



## Design investment reporting under WTP in co-creation with users

15th Investment Performance  
Measurement Roundtable. November 20<sup>th</sup>  
Arjan Huijsen (Manager RPM, Achmea IM)

# Achmea IM, the largest multi-client fiduciary service provider in the Netherlands

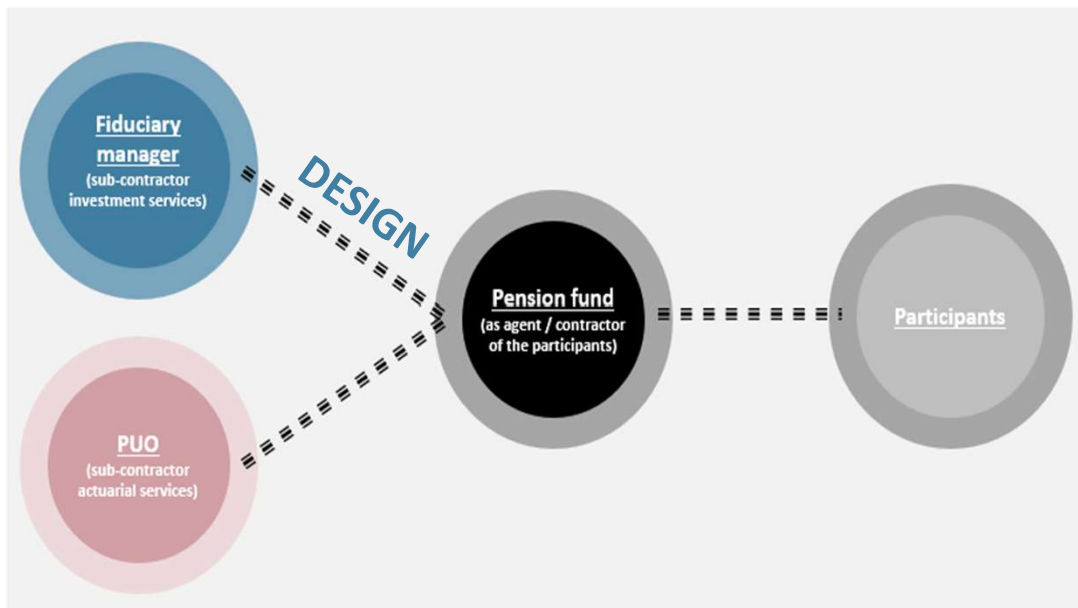
Future-proof and solid



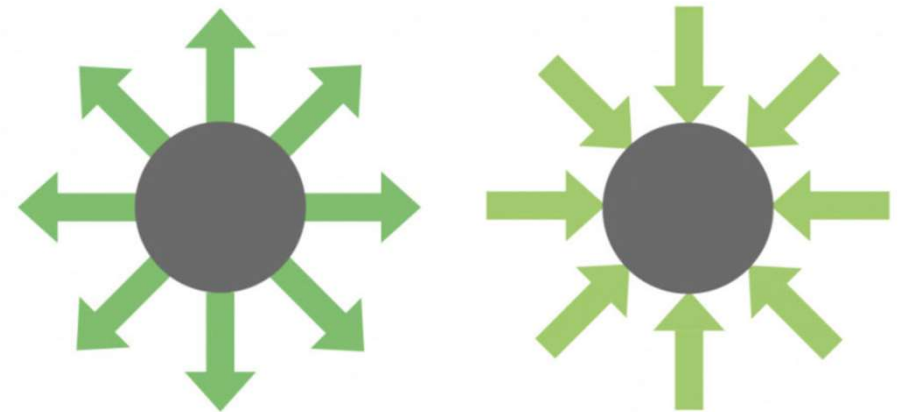
Figures of 30-June-2024

# Designing a new investment reporting product under WTP

WTP offers unique opportunity for co-creation between users (pension funds) and a fiduciary manager

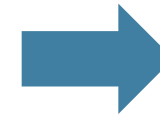
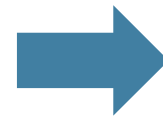
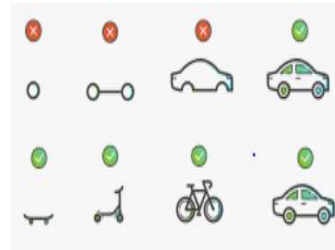
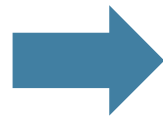


