

New delivery practice for pension certificates

Information for the employer

November 2014

Since the end of 2013 Allianz Suisse has provided insureds with their personal pension certificates by way of sealed envelope distributed by the employer. Now Allianz Suisse is taking the next step and offering an additional innovative digital solution through my.allianz.ch.

Background

For data protection reasons, Switzerland's Federal Administrative Court ruled in April 2012 that all pension funds must deliver personal pension certificates to their insureds in such a way that only the insured person in question – and thus no third party (including, in particular, the insured person's employer) – can gain knowledge of the content of the certificate.

Delivery by post

For this reason, in December 2013 Allianz Suisse began providing insureds with their personal pension certificates by way of a personally addressed, sealed envelope marked «Confidential/Personal» which was mailed to the employer for distribution.

Since then it has also not been possible for employers, trustees or brokers to call up the pension certificates online, either in the payroll portal or the BVG portal.

Electronic delivery via my.allianz.ch

As of autumn 2014, Allianz Suisse will also begin making its insureds' pension certificates available to them via a personal account on the my.allianz.ch customer portal.

Insureds will receive a letter containing all the information necessary to register on my.allianz.ch. The letter will be addressed and marked «Confidential/Personal» and will be sent to the mailing address stated for pension certificates in the related contract. The instructions for registering will be included with the letter.

Once registered, insureds will be notified by SMS whenever there is a change in their personal pension situation, rather than being sent an updated hardcopy of the pension certificate. The SMS will inform the insured that an updated pension certificate is available for downloading on my.allianz.ch.

Insureds may still receive the pension certificate by post by submitting a request either through the KL service center or by e-mail.

Insureds who do not register and do not request delivery of the pension certificate by post will receive a letter by post the next time there is any change in their policy, asking them once again to register.

The option that currently applies for the insured is shown in a corresponding column on the employee pension contribution sheet.

Our Support Centre is available to answer any questions you have on these changes:

Tel. +41 58 358 04 00

Monday to Friday, 7:30 a.m. to 6:00 p.m.