

Finansinspektionen's Regulatory Code

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Finansinspektionen's regulations regarding information about life insurance and occupational pensions;

FFFS 2011:35

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decided on 17 March 2011.

Finansinspektionen prescribes the following pursuant to Chapter 7, section 2 of the Insurance Business Ordinance (2011:257) and provides the following general guidelines.

Scope

Section 1 These regulations shall be applied by insurance undertakings when underwriting

1. life insurance, and
2. sickness and accident insurance as a supplement to life insurance.

These regulations also apply to

1. pension funds as referred to in section 9a of the Safeguarding of Pension Commitments, etc. Act (1967:531) (the Safeguarding Act), and
2. foreign institutions for occupational retirement provision as referred to in Chapter 1, section 5, point 3 of the Act (1998:293) on Undertakings of Foreign Insurers and Institutions for Occupational Retirement Provision in Sweden.

For pensions funds referred to in point 2 above, *Appendix 2* and sections 3 and 7, where appropriate, shall apply.

These regulations apply only where appropriate to occupational pension insurance, group insurance and insurance based on collective bargaining agreements.

Section 2 These regulations apply to information that an insurance undertaking shall provide to any third party invited to take out insurance and any party entitled to payment

1. before an insurance contract is concluded,
2. upon concluding a contract,
3. during the term of the contract and benefit payment period,
4. in conjunction with the renewal of a contract or a change in the policy conditions, and
5. if a policyholder requests a change in the insurance contract or transfer of insurance savings.

These regulations also apply to information regarding occupational pensions that shall be provided to parties entitled to benefit payment and parties entitled to information.

The information shall be provided to a policyholder who is a natural person and has a habitual residence in Sweden when the contract is concluded. If the policyholder is a legal person, the information shall be provided if the establishment to which the contract relates is situated in Sweden when the contract is concluded.

These regulations also cover the marketing of insurances in Sweden. The Marketing Practices Act (2008:486) also contains provisions that apply to information linked to such marketing.

Basic provisions for information are set out in the Insurance Contracts Act (2005:104). In Chapter 3, sections 3–4 of the Distance and Doorstep Sales Act (2005:59), additional provisions regarding information for distance contracts between a consumer and a business are set forth. Provisions in the Appropriate Laws for Some Insurance Contracts Act (1993:645) shall also be observed where applicable.

Definitions

Section 3 In these regulations the following definitions apply:

adaptation period: period of time that may lapse before the collective consolidation level shall be brought back to the level allowed by the undertaking's collective consolidation policy,

inheritance profit: value directed to other contracts upon the decease of an insured and is in proportion with respect to the age of the policyholder and the policies' size and formulation,

articles of association: articles of association of an insurance company or mutual insurance company and by-laws in an insurance association,

party entitled to payment: a policyholder, beneficiary and others, whose right to compensation is based on the contract,

transfer of insurance savings: transfer of the entire policy value directly to a contract with the same or another insurance undertaking, with the same person insured,

insurance undertaking: insurance companies limited by shares, mutual insurance companies or insurance associations,

guaranteed bonuses: bonuses that are guaranteed in nominal or real amounts via insurance contracts or a unilateral commitment from the insurance undertaking,

group contract: an agreement entered into with an insurance undertaking for an established group of persons and which specifies the terms and conditions for the group insurance contract,

group representative: the person who represents the group and receives and forwards the information referred to in these regulations,

group insurance: personal insurance that is underwritten pursuant to a group contract and applies on the condition that the insured or any other person with a special connection to the insured belongs to the group,

party entitled to information: an employee or survivor of an employee whose pension is safeguarded by a pension fund or a foreign institution for occupational retirement provision as referred to in Chapter 1, section 5, point 3 of the Act on Undertakings of Foreign Insurers and Institutions for Occupational Retirement Provisions in Sweden,

collective insurance: group insurance or insurance based on collective bargaining agreements,

insurance based on collective bargaining agreements: personal insurance that is

1. taken out by employers to give insurance cover to employees,
2. underwritten pursuant to a collective bargaining agreement between an employers' organisation or an individual employer and an employees' organisation that is specified in the policy conditions, and
3. underwritten by an insurance undertaking in accordance with the collective agreement,

consolidation fund: a fund in which insurance undertakings that are not entitled to distribute profits set aside amounts that may be used to cover losses or for other purposes according to the provisions of the articles of association,