## INSIDE-OUT VS. OUTSIDE-IN



# Our approach toward redesigning WTP investment reporting services

User-centered development using a step-by-step and iterative process



## 1. Relevance-phase

Identify & gather user requirements

## 2. Design-phase

Prepare mock-up (MVP)

## 3. Evaluation-phase

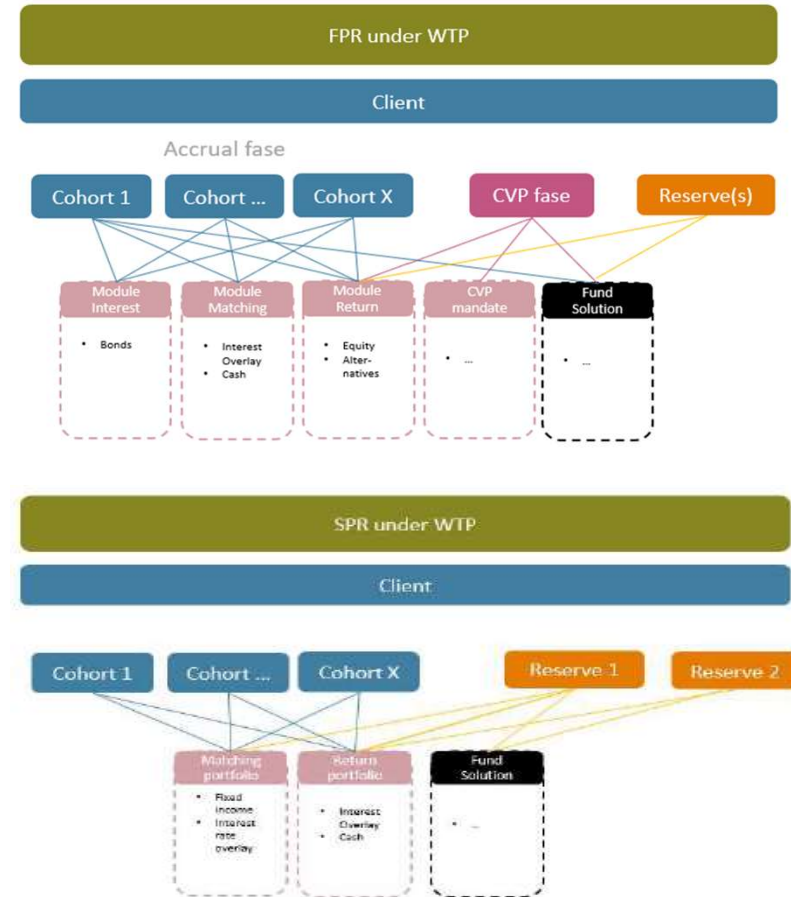
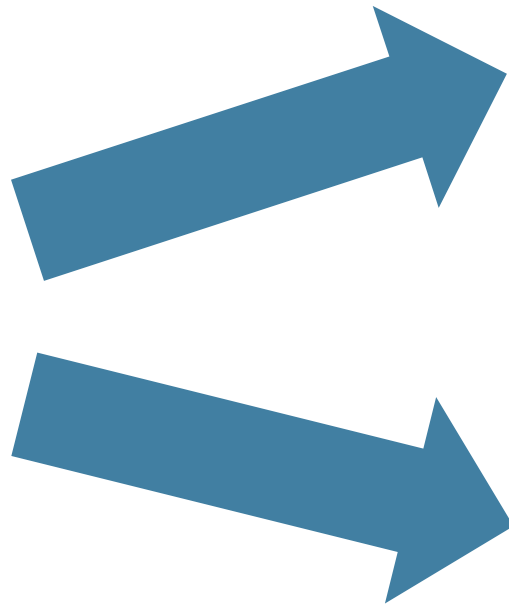
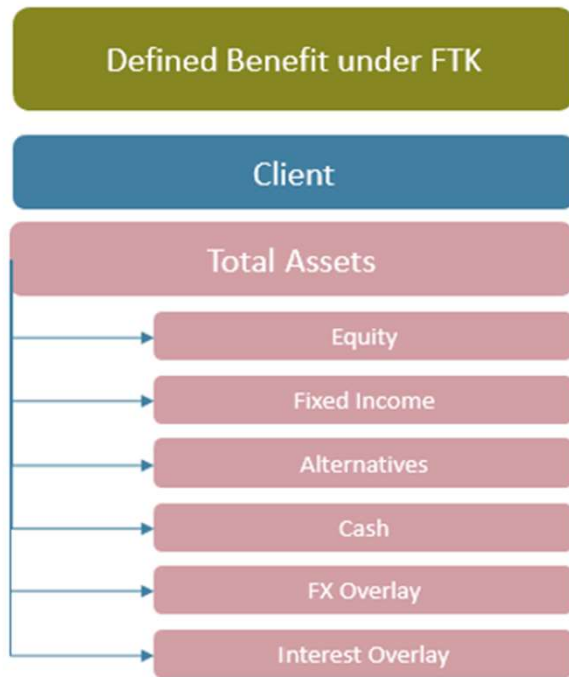
User evaluation

