

Ageing in digital societies: enablers and barriers to older persons exercising their social rights

The Netherlands

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1 Legal and policy framework

1.1 National legislation on digital public administration

There is not any national legislation on (digital) public services mentioning equal access for all or specific groups.

The bill for the Digital Government Act (*Wet Digitale Overheid*) was submitted to the House of Representatives for approval in June 2018.¹ The House of Representatives passed it on 18 February 2020. The main objective of the bill is to ensure safe access of Dutch citizens and businesses to (semi) government entities. The bill also enables the setting of minimum mandatory standards by General Administrative Order (*Algemene Maatregel voor Bestuur*) or by Ministerial Regulation (*Ministeriële Regeling*). .. On 22 June 2021, under pressure of the Senate the bill in a revised version was sent back by the government to the House of Representatives.² The Senate unlike the House of Representatives does not have the right of amendment, but it may put such pressure on the Government that it chooses to present a revised bill to the House of Representatives.

The bill does not mention older persons or any other groups at risk of digital exclusion.³ Nor does the bill contain any specific measures or safeguards provided to ensure that people's rights are respected, and/or equal access enabled.

1.2 National policy, strategy or action plan on the digitalisation of public services or digital inclusion

The Ministry of the Interior and Kingdom Relations is responsible for the digitalisation of public services and digital inclusion on the basis of the action plan "Digital Government Agenda: NL Digibeter" that was launched in June 2018.⁴ In March 2019, an update of this action plan was launched under the name "NL Digitaal. Data Agenda Government".⁵ In August 2020, the latest update of this plan was published.⁶ This agenda sets out how data can be used to improve policy-making and resolve social issues. Besides, it states that the agenda pays specific attention to the protection of public values and fundamental rights and that data must be accessible but issues concerning equality or the position older people (and other social groups) are not mentioned in the agenda. A small part of the aforementioned action plan is devoted to digital inclusion. As of 2018, the policy intentions regarding digital inclusion are also presented in a separate policy letter that is sent annually

¹ The Netherlands, State Secretary for the Interior and Kingdom Relations (*Minister van Binnenlandse Zaken en Koninkrijksrelaties*) (2018), [Bill for the Digital Government Act](#) [Wetsvoorstel Wet Digitale Overheid], Parliamentary document 34 972 No. 2, The Hague, House of Representatives

² The Netherlands, Senate (*Eerste Kamer der Staten-Generaal*) (2022), '[Digital Government Act](#)', Web page,, The Hague, Senate. .

³ The Netherlands, State Secretary for the Interior and Kingdom Relations (*Minister van Binnenlandse Zaken en Koninkrijksrelaties*) (2018), [Bill for the Digital Government Act](#) [Wetsvoorstel Wet Digitale Overheid], Parliamentary document 34 972 No. 2, The Hague, House of Representatives

⁴ The Netherlands, Ministry of the Interior and Kingdom Relations (*Ministerie van Binnenlandse Zaken en Koninkrijksrelaties*) (2018), [NL DIGibeter Digital Government Agenda](#) [NL DIGibeterAgenda Digitale Overheid], The Hague, Ministry of the Interior and Kingdom Relations.

⁵ The Netherlands, Ministry of the Interior and Kingdom Relations (*Ministerie van Binnenlandse Zaken en Koninkrijksrelaties*) (2019), *NL Digitaal. Data agenda government*, [NL Digitaal. Data Agenda Overheid]. The Hague, Ministry of the Interior and Kingdom Relations. .

⁶ The Netherlands, Ministry of the Interior and Kingdom Relations (*Ministerie van Binnenlandse Zaken en Koninkrijksrelaties*) (2020), [NL Digitaal. Data agenda government. Update 2020](#) [NL Digitaal. Data Agenda Overheid. Geactualiseerde versie 2020], The Hague, Ministry of the Interior and Kingdom Relations .

by the State Secretary for the Interior and Kingdom Relations to the House of Representatives.⁷ The latest policy letter was submitted to the House of Representatives on 21 December 2021.⁸ In this letter the following target groups for digital inclusion are mentioned: older people (without specifying the age), young people (under the age of 35) with techno-stress, 18-year-olds, and parents and their children.