consolidation interval: limits within which collective consolidation levels are permitted to vary according to the insurance undertaking's collective consolidation policy,

pension foundation: a pension foundation as referred to in section 9a of the Safeguarding Act,

pension supplement method: a method of calculating a pension contract's current value by taking into consideration periodic decisions made concerning amendments to pension supplements in addition to guaranteed pension,

preliminary distributed (allocated) bonus: profit distributed to contracts or policyholders which constitutes the insurance undertaking's risk capital and is determined on a calculation of the contract's current value using the retrospective reserve method or the pension supplement method,

retrospective reserve method: a method of calculating an insurance contract's current value by taking into consideration what has occurred since the latest calculation period (e.g. premium payments, disbursements, yield, risk costs, inheritance profit, and operating expenses of various types) where the calculations are based upon actual experience but may involve certain smoothing (e.g. of yield and risk costs),

occupational pension insurance: such insurance as referred to in Chapter 1, section 8 of the Insurance Business Act (2010:2043),

conditional bonus: an agreed or unilaterally guaranteed bonus which is conditional upon changes in value and yield on assets or upon a certain technical result in respect of which the policyholders or other parties entitled to payment bear the risk,

surrender: disbursement to the policyholder before the end of the agreed insurance term of an amount that corresponds totally or partially to the value of the insurance,

surrender amount: the amount that is calculated in accordance with the rules for surrender in the insurance contract and principles in current actuarial guidelines and bases for calculation, and

right of amendment: a right set out in the agreement for policyholders to amend the insurance, e.g. at predetermined times or in the event of changes in their family composition.

Information in general

Section 4 The information shall, in a clear and accurate manner, provide an adequate explanation of the policy conditions and value development. It shall be adapted to the type of insurance and the recipient to whom the information is directed. If the information is provided in the policy conditions, it shall be clearly presented.

Section 5 As regards the provision of information to parties entitled to payment other than the policyholder, or any third party invited to take out insurance, information shall be provided to the extent such is possible and with regard to what the recipient may be deemed to require.

Section 6 Information about occupational pension insurance and collective personal insurance may be provided through the employer. If such is the case, the insurance undertaking still carries ultimate responsibility for parties entitled to payment receiving the information from the employer and for ensuring that the information is formulated in accordance with these regulations.

Information prior to entering into an insurance contract

Section 7 Information from insurance undertakings shall contain the information set forth in *Appendix 1*.

Pension funds as referred to in section 9a of the Safeguarding Act shall structure the information in accordance with *Appendix 2*.

Information about opportunities for review

Section 8 When an insurance undertaking informs the policyholder that it is possible to have a decision reviewed by a third party in accordance with Chapter 10, section 8 of the Insurance Business Act (2005:104), information shall also be provided that any legal expenses insurance policy with another insurance undertaking in the same group may also apply during a dispute with the first-mentioned insurance undertaking.

1. These regulations shall enter into force on 1 May 2011, whereupon Finansinspektionen's regulations (FFFS 2003:7) regarding information for life insurance and occupational pensions shall be repealed.

2. With regard to mutual benefit societies that pursuant to section 7 of the Act (2010:2044) on the Implementation of the Insurance Business Act (2010:2043) may continue to conduct business or are in liquidation, Finansinspektionen's regulations (FFFS 2003:7) regarding information for life insurance and occupational pensions shall apply.

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Appendix 1

Information for policyholders and parties entitled to payment

A. Information before insurance is underwritten or insurance savings are transferred

The insurance undertaking shall provide the following information before an insurance is underwritten.

The insurance undertaking

The following information shall be provided concerning the insurance undertaking:

1. The insurance undertaking's name and legal form.

Where the insurance is marketed or brokered by a party other than the insurance undertaking, the insurance undertaking shall, where possible, ensure that information is provided concerning the identity of the insurer. This information shall be clearly formulated and placed in a prominent location.

2. The full address of the head office and, where applicable, the full address of the agency or the branch underwriting the insurance.

The insurance contract

The following information shall be provided concerning the insurance contract:

3. The scope of the insurance cover and the benefits and rights of amendment pursuant to the contract. Limitations to the insurance cover shall be clearly stated.

4. The commitment which may follow from the insurance contract for the policyholder.

Information shall be provided concerning whether and to what extent the insurance may be surrendered or the insurance savings transferred. Where such possibility exists, information shall be provided concerning the terms and conditions thereof.

