

## Closing the communication pension gap

How to provide better information to Members and Beneficiaries?

Speaker's bio



European Retirement Week



Nina Bruun has more than 20 years of experience in the pension industry. She has worked in several different positions at the Finnish pension company Ilmarinen. Such as coaching pension specialists and developing the implementation of the pension system and its information systems. She has worked both as a pension director responsible for pension, and in her current position as a Director responsible for managing the development of pension services for retiring and insurance customers.



Jan Ceysens is Head of the “Digital Finance” Unit in the Directorate General for Financial Stability, Financial Services and Capital Markets Union at the European Commission. He was previously Member and Deputy Head of the Cabinet of Vice President Dombrovskis and Member of the Cabinet of Vice-President Barnier, and Team Leader for Financial Supervision at the European Commission's Internal Markets and Services Directorate General. He graduated in law from Humboldt University in Berlin and holds a Masters degree in European Law from King's College London. He works at the European Commission since 2006, initially in the Directorate General for Competition's Cartels enforcement Directorate and since 2009 in the Internal Markets and Services Directorate General.



Dr. Job Krijnen is a senior behavioral researcher at the Dutch Authority for the Financial Markets (AFM). He applies psychological insights to supervision and policy on financial products, information, and choice architecture. He has a specific focus on pensions and has contributed to the AFM's preparation for ongoing pension reforms in the Netherlands. He obtained his PhD at Tilburg University in the Netherlands, studying the effects of pension communication on inertia and procrastination. Between 2016 and 2019 he worked as a postdoctoral scholar at UCLA in Los Angeles, where he focused on the topics of choice architecture and policy communication.



Mark joined the Pensions and Lifetime Savings Association in March 2019, is responsible for media relations and public affairs, and is a regular spokesperson on the association's saver-facing initiatives including the nation-wide Pay Your Pension Some Attention awareness campaign. He has 13 years' experience in the financial services industry in the UK and Australia. Before joining the PLSA, Mark headed up media relations for the Financial Services Council, Australia's peak body for pensions, life insurance, financial advice and investment management. He has also worked as a journalist for financial services trade publications in London and Sydney, specialising in pensions and funds management. Mark has a BA (Hons) in English Literature from the University of Manchester.



Claudia Wegner-Wahnschaffe, is Head of International, ETS Association, at Supplementary Pension Fund of the German Federation and States, VBL. Wegner-Wahnschaffe started her career in the litigation department of the Supplementary Pension Institution of the German Federation and the States, VBL. She changed to the VBL Board Department as an adviser on strategical, associational and European matters and has been working as Head of International and Association Activities for the VBL since 2009. The department works on legal questions in terms of portability, seeks for national and cross boarder cooperation through joint projects and initiatives. She managed the development of the FindyourPension website and network for mobile researchers since 2011 followed by the ETS project 2019 until 2022. At the end of the project, the ETS Association e.V. has been founded by 9 stakeholders from the European pension sector. She is currently chairperson of the European Association of Public Sector Pension Institutions (EAPSPI) since 2019 and 1st chair of the ETS Board of Directors. She is also representing the VBL in German stakeholder groups such as the GVG, Society for Insurance-Design and- Science. She was appointed as member of the EIOPA Expert Group on Pension Tracking in 2021 and is furthermore a member of one of the stakeholder groups of the German Agency running the Digital Pension Overview. Wegner-Wahnschaffe graduated as a fully qualified lawyer in 1995.



Justin Wray is Head of the Policy Department. At EIOPA, Justin is responsible for regulatory policy including reviews of the Solvency II directive for insurance and the IORP II directive for pensions. He also works on sustainable finance and international issues.

Before joining EIOPA in May 2011, Justin worked at the UK Pensions Regulator including as Head of Pensions Administration and Governance. Prior to this, Justin worked at the UK Treasury on financial services regulation and international debt issues, and at the UK Department for International Development.

Justin holds bachelor's and master's degrees in economics (Universities of Southampton and Warwick), and an MBA from Cranfield University.