## 4. Building-phase

Include testing

# Step 1 in our approach toward redesigning investment reporting

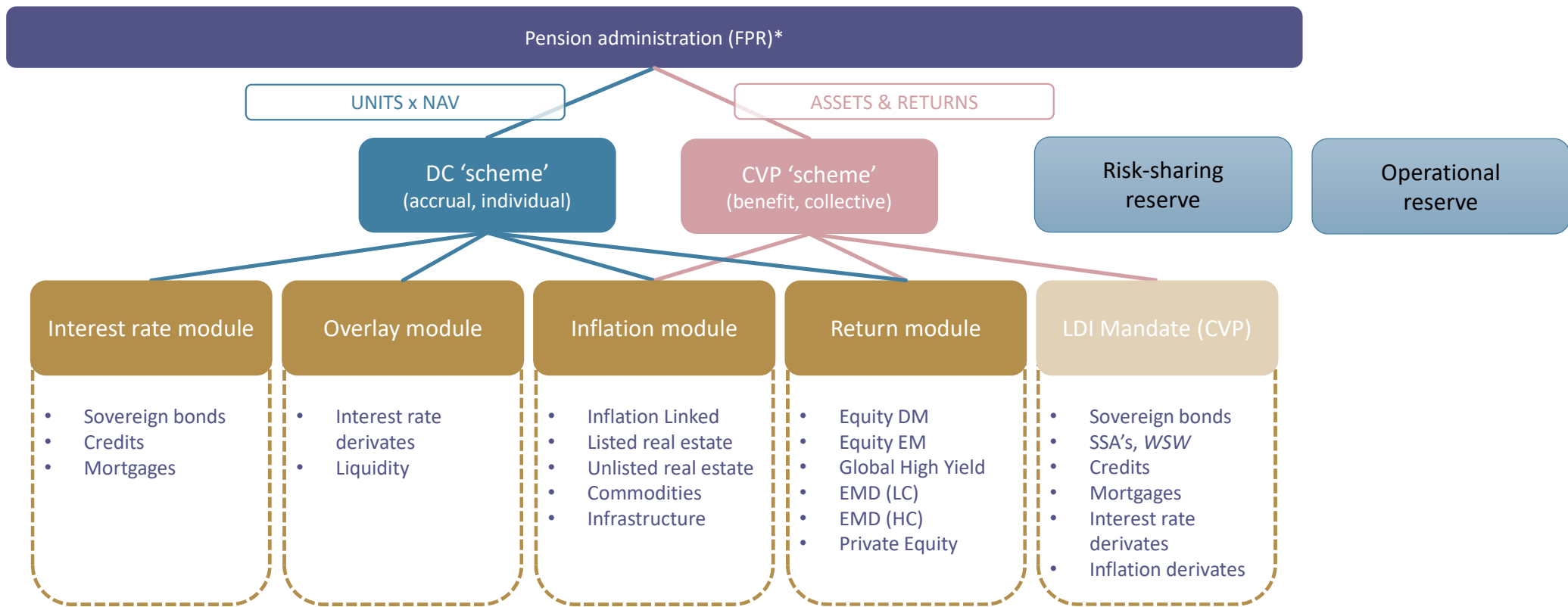
Workshop preparation (FPR & SPR) to identify user requirements under WTP