Information in accordance with point 18, where appropriate, shall also be provided in conjunction with the concluding of the contract.

5. If there is a possibility that the value of the insurance is significantly reduced or set to zero, e.g. in the event of death or expiration of the insurance term.

6. The term of the contract shall be specified.

It shall be clarified whether the contract permits the policyholder to amend the date of payment or the length of the payment period and the amount of any fees which may be charged in conjunction with such amendments. It shall be specified that the information relates to current fees and that the size of the fees may be amended in the future.

The information shall specify in what respects, and under which circumstances, the terms and conditions of the contract may be amended by the insurance undertaking during the term of insurance. This applies, for example, to fees and charges. It shall also be stated whether the contract is for a fixed term and thereafter subject to renewal and if the insurance undertaking at the end of the term has the right to amend the contract or choose not to renew it.

7. The policyholder's right to terminate the insurance contract pursuant to the Insurance Contracts Act (2005:104) shall be specified.

The information shall contain, in part, the formal pre-conditions in order to invoke the right of termination and, in part, the procedure to be employed by the policyholder to exercise the right of termination.

8. The consequences which may be applicable if the policyholder provides erroneous or incomplete information or fails to pay premiums.

9. In the event that Swedish law does not apply, the other country's law applicable to the contract shall be specified. Where the parties are free to choose the applicable law, the law that the insurance undertaking proposes to choose shall be specified.

10. The main features of the tax rules which apply to the relevant types of insurance.

Premiums

The following information shall be provided concerning premiums:

11. The terms and conditions which apply to premium payments and calculation of premiums.

The information shall state the principles governing the calculation of premiums or determination of the relation between premiums and benefits and clarify to what extent the contract permits the premium calculation to be changed during the term of the insurance.

12. The principles concerning the manner in which the insurance undertaking's operating expenses and risk costs shall be covered.

For example, if a contract is charged with acquisition costs in conjunction with payment of additional premiums, information shall be provided with respect thereto. Information shall be provided concerning how much of the premium amounts applies to the main benefit and, where applicable, to supplementary benefits. If the benefit does not affect the calculation of the premium, information shall be provided about how the benefit affects the value of the insurance, e.g. through the insurance not participating in inheritance profit. Where the information is based upon assumptions which entail that the actual charges are unknown, such shall be specified. It shall also be specified that increased charges affect the value of the insurance.

In addition, it shall be specified whether the calculation of the premium includes limits for charges of operating expenses and risk costs.

Distribution of profits

In conjunction with marketing and all other information concerning the customer's share of profits directed to the policyholder or anyone invited to take out insurance, the composition of the profit share shall be expressly stated. Guaranteed bonuses shall be clearly distinguished from conditional bonuses and shares in profit.

The following information shall be provided concerning the distribution of profits:

13. The insurance undertaking's rules concerning the coverage of losses and, where applicable, payment of dividends.

Information shall be provided concerning the rights of the policyholder and other parties entitled to payment to profits stated in the insurance terms and conditions and the articles of association's provisions and to what extent profits may be used to cover losses. It shall be clearly stated to what extent a general meeting may decide upon the distribution of profits and to what extent the articles of association may be amended as regards the right to receive future profits.

Insurance undertakings that are not entitled to pay dividends shall provide information about provisions in the articles of association concerning use of the consolidation fund.

14. The right to bonuses and the extent to which such is guaranteed or conditional, and the meaning thereof.

As regards conditional bonuses, information shall be provided concerning the factors or conditions upon which the future bonus amount is dependent. In addition, information shall be provided concerning the terms and conditions for distribution of bonuses between the parties entitled to payment. Information shall also be provided concerning the principles applied to the calculation of bonus payments during the payment period.

In the event information is provided concerning shares in profits which do not constitute a guaranteed or conditional bonus, it shall be clearly stated that the funds constitute the insurance undertaking's risk capital and the meaning thereof.

The aforesaid shall not apply to life insurance only applicable upon death and underwritten for a period of not more than five years, or for a premium calculated and determined for not more than five years at a time. Nor shall the above apply to unit-linked insurance.

15. As regards insurance contracts with preliminary distributed (allocated) bonuses, the insurance undertaking shall provide information concerning its collective consolidation policy. The information shall include the insurance undertaking's consolidation interval, target level where such has been fixed by the insurance undertaking, adaptation period and other important information.

16. The following shall apply to insurance contracts with preliminary distributed (allocated) bonuses according to the retrospective reserve method.