Techno-stress is stress caused by working with digital media and includes telepressure (the pressure to be constantly available and to respond quickly to messages).

As part of the aforementioned policy documents, a number of programmes have been implemented to promote the digital inclusion of older people.

One of these is the Digital Government Information Points programme (*Informatiepunten Digitale Overheid*) that started on 1 July 2019.⁹ At the Information Points, people receive help with government services from a trained library employee. (see below for more information on this programme).

Another programme is the DigiHulpline that started in 2019.¹⁰ Anyone who has a question about using his or her computer, laptop, mobile phone or tablet or needs support when accessing online services can call the DigiHulpline. (see below for more information on this programme).

On 10 January 2022, the new Dutch government was sworn in. On 8 March 2022, the new government submitted the first, general, policy letter on digitisation to the House of Representatives.¹¹ This policy letter contains the following passage on inclusion:

“We want everyone to be able to take advantage of the opportunities that digitisation offers. It is important that everyone has the right knowledge and skills to understand and safely participate in the digital world. In line with the coalition agreement, the government is investing in strengthening digital skills, including through retraining and extra training. More attention will be paid to digitisation in education, in adult education and in awareness campaigns.”

The policy letter does not mention any target groups. No attention is paid to older people either.

1.3 National recovery and resilience plans covering the digitalisation of public services

The first draft of the Dutch National recovery and resilience plan contains the following passage:

"To give everyone the opportunity to keep up with advancements we will offer digital knowledge and skills training in education and through reskilling and upskilling programmes. We will address digital illiteracy in a targeted way through a public-private digital literacy strategy, and improve the

⁷ The Netherlands, State Secretary for the Interior and Kingdom Relations (*Ministerie van Binnenlandse Zaken en Ministerie van Binnenlandse Zaken en Koninkrijksrelaties*) (2018), ‘[Digital inclusion](#)’ [‘Digitale inclusie’], Letter to House of Representatives, The Hague, Ministry of the Interior and Kingdom Relations, 12 December 2018.

⁸ The Netherlands, State Secretary for the Interior and Kingdom Relations (*Ministerie van Binnenlandse Zaken en Koninkrijksrelaties*) (2021), ‘[Progress Digital inclusion](#)’ [‘Voortgang Digitale inclusie’], Letter to House of Representatives, The Hague, Ministry of the Interior and Kingdom Relations, 21 December 2021.

⁹ The Netherlands, State Secretary for the Interior and Kingdom Relations (*Ministerie van Binnenlandse Zaken en Koninkrijksrelaties*) (2021), ‘[Progress Digital inclusion](#)’ [‘Voortgang Digitale inclusie’], Letter to House of Representatives, The Hague, Ministry of the Interior and Kingdom Relations, 21 December 2021.

¹⁰ The Netherlands, State Secretary for the Interior and Kingdom Relations (*Ministerie van Binnenlandse Zaken en Koninkrijksrelaties*) (2021), ‘[Progress Digital inclusion](#)’ [‘Voortgang Digitale inclusie’], Letter to House of Representatives, The Hague, Ministry of the Interior and Kingdom Relations, 21 December 2021.

¹¹ The Netherlands, State Secretary for the Interior and Kingdom Relations (*Ministerie van Binnenlandse Zaken en Koninkrijksrelaties*) (2022), ‘[Outline policy for digitisation](#)’ [‘Hoofddijnen beleid voor digitalisering’], Letter to House of Representatives, The Hague, Ministry of the Interior and Kingdom Relations, 8 March 2022

accessibility of digital government services, while retaining alternatives to digital government communications." ¹²

This passage is taken word for word from the text of the present coalition agreement. The coalition agreement sums up what the government wants to do and achieve in the government period 2021-2025. ¹³ The current coalition agreement dates from December 2021.