# Step 1 in our approach toward redesigning investment reporting

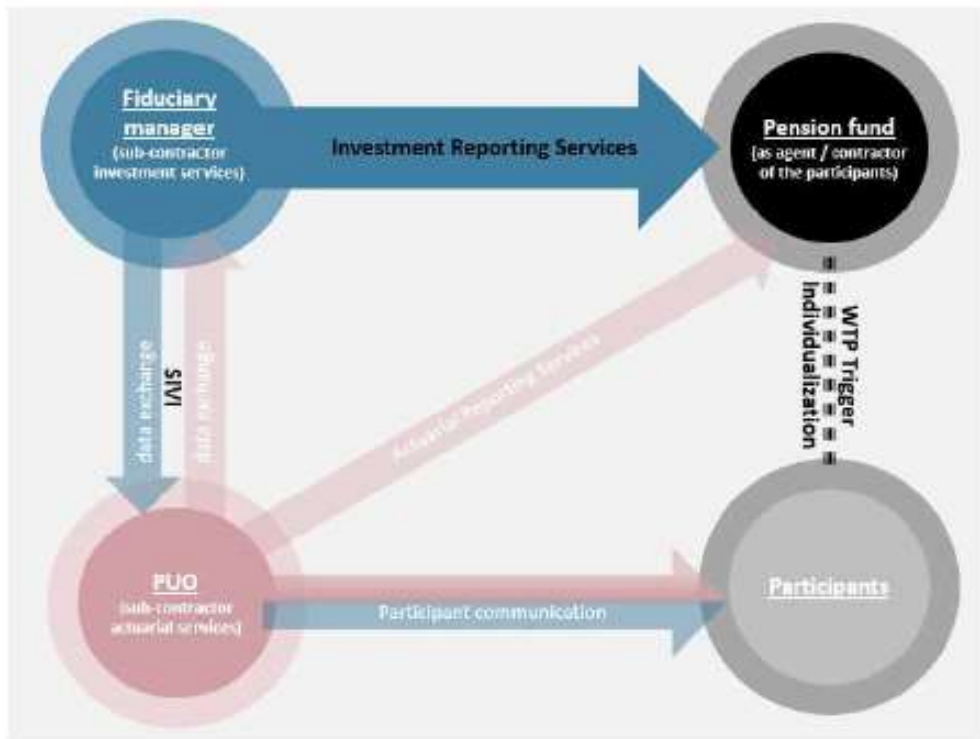
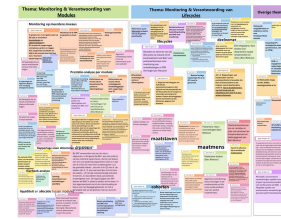
WTP introduces more complexity



*\*Pension administration records of individual pension assets, life-cycles and life-cycle rebalance-engine + risk-sharing reserve. Risk-sharing reserve depending on size, objective and investment policy both administratively (participant in pension administration) and explicitly (own investment portfolio)*

# Step 1 in our approach toward redesigning investment reporting

Different types of requirements identified during workshop with users



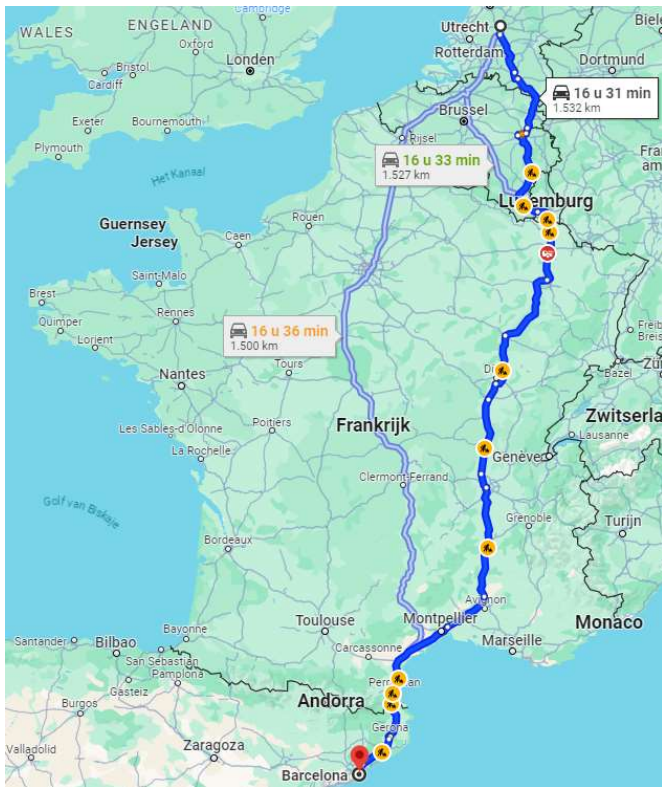
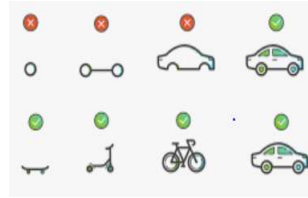
*"You can't do this for 10,000 participants, all of whom have slightly different investment positions."*