The insurance undertaking shall, on the basis of its consolidation policy, describe the link between quoted consolidation levels, assessments of future returns on capital and the determination of the bonus interest rate and other relevant bonus parameters. In conjunction with this description, the manner in which the duration of the adaptation period affects the bonus interest rate shall be taken into account.

In addition, the insurance undertaking shall describe the effects of the collective consolidation level being outside the insurance undertaking's consolidation interval.

Information shall be provided concerning the manner in which actual variation of the asset classes over time may affect the consolidation and the bonus interest rate. Information shall also be provided concerning the manner in which changes to the collective consolidation may affect periodic payments, both in terms of increases and decreases.

17. The principles for determining the contract's value in conjunction with any surrender or transfer of the insurance savings, or when the insurance is reduced to a paid-up policy, shall be specified.

Information shall also be provided concerning the terms and conditions governing the manner in which the contract's value may otherwise be utilised.

Transfer of insurance savings

The following information shall be provided in conjunction with the transfer of insurance savings:

18. When the insurance capital is transferred from one insurance undertaking, the insurance undertaking *from* which the transfer occurs shall provide information stating that the previous insurance contract was terminated and the capital placed in a new insurance in accordance with a new contract.

Where applicable, the following information shall be provided by the insurance undertaking:

- information concerning possible attachment to a specific bonus group due to the fact that the insurance has been granted the right to transfer,
- what value will be transferred and any deduction for costs and value adjustments which may be made to existing insurance values,
- information concerning the fact that the committed insurance amount and the current risk cover including the waiver of premium contained in current insurance contracts may be changed,
- information concerning the fact that, in conjunction with unit-linked insurance, the possibility to choose the investment may be changed or terminated entirely;
- the date upon which the insurance undertaking's responsibility terminates, and
- anything else otherwise deemed to be important information.

19. When the insurance capital is transferred from an insurance undertaking, the undertaking *to* which the transfer occurs shall, where applicable, provide the following information:

- The insurance undertaking shall describe the classification of the contract's value and the consequences this may have on the right of priority. "Classification" means partitioning of the value taking into account the contract's guaranteed benefits and various forms of bonuses. No description is required where the entire value is deemed as a premium for a commitment.

– Anything else otherwise deemed to be important information shall be specified, in particular with respect to the transfer.

– All other applicable information shall be specified which, pursuant to these regulations, shall be provided before a new insurance contract is entered into. Exceptions may be made in cases where the transfer has been determined in connection with the conclusion of the contract with the transferor insurance undertaking.

Financial information concerning the insurance undertaking

The following financial information shall be provided concerning the insurance undertaking:

20. General information must be specified concerning the insurance undertaking's determined long-term investment objectives for all assets with separate reporting for the assets used to cover conditional bonuses, guaranteed bonuses and other insurance liabilities and for preliminary distributed (allocated) bonuses, stating the distribution of

- a) shares and participating interests,
- b) properties and mortgages,
- c) fixed-interest assets, and
- d) other investments.

Information shall be provided concerning the extent to which matching between assets and liabilities is applied to secure commitments.

Information shall be provided concerning the manner in which further information may be obtained about the insurance undertaking's total capital investment.

The aforesaid shall not apply to life insurances that only apply on death and that are underwritten for a period of not more than five years, or for a premium that is calculated and determined for not more than five years at a time. Nor shall the above apply to unit-linked insurance.

21. Information shall be provided concerning the manner in which further information may be obtained about the insurance undertaking's financial position, for example, through the most recent annual report.

Unit-linked insurance

The following information shall be provided concerning unit-linked insurance:

22. The investment fund(s) or the indices to which the benefits may be linked shall be specified.

23. How a change of fund takes place and the amount of fees charged in connection therewith shall be specified.

24. The fees charged by the insurance undertaking to cover any operating expenses and tax shall be specified, specifying the distribution in terms of

- a) deductions from the premium prior to purchase of units,
- b) any difference between the purchase and sale price of units, and

c) deductions from the fund's or units' value.

Information shall also be provided concerning the fact that further charges may be made for the fund management company's or a corresponding institution's management of the fund as well as the size of such management fees. However, the aforesaid only applies to investment funds that are managed by fund management companies belonging to the same group as the insurance undertaking as well as other investment funds that the insurance undertaking actively markets.

25. The investment funds' main investment focus shall be specified.

Information shall be provided about investment funds managed by fund management companies in the same group as the insurance undertaking and for other investment funds that the insurance undertaking actively markets.