The draft plan does not contain any information on people's rights or older persons and any other groups, in the context of digital access and exclusion. It does not mention the promotion of equal access to public services explicitly. However, it states that alternatives to digital government communications will be retained.

2 Programmes and practices aimed at ensuring equal access to public services in the digital age

Informatiepunten Digitale Overheid / Digital Government Information Points

On 1 July 2019, the national government started the Digital Government Information Points programme (*Informatiepunten Digitale Overheid*) by opening Information Points at 15 local libraries. ¹⁴ The Manifesto Group and the Royal Library (*Koninklijke Bibliotheek*) are jointly implementing this programme. The Manifesto Group is a partnership of public organisations including : Employee Insurance Agency (*Uiteringsinstituut Werknemersverzekeringen* or UWV), Central Administration Office (*Centraal Administratie Kantoor* or CAK, organisation which implements schemes of the Ministry of Social Affairs and Employment), the Social Security Bank (*Sociale Verzekeringsbank* or SVB), the Dutch Tax and Customs Administration (*Belastingdienst*). At the Information Points, people receive help with government services from a trained library employee. For example, because they have insufficient digital skills or have difficulty reading and writing. Furthermore, people can go to the Information Points for improving their digital skills through training.

The programme is still ongoing. By 1 November 2021, 351 information points have been opened throughout the country. ¹⁵ By 6 April 2022, 450 information points have been opened. ¹⁶

A total, of 12,597 questions have been registered by 1 November 2021. ¹⁷ Most of them (almost 8,000) concern services by the national government, almost 850 concern services by the local government

¹² The Netherlands, Ministry of Finance (*Ministerie van Financiën*) (2022), [First draft of the Dutch National recovery and resilience plan](#) [Eerste concept voor een Nederlands Herstel- en Veerkrachtplan], The Hague, Ministry of Finance.

¹³ The Netherlands, Ministry of Finance (*Ministerie van Financiën*) (2022), [First draft of the Dutch National recovery and resilience plan](#) [Eerste concept voor een Nederlands Herstel- en Veerkrachtplan], The Hague, Ministry of Finance.

¹⁴ The Netherlands, Ministry of Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*) (2021), [State of affairs Information points. Digital Government November 2021](#) [Stand van zaken Informatiepunten. Digitale Overheid], The Hague, Ministry of Interior and Kingdom Relations. .

¹⁵ The Netherlands, Ministry of Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*) (2021), [State of affairs Information points. Digital Government November 2021](#) [Stand van zaken Informatiepunten. Digitale Overheid] The Hague, Ministry of Interior and Kingdom Relations. .

¹⁶ The Netherlands, Ministry of Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*) (2022), 'Government : More money each year for Digital Government Information Points' [Kabinet: jaarlijks meer geld voor Informatiepunten Digitale Overheid], News release, 2, The Hague, Ministry of Interior and Kingdom Relations, 6 April 2022.

¹⁷ The Netherlands, Ministry of Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*) (2021), [State of affairs Information points. Digital Government November 2021](#) [Stand van zaken Informatiepunten. Digitale Overheid] The Hague, Ministry of Interior and Kingdom Relations.d].

and more than 2,600 concern organisations that implement government schemes. The majority (about a third) of the questions about implementing organisations concern the Tax and Customs Administration. A significant proportion of the questions are combined with a question about DigiD. Furthermore, the background characteristics of the visitors of the information points are also recorded. For reasons of privacy, the Information Point staff members do not ask questions but estimate these characteristics. The following characteristics are recorded: gender and age category (under 25, 25-65, over 65, unknown). The majority of the visitors are women (53%) versus 43% men. 65% of the visitors are 65 years and older, 36% are between the age of 25 and 65 and only 3% are under the age of 25.

