

Service Document **Covering risks**

This document tells you what we can do for you and what the cost of this will be. Other financial service providers can provide you with a similar document. This will allow you to compare our services and rates (prices) with those of other providers.

Towers Watson Netherlands B.V.
Prof. E.M. Meijerslaan 5
1183 AV Amstelveen
P.O. Box 75201
1070 AE Amsterdam
Telephone: +31 88 543 3000

Note: In this document we describe our standard services and the average rates we quote for them. In other words, this information is not specifically tailored to your situation. We will agree specific arrangements with you in line with your enquiry.

You wish to arrange a risk insurance cover for your employees

If you have your own business or are you part of a multinational company and wish to arrange insurances to cover the risks of death, disability or unemployment for your employees, this document will tell you what we can do for you and what you need to consider:

- Do you need the insurance cover?
- How much will you pay for the insurance cover?
- In which cases will the insurance cover be applicable?
- In which cases will the insurance cover not be applicable?

This document will tell you whether we can help you answer these question, and (if we can help you) how we will do this and what the approximate cost of this will be.

Summary: What can we do for you?

We are a financial service provider and our services are outlined below. The services provided by financial service providers are divided into five categories. We provide the whole spectrum of services.

We can advise you on other companies' insurance products. We can ensure that you receive the contract.

1. Research	2. Advice	3. Selection	4. Contract	5. Maintenance
Mapping out your situation	Which financial solution is the best fit for your own situation?	Which provider has the financial solution that best suits your organisation?	Once you have taken a decision, we will be happy to guide you through the contractual processing work.	During the contractual term, we feel sure that you will want to know whether the contract still suits your situation.

Average cost

Towers Watson Netherlands B.V. uses a system of hourly rates with the rates themselves depending on the knowledge, experience and specialisation of the consultant assigned to work for you. Our hourly rates vary from € 112 to € 409 with an average of € 200, excluding Dutch VAT and 7% office expenses.

Explanation: What can we do for you?

<p>1. Research</p> <p>Mapping out your situation</p>	<p>We start by mapping out your specific situation and your needs and wishes. This is because we can only give you the right advice if we are familiar with every detail of your situation. We will work with you to answer such questions as:</p> <ul style="list-style-type: none">• What do you already know about possible financial solutions? Do you already have any experience of them?• What is your budget and how much financial room to manoeuvre do you have?• How much security do you want? How much risk are you willing and able to take?
<p>2. Advice</p> <p>Which financial solution is the best fit for your own situation?</p>	<p>Once we have mapped out your own specific situation and have gained an impression of you as a client, we will then analyse this client overview. You will be advised on a financial solution that has been tailored to your situation and to your needs and wishes.</p>
<p>3. Selection</p> <p>Which provider has the financial solution that best suits your organisation?</p>	<p>Once we have looked at the financial solution that best suits your situation and your needs and wishes, we start looking for a suitable product. In order to find you a suitable offer, we objectively and independently compare the products of all the relevant insurers. We look at which insurance solution is the best fit for your situation. We only advice on insurance covers from other providers.</p>

Service Document **Covering risks**

<p>4. Contract</p> <p>Once you have taken a decision, we will be happy to guide you through the contractual processing work.</p>	<p>Once we have given you our advice, you will take a decision. We will then ensure that you receive the agreements and all other pension documentation.</p>
<p>5. Maintenance</p> <p>During the contractual term, we feel sure that you will want to know whether the contract still suits your situation.</p>	<p>In many cases the contract will remain in force for a long time. Your situation may change at some time after you sign the contract. It may be that at some time in the future the product is no longer a good fit with your situation. It is important that you know that, during the term of the contract, you are entitled to receive information about such matters as important changes in the product.</p> <p>NB: There may be significant differences between what different financial providers can do for you once you have signed the contract. This is why you must agree with a financial service provider in detail what he will and will not do and what it will cost.</p> <p>We can perform maintenance activities for you after the contract has been signed. Just ask us what we can do for you. You will be charged separately for the costs which are calculated on the basis of an hourly rate or fixed fee.</p>

Costs: How much do you pay?

Costs for provision of the services

Average costs

Advice n.v.t.

Costs for acquiring a product n.v.t.

Combination € 200

You will be charged separately for our advisory work and for our additional work, on the basis of either a pre-agreed fixed rate or an hourly rate. Different rates apply for the different services.

Towers Watson Netherlands B.V. uses a system of hourly rates with the rates themselves depending on the knowledge, experience and specialisation of the consultant assigned to work for you. Our hourly rates vary from € 112 to € 409 with an average of € 200, excluding Dutch VAT and 7% office expenses.

The costs that are charged may vary, depending on the services you opt for. You can use this document to help you make specific arrangements about the provision of services.