croatian schools to educate pupils about pensions

11:20-11:25	*Break*
11:25-12:10	**COMMUNICATING ABOUT PENSIONS** **The international perspective**

Communication is essential to raise awareness about the way the pension system works. It is also important in order to create buy-in for pension reforms, and to ensure people understand what their role is and how their decisions can affect their future retirement income and financial situation in retirement. Countries have used coordinated approaches among various stakeholders such as national pension communication campaigns to communicate about pensions (OECD, 2014[2]). They have also relied on various traditional and innovative ways to engage people about pensions (OECD, 2022[3]), (OECD, 2020[4]).

This session will provide concrete examples and lessons learnt from pension communication campaigns in various OECD countries.

Moderator – Aneta KRSTEVSKA, Chief Economist, National Bank of the Republic of North Macedonia

Speakers:

- **Elsa FAVRE-BARON**, Financial Education Policy Analyst, Consumer Finance, Insurance and Private Pensions Division, OECD, will present some important findings based on international experience of communicating about pensions and engaging with people throughout their work life about retirement savings

- **Pär AHRLING,** Head of External Communication, Swedish Pensions Agency, Sweden, will share insights on how to engage with people about their pensions in an effective way, via examples such as the Orange Envelope;

- **Alexandra BONTAS**, Head of Financial Monitoring and Education, Department of Financial Communication and Education, Financial Services Authority, Romania, will talk about pension communication initiatives implemented in Romania

- **Ivonne HERNÁNDEZ**, Social Communication Director, National Commission of the Retirement Savings System (CONSAR), Mexico, will tell the audience about the multi-

channel outreach programmes set up as part of Mexico's national pension communication campaign to reach out to people in various ways and at various moments of their life

12:10-12:45	**UNDERSTANDING HOW BEHAVIOURAL ELEMENTS AFFECT PENSION SAVINGS** **Theory, examples, and tools to use behavioural biases**

Behavioural biases "refer to the systematic, and most often unconscious, deviations from a strict economic model of rationality that many people exhibit in the face of (economic) decisions" (Lefevre and Chapman, 2017[5]). Specific behavioural biases affect how people consider, plan and prepare for retirement (OECD, 2018[6]). For example, present bias may lead people to ignore their long-term needs and focus on short-term financial well-being. It is important to raise awareness of these biases as the first step to addressing them, and to use various techniques to overcome them. Behavioural biases can also be used to increase the retirement readiness of individuals.

This session will cover some of the behavioural challenges linked to pensions and concrete examples of solutions to overcome these challenges.

Moderator - Lasha GZIRISHVILI, Head of Consumer Protection and Financial Education Department, National Bank of Georgia

Speakers:

– **Stéphanie PAYET**, Private Pension Policy Analyst, Consumer Finance, Insurance and Private Pensions Division, OECD, will give an overview of the main behavioural biases that can lead individuals to poorer outcomes in terms of pensions

– **Pawel BORYS**, Chief Executive Officer, Polish Development Fund (PFR), Poland, will present the Polish experience of introducing and implementing automatic enrolment to capital employee plans

– **Francisco PITTHAN**, PhD Researcher, Faculty of Economics and Business, KU Leuven, Belgium, will share insights from recent research on how behavioural-based financial education can help individuals with financial decisions linked to their pensions

12:45-13:00	**Concluding remarks**

This session will wrap up the event by identifying any specific needs related to financial education and pensions in the context of the SEE technical assistance project. Attendees will be encouraged to provide feedback on their country experience and challenges. Based on discussions and feedback during sessions, participants will identify potential next steps that could be further developed and implemented in their future financial education initiatives.

Moderator - Elena MITEVA, SEE Technical Assistance Project Coordinator, Consumer Finance, Insurance and Private Pensions Division, OECD

References

Lefevre, A. and M. Chapman (2017), "Behavioural economics and financial consumer protection"*, OECD Working Papers on Finance, Insurance and Private Pensions*, No. 42, OECD Publishing, Paris, https://dx.doi.org/10.1787/0c8685b2-en.   [5]

OECD (2022), *OECD Reviews of Pension Systems: Slovenia*, OECD Reviews of Pension Systems, OECD Publishing, Paris, https://dx.doi.org/10.1787/f629a09a-en.   [3]

OECD (2020), "Communicating on investment strategies", in *OECD Pensions Outlook 2020*, OECD Publishing, Paris, https://doi.org/10.1787/b1e52a63-en.   [4]

OECD (2018), "Improving retirement incomes considering behavioural biases and limited financial knowledge", in *OECD Pensions Outlook 2018*, OECD Publishing, Paris, https://dx.doi.org/10.1787/pens_outlook-2018-8-en.   [6]

OECD (2016), "The role of financial education in supporting decision-making for retirement", in *OECD Pensions Outlook 2016*, OECD Publishing, Paris, https://dx.doi.org/10.1787/pens_outlook-2016-8-en.   [1]

OECD (2014), "Pension communication: Pension statements and national campaigns", in *OECD Pensions Outlook 2014*, OECD Publishing, Paris, https://dx.doi.org/10.1787/pens_outlook-2014-8-en.   [2]