On 6 April 2022, the national government announced its intention to make €20.95 million available on a structural basis for the information points.¹⁸

The programme is monitored by the Ministry of Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*). The latest edition of the monitor was published in November 2021.¹⁹

DigiHulpline

In 2020, the DigiHulpline started. This DigiHulpline is a joint initiative of several organisations: the Ministry of Interior and Kingdom Relations National Foundation for the Elderly (*Nationale Ouderenfonds*), SeniorWeb, Royal Library (*Koninklijke Bibliotheek*), VodafoneZiggo, and the Digital Living Alliance.²⁰ Anyone who has a question about using his or her computer, laptop, mobile or tablet when accessing online services (and needs support) can call the DigiHulpline (0800-1508). Trained volunteers are ready to answer all questions from Monday to Friday between 09:00 and 17:00. People are also referred to other forms of help, such as the physical Digital Government Information Points. At present, the DigiHulpline is used mainly by older people.²¹ No information is provided on how the DigiHulpline is monitored.

¹⁸ The Netherlands, Ministry of Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*) (2021), '[Government : More money each year for Digital Government Information Points](#)' [Kabinet: jaarlijks meer geld voor Informatiepunten Digitale Overheid], News release,, The Hague, Ministry of Interior and Kingdom Relations, 6 April 2022. .

¹⁹ The Netherlands, Ministry of Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*) (2021), '[State of affairs Information points. Digital Government November 2021](#)' [Stand van zaken Informatiepunten. Digitale Overheid], . The Hague, Ministry of Interior and Kingdom Relations.

²⁰ The Netherlands, Ministry of Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*) et al (2022) . '[DigiHulpline](#)', Website, . The Hague, Ministry of Interior and Kingdom Relations.

²¹ The Netherlands, State Secretary for Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*) (2021), '[Progress Digital Inclusion 2021](#)' [Vooruitgang Digitale Inclusie 2021'], Letter to House of Representatives, , The Hague, Ministry of Interior and Kingdom Relations, 21 December 2021.

3 Research and data focused on equal access to public services in the digital age

In 2019, three studies were published on digital inequality and age. The results of these studies were presented in three separate reports²² and in a factsheet²³. The factsheet states that 50.8% of the elderly over 55 do not feel sufficiently digitally competent (or have doubts about their competence).

One of these studies is a study²⁴ by the University of Twente on the use of the internet that reanalysed data from an earlier study (2018)²⁵ by focusing on people over 55. The data were collected by a survey conducted among a representative sample of the Dutch population. Survey was held in 2018. This study finds that in the category between 55 and 65 years of age 98.7% have access to the Internet, in the category between 65 and 65 years of age 94.8% have access to the Internet, and in the category over 75 years of age 74.2% have access to the Internet.

In March 2020, during the start of lockdown against the Coronavirus, the National Ombudsman received a number of complaints that the telephone accessibility of the Social Insurance Bank (*Sociale Verzekeringsbank*) was insufficient.²⁶ The Sociale Insurance Bank implements the National Old Age Pensions (*Algemene Ouderdomswet*). On 27 November 2020, the National Ombudsman announced in a news release that the Social Insurance Bank had improved its telephone accessibility as result of complaints from citizens to the National Ombudsman.²⁷ The telephone numbers on the website of the Social Insurance Bank have also been made easier to find.

²² Van Deursen, A.J.A.M. (2019), [Digital inequality in the Netherlands, Internet use by net by people aged 55 and older](#) [Digitale ongelijkheid in Nederland: Internetgebruik van mensen van 55 jaar en ouder], Enschede, Universiteit Twente.; Netwerk Mediawijsheid / Nationaal Ouderenfonds / SeniorWeb (2019), [The elderly in digital Netherlands– Benefits and challenges](#) [Ouderen in digitaal Nederland– Voordelen en uitdagingen – Nationaal Ouderenfonds], Hilversum / Amersfoort / Utrecht, Netwerk Mediawijsheid / Nationaal Ouderenfonds / SeniorWeb. ; