

## Caisse des Dépôts Pensions Division

- **Third-party management of pension schemes**
- **Manager of diverse schemes**
  - **basic, annuities-based: CNRACL...**
  - **supplementary points-based, pay as you go: IRCANTEC**
  - **additional points-based, fully funded: RAFP...**

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## The dynamics of information

- Law of 2003 → «Droit à l'information»
- Law of 2010 → New affiliates information
  - «Face to face interview from 45 years old»
- ➔ Transformation of isolated pension schemes to an integrated pension system
- opening to the «client»
- opening of individual retirement accounts
- opening up to partners: other schemes, public-sector employers

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## Opening to the client

- The old paradigm
  - pension granted by the grace of the King
- The classical republican paradigm
  - civil servant has a right to a pension
  - the administration:
    - interprets the rules
    - demands information
    - notifies pension rights after «liquidation»

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## Opening to the client

### ■ From the request for information...

- exceptional, unilateral
- no relationship, no client
- no specific procedure, no tools
- no skills

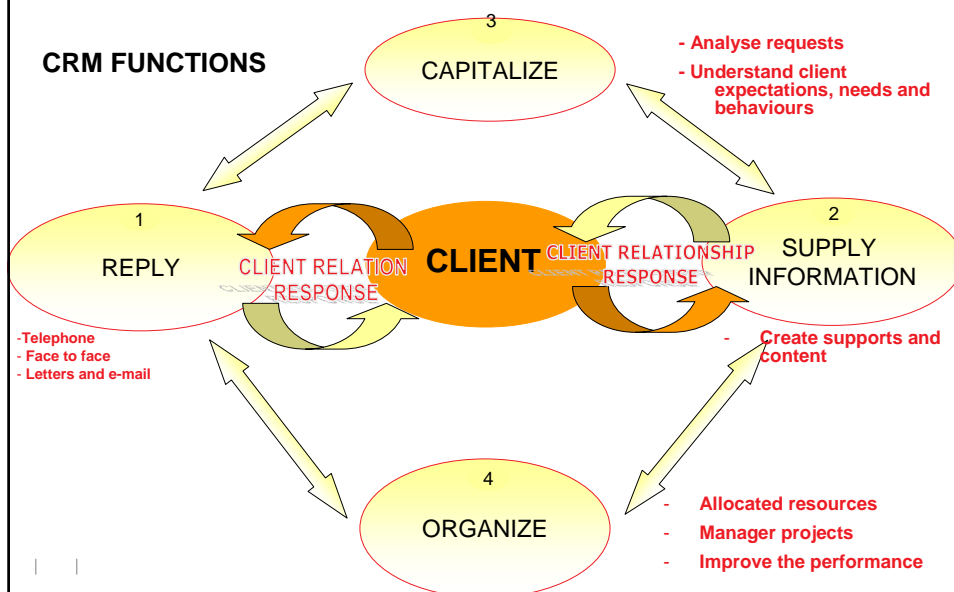
### ■ ... to client relations

- transformation of tools and organizations : call centres, internet
- legal obligations
- bringing in skills from the competitive world

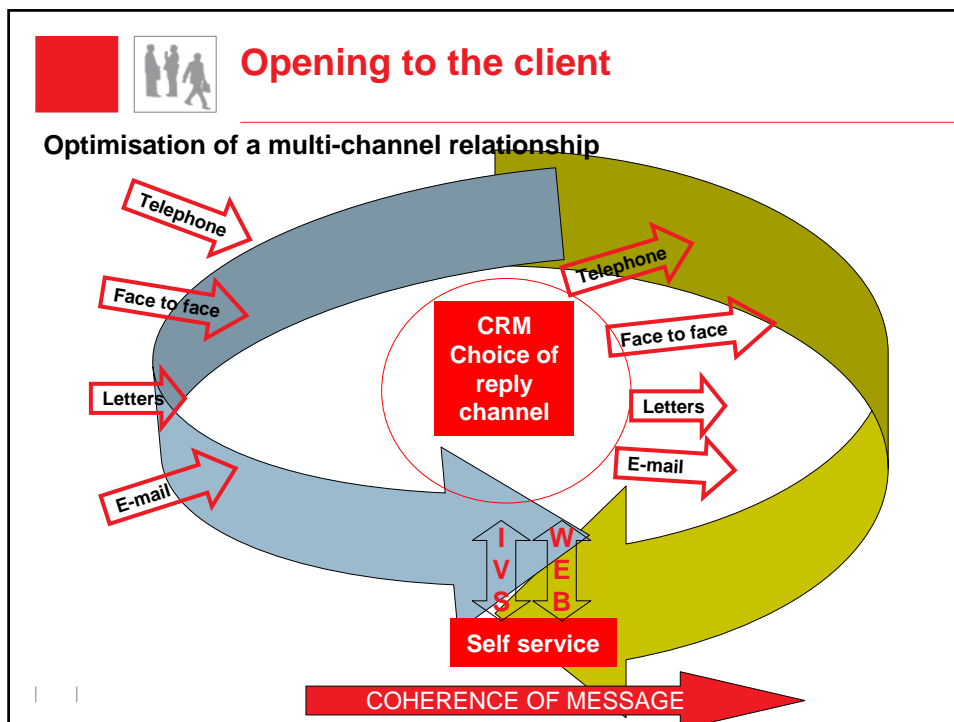
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## Opening to the client



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**Opening of individual retirement accounts (IRA)**

- **Not a technical problem**
  - Access is not an IT problem
  - Data collection of contributive rights is largely automated
    - Information is supplied by employers
    - Updating of IRA is normalized
    - Control of declarations can be optimized
- **Certain data remain a challenge**
  - Older data
  - Non contributory rights



## Opening up to partners

### ■ Rationalisation of relations between pension schemes

#### ➤ To an end of individual nomadic movements...

= transfers between public schemes

- \* implying a total recalculation of rights
- \* drastically limited by the law of 2010

#### ➤ ... development of collective nomadic movements

- \* civil service → public sector → private sector ;
- \* development of contractual relations between schemes to limit the number of multi-pensioners

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## Opening up to partners

### ■ Supply inter-scheme information to clients

#### ➤ actions underway

- \* major role of *GIP Info retraite* ;
- \* major role of industry norms,
- \* major role of information systems

#### ➤ some concrete actions

- \* CICAS ;
- \* relations with public-sector employers ;
- \* face to face meeting at 45 ?

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## ■ Conclusion

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