*"You want to know if that participant is 'on track' to achieve retirement outcomes."*

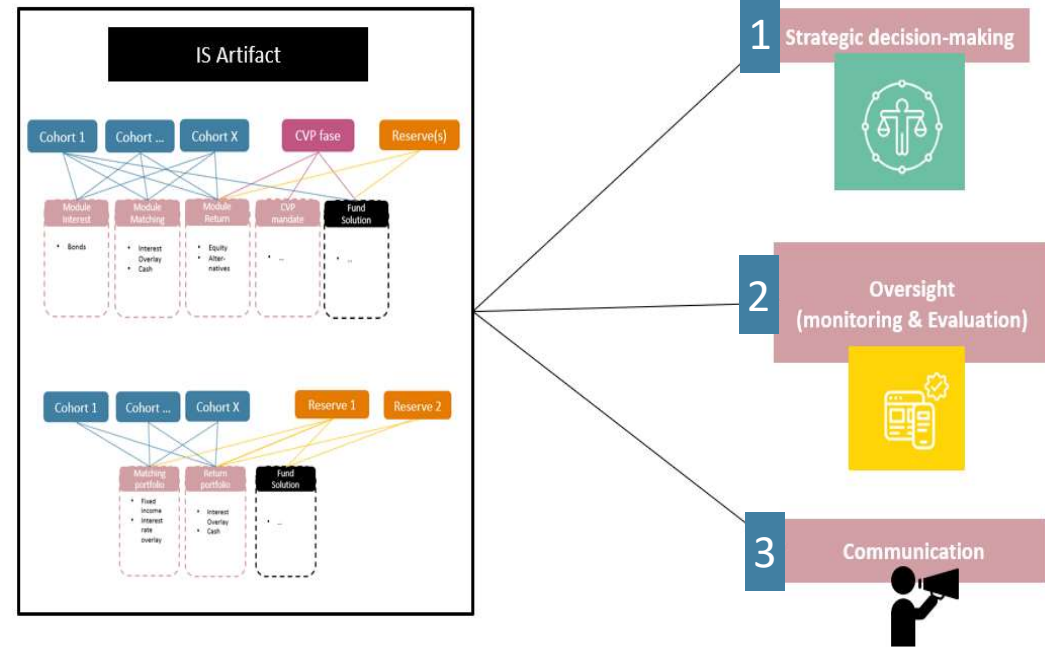
*"I prefer more specific reporting, that I can click to go to thematic reports. Hence I compare with telephone directory of Rotterdam, and there used to be two."*

# Step 2 in our approach toward redesigning investment reporting

The identified user requirements are the main starting point to develop an MVP Mock-up



