Preparing for your video call

You may want to look up certain information about your pension in advance of your video call. This applies whatever the topic of your video call - be it retirement, surviving dependants' pension or disability pension. Take a look at the general information at *pensioenfondsapf.nl* and login at *My pension*. Next, go to 'My retirement pension at' and 'My situation changes'. Here, you'll find information on your partner's pension (value) and what happens in the event of incapacity for work. You can also find further information on your Uniform Pension Overview (UPO) and mijnpensioenoverzicht.nl. Your UPO can be viewed under the 'My archive' section on *My pension*. This will prepare you properly for your video call.

Confident everything is working as it should?
To ensure that the video call runs smoothly, the following things are important:

- Make sure you have a stable WiFi connection or 4G coverage.
- Find a quiet place where you can speak in privacy.
- Use Google Chrome, Apple Safari or Mozilla Firefox as your browser.
- Want to share your screen? Dial in on your laptop or desktop using Google Chrome as your browser. Open up the documents you wish to share in advance.
- Use a webcam where possible. You can choose whether or not to make yourself visible to our pension specialist.

Tip: try logging in beforehand
You can login via the button contained in the confirmation email we will have sent you. This way, you can test your picture, sound and microphone in advance. Also want to share your pension details with our pension specialist? Try logging in to *My pension* beforehand, too.

Want more information?
Is video calling safe?
A meeting about your pension is very personal. That's why video calls are conducted in a secure online environment with a unique link. This protects your privacy.

Can I cancel or change my video call appointment?
Changing or cancelling your appointment is easy using the links contained in the confirmation email you will have received from us.

How do I share my screen?
1. Once in the meeting, click on the icon in the bottom left corner of your screen.

2. Select the middle option (App window).
3. Select the file you wish to share and click on 'Share'.