The information shall contain a report of the various types of assets which may be included in the investment fund, for example shares, bonds, and liquid funds. It shall be specified whether the investment fund has a specific investment focus as regards a particular industry, geographical area, or in any other respect. The information may be provided by delivering the fund management company's information brochure.

Complaints handling

The following information shall be provided concerning the handling of complaints:

26. Information shall be provided concerning the manner in which complaints and disputes will be handled with regard to the insurance contract.

Information shall be provided about the insurance undertaking's procedures regarding contact with customers in complaint matters as set out in Finansinspektionen's general guidelines regarding the handling of consumer complaints in respect of financial services. Information shall also be provided about the possibility to have a decision reviewed by the insurer or by an industry board. In addition, information shall be provided about the possibility to have a dispute determined by the Swedish National Board for Consumer Complaints and by courts of general jurisdiction. Information shall also be provided about the possibility to obtain advice in another manner, for example through the Swedish Consumers Insurance Bureau.

B. Information during the insurance term but prior to payment

The insurance undertaking shall provide the following information during the term of the insurance contract up until payment.

Amendments

The following information shall be provided concerning amendments:

1. Information shall be specified in respect of every amendment to the insurance undertaking's name, legal form, address of the head office and, where applicable, the address of the agent or the branch which has entered into the agreement.

2. Information shall be specified as referred to in A 1-26 which is of major significance for the contract and is affected by a decided amendment to the insurance terms and conditions, legislation, or the insurance undertaking's policy regarding collective consolidation.

3. Deviations from existing policies regarding collective consolidation shall be specified in accordance with Finansinspektionen's regulations and general guidelines regarding actuarial guidelines and calculation documentation and guidance regarding collective consolidation that are available on Finansinspektionen's website. Consequences of deviation and the measures that the insurance undertaking intends to take by reason of the aforesaid shall also be specified.

"Deviation" means that the collective consolidation level at the end of two consecutive quarters is outside the consolidation interval pursuant to the insurance undertaking's policy.

Annual information

The insurance undertaking shall annually provide information concerning the following:

4. In the event the contract is affected by the following items, annual information shall be provided concerning:

- a) guaranteed and conditional bonuses, and
- b) the change in the insurance's value during the year (balance or pension capital, including guaranteed and conditional bonuses).

In the event values have been credited to the insurance in addition to the value which is a direct consequence of the provisions of the contract, it shall be clearly stated that the credit does not entail any commitment to any future credits. Shares in the consolidation fund are not credited as a bonus prior to a resolution thereon having been adopted by a general meeting. Where information is provided concerning such shares in the consolidation fund (preliminary distributed (allocated) bonus) that have not yet been credited to the insurance, it shall be clearly stated that the funds constitute the insurance undertaking's risk capital and the meaning thereof.

- c) Any amendments regarding the principles applied to the calculation of the amount payable as bonus during the payment period shall be specified.
- d) The amount of compensation which would have been payable on death as per the reporting date shall be specified, including the bonus, in order to allow the policyholder to assess his/her insurance cover.
- e) Where applicable, the actual amount of the costs which will be deducted from the value in conjunction with any surrender or transfer of savings shall be specified.
- f) The proportion of the premiums paid during the year that relate to supplementary benefits shall be specified. If there is no identifiable premium, information shall be provided concerning the fact that the benefit has affected the value of the insurance.
- g) Information concerning the amount of costs which have been charged to the insurance during the reported period shall be specified. The aforesaid also relates to costs for which a general deduction has been made from the bonus. In addition, other causes material to the change in the insurance's value shall be specified, such as:
 - yield which has been credited or added to the insurance during the year,
 - tax which has been levied on the insurance during the year,
 - risk premiums, and
 - inheritance profit.
- h) In connection with the commencement of periodic payments, the insurance undertaking shall provide information concerning the possibility to amend the insurance in accordance with section A6.
- i) Information shall be provided concerning the fact that the insurance may need to be reviewed in certain respects, for example, with respect to beneficiaries and the need for survivor benefits.

C. Information during the payment period

The insurance undertaking shall provide the following information during the payment period.