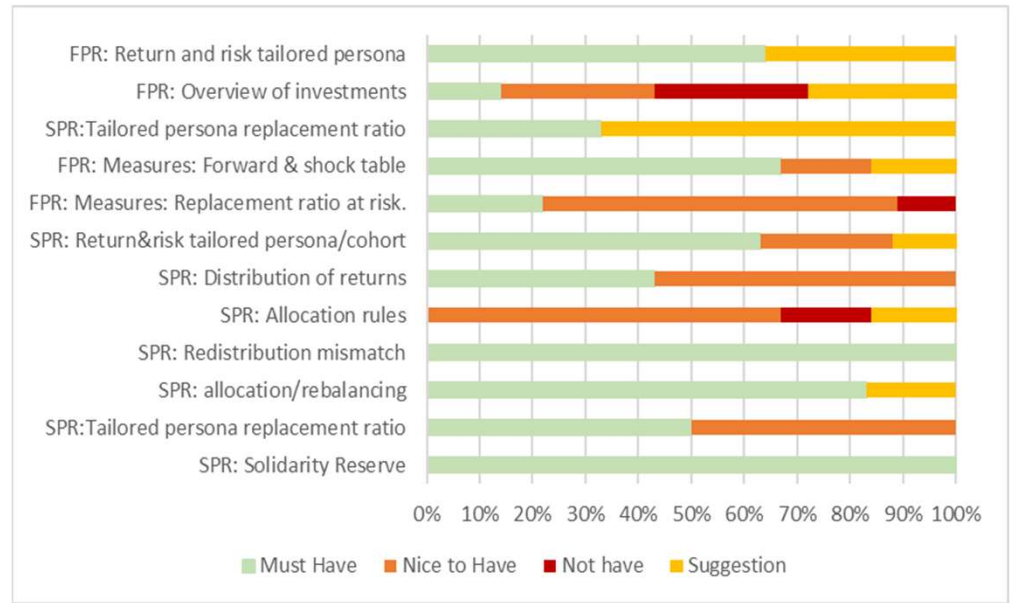
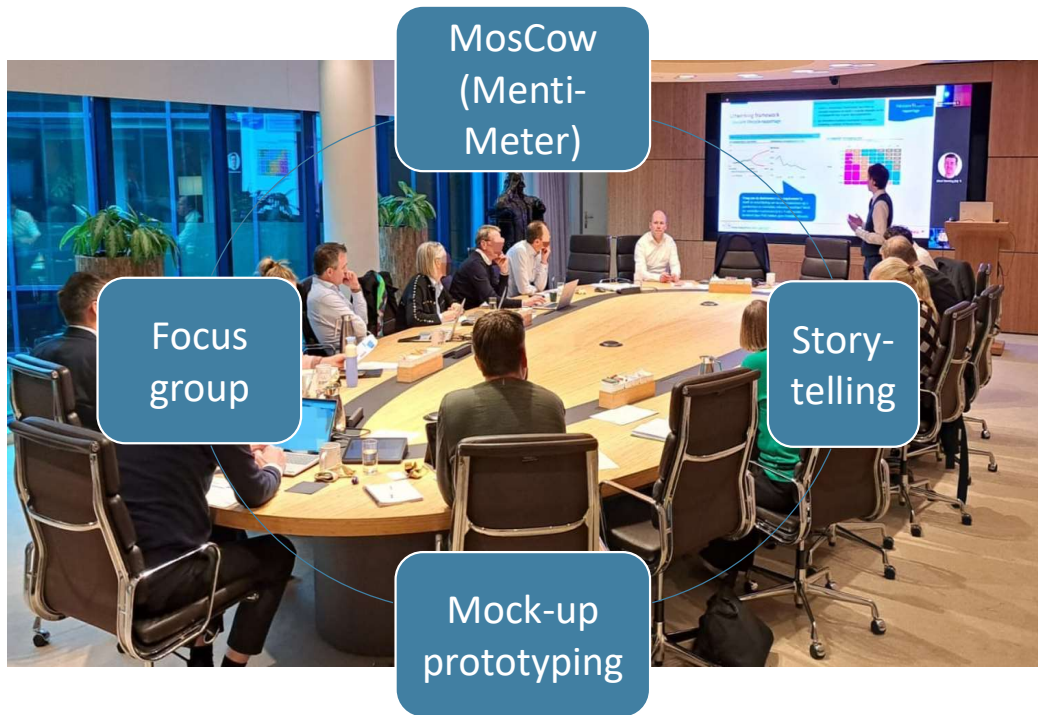
## Multi-monitoring framework





# Step 3 in our approach toward redesigning investment reporting

Users evaluate the MVP mock-up based on previously identified user requirements



## Step 3 in our approach toward redesigning investment reporting

Users evaluate the MVP mock-up: Use case 'strategic-decision making'



Investment Return & Price of Pension for various personas  
(Q3 '24)



*“What our pension fund values is the price of the pension. I do miss that. Seeing a 6% return is fine, but what can I do with that?”*

# Step 3 in our approach toward redesigning investment reporting

Users evaluate the MVP mock-up: Use case 'strategic-decision making'



## Mismatch matching return

Matching portfolio return: realized	Matching portfolio return: indirect calculated	Mismatch
1,9%	4,0%	-2,1%

Grafiek 05.7 Excess beschermingsrendement over tijd



# Step 3 in our approach toward redesigning investment reporting

Use case 'strategic-decision making', but also a trigger for 'oversight'



## Return & Risk persona 1 (35y)

Lifecycle profile	QTD	Volatility
Defensive	1,0%	10,0%
Neutral	3,0%	12,0%
Offensive	5,0%	15,0%

## Return & Risk persona 3 (55y)

Lifecycle profile	QTD	Volatility
Defensive	2,0%	12,0%
Neutral	2,5%	13,0%
Offensive	3,0%	14,0%

"The challenge is managing lifecycles with 2 types of CVP—variable and fixed—across multiple variants. With 3 variants, that's six lifecycles; with 5, it's 10. To gather the necessary insights, we capture only the essential points in each lifecycle."