Amendments

1. Information as referred to in section B1 shall be specified.
2. Specifications shall be made of amendments to the insurance terms and conditions, legislation, or the insurer's policy for collective consolidation, which may be deemed to be of significance for the party entitled to payment to be aware of.
3. Any amendments shall be specified regarding the principles which are applied for the calculation of the amount payable as bonus during the payment period.
4. Deviation from existing policies regarding collective consolidation shall be specified in accordance with Finansinspektionen's regulations and general guidelines regarding actuarial guidelines and calculation documentation and guidance regarding collective consolidation that are available on Finansinspektionen's website. Consequences of deviation and the measures that the insurance undertaking intends to take by reason of the aforesaid shall also be specified.

"Deviation" means that the collective consolidation level at the end of two consecutive quarters is outside the consolidation interval pursuant to the insurance undertaking's policy.

This only applies to insurance contracts with preliminary distributed (allocated) bonuses pursuant to the retrospective reserve method.

5. Deviation from existing policies regarding collective consolidation shall be specified in accordance with Finansinspektionen's regulations and general guidelines regarding actuarial guidelines and calculation documentation and guidelines regarding collective consolidation that are available on Finansinspektionen's website. Consequences of deviation as regards the effect on current and future index-linking of pension payments to the parties entitled to payment shall also be specified.

This only applies to insurance contracts with preliminary distributed (allocated) bonuses pursuant to the pension supplement method.

Annual information

The insurance undertaking shall annually provide information concerning the following:

6. Information shall be provided concerning
 - a) the current insurance amount,
 - b) the yield which has been credited or added to the insurance during the year,
 - c) the costs which have been deducted from the insurance during the year,
 - d) the tax which has been levied on the insurance during the year, and
 - e) where applicable, information that the payment will be terminated within the next 12 months.

D. Additional information concerning occupational pension insurance

Insurance undertakings conducting business related to occupational pension insurance shall observe the following when information is provided to parties entitled to payment.

1. Information about the insurance undertaking

Upon request, parties entitled to payment shall receive a copy of the most recent annual report. If the insurance undertaking safeguards more than one pension scheme, the parties entitled to payment shall receive the annual report for the pension scheme they belong to, if such information is available.

2. Information about pension schemes

Within a reasonable time from the amendment decision, any information that is needed regarding amendments to the pension-scheme rules shall be provided to the parties entitled to payment that belong to them.

Parties entitled to payment shall receive such information as is required regarding the benefits they are entitled to and the payment alternatives that apply when pensions or other benefits become due.

Upon request, the parties entitled to payment shall receive such information as is required regarding

- a) how the pension benefits are determined when the full period of service has been earned with regards to a defined benefit pension,
- b) the size of the pension benefits if employment is terminated, and
- c) terms and conditions for the transfer of pension rights if employment is terminated.

3. Information regarding investment guidelines

If a party entitled to payment or any person representing the aforesaid party requests information regarding the investment guidelines that shall be constituted in accordance with Finansinspektionen's regulations regarding investment guidelines and consequence analysis for institutions that conduct business related to occupational pension provision, the following shall be included in the information that the insurer provides:

- a) a general description of the assets related to the occupational pension,
- b) information regarding yield targets, and
- c) information regarding risk levels in assets and commitments as a whole.

*Appendix 2***Pension fund's information regarding occupational pensions**

Pension funds, as referred to in section 9a of the Safeguarding Act, and foreign institutions for occupational pension provision, as referred to in Chapter 1, section 5, point 3 of the Act on Undertakings of Foreign Insurers and Institutions for Occupational Retirement Provision in Sweden (1998:293), shall, when they apply section 10d of the Safeguarding Act, observe the following in terms of information to employees or survivors of employees whose pensions are safeguarded by the fund.

1. Information regarding the fund and its operations

Upon request, parties entitled to information shall receive a copy of the most recent annual report. If the pension fund or the foreign institution of occupational pension provision safeguards more than one pension scheme, the parties entitled to information shall receive the annual report for the pension scheme they belong to, if such information is available.

2. Information regarding investment guidelines

If a party entitled to information or any person representing the aforesaid party requests information regarding the investment guidelines that shall be constituted in accordance with Finansinspektionen's regulations regarding investment guidelines and consequence analysis for institutions that conduct business related to occupational pension provision, the following shall be included:

- a) a general description of the assets related to the occupational pension, and
- b) information regarding yield targets.

3. Complaints pertaining to information

In order to handle complaints that parties entitled to information may have regarding received information, the pension fund or the foreign institution for occupational pension provision shall be prepared as is needed to provide answers or be able to refer to someone who provide answers.