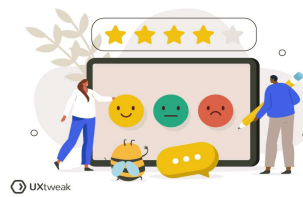
## Contribution persona 1 (55y – LCY Profile neutral)

Modules	QTD	YTD
Matching	0,2%	0,5%
Interest	0,4%	1,0%
Return	1,9%	3,5%
<b>Total</b>	<b>2,5%</b>	<b>5,0%</b>

"We evaluate how differentiated the lifecycles are over several years by looking at what the returns and volatility have been. I have to check that there is enough differentiation the different lifecycles."

# Step 3 in our approach toward redesigning investment reporting

## Users evaluate the MVP mock-up: Use case 'Oversight'



### Portfolio overview risk sharing reserve

	Marktwwaarden	Gewichten (%)			Performance QTD (%)			Performance YTD (%)			TE ex post	IR
	Pf	Pf	Bm	+/-	Pf	Bm	+/-	Pf	Bm	+/-		
Liquide Middelen	€ 150.000	100,00	100,00	0,00	-0,06	0,00	-0,06	-0,35	0,00	-0,35	0,33	0,69
Totaal	€ 150.000				-0,06	0,00	-0,06	-0,35	0,00	-0,35		

### Portfolio overview Module Interest

	Marktwwaarden (x € 1.000)	Gewichten (%)			Performance QTD (%)			Performance YTD (%)			TE	IR
	Pf	Bm	+/-	Pf	Bm	+/-	Pf	Bm	+/-			
<b>Niet-Staatsobligaties</b>	348.157	29,45			0,00	-0,01	0,02	-0,06	-0,29	0,23	0,26	2,04
Achmea IM Niet-Staat	348.157	29,45			0,00	-0,01	0,02	-0,06	-0,29	0,23	0,26	2,04
<b>Staatsobligaties</b>	283.751	24,01			0,30	0,30	0,00	0,30	0,30	0,00	0,27	-0,01
Achmea IM Staat	283.751	24,01			0,00	0,30	0,30	0,00	-1,32	0,00	0,27	-0,01
<b>Hypotheke</b>	524.565	44,38			2,20	0,24	1,95	2,20	0,24	1,95	6,31	-0,01
Aegon Hypotheken Fonds/investment grade	122.785	10,39			0,00	0,29	-0,29	0,00	0,29	-0,29	9,09	-0,01
Dynamic Credit / investment grade	209.525	17,73			0,00	0,29	-0,29	0,00	0,29	-0,29		
PVF Hypotheken Fonds / investment grade	192.255	16,26			0,00	0,29	-0,29	0,00	0,29	-0,29	6,49	
<b>Liquide Middelen</b>	25.573	2,16			0,05	0,03	0,03	2,07	0,03	2,04		
Achmea IM /liquide middelen	8.652	0,73			0,01	0,03	-0,02	0,01	0,03	-0,02		
Achmea IM Euro Local Government Loans Fund	16.921	1,43			0,04	0,00	0,04	2,06	0,00	2,06	0,02	0,40
<b>Totaal</b>	1.183.046	100,00	100,00		0,13	0,28	-0,15	0,13	0,28	-0,15	8,90	0,04

*You have to start thinking much more per module, and also consider personas to see how that works out for the different cohorts.*

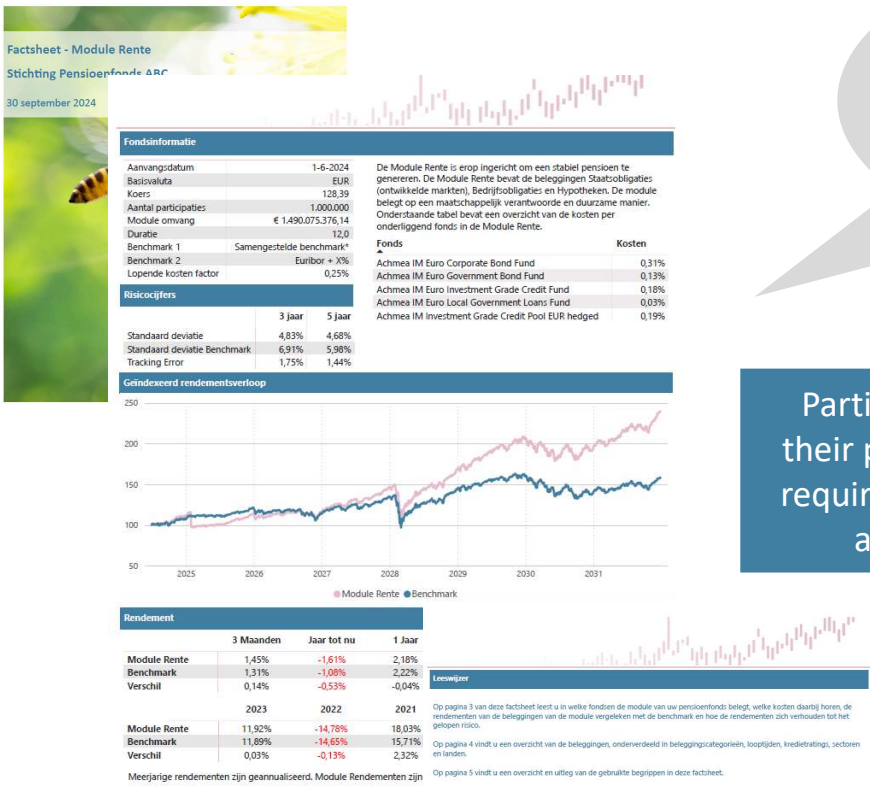
## FPR example

# Step 3 in our approach toward redesigning investment reporting

## Users evaluate the MVP mock-up: Use case 'Participant communication'



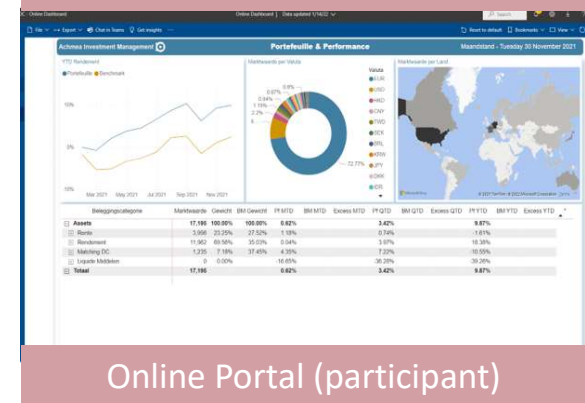
### Module Fact sheet



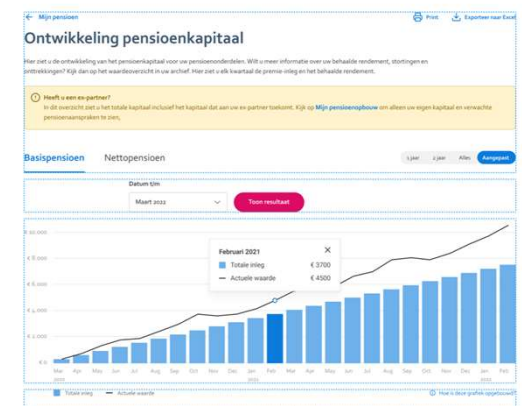
*"Fact sheets should be about their own investments. The smartest thing to do is develop fact sheets in such a way that you can pass it on directly to a participant."*

Participants will have greater insight into their personal retirement assets, which will require greater transparency in the realized and expected investment returns.

### Online Portal (pension fund)



### Online Portal (participant)



## Step 4 in our approach toward redesigning investment reporting

Develop reporting products under WTP together with clients and align closely with Pension Provider(s)



- **MVP Mock-Up:** Preparing for initial live deployment with clients (pension funds).
- **Multi-Monitoring Framework:** Establish foundation through use cases and design requirements from workshops.
- **Adaptability & agility:** Periodic adjustments to meet participant communication standards + evolving client needs.
- **Differences in FPR & SPR schemes:** under WTP reports have specific needs.
- **PUO Collaboration:** Ongoing alignment on Wtp linkage for orders/reconciliation, with future data enhancements.
- **Modern Information:** Support relevant insights for clients with modern technology.
- **Development Calendar:** Collaborative schedule with clients and pension providers for ongoing improvements.





Achmea Investment Management

# Thank you for your time and attention

Arjan Huijsen | Amsterdam | 20 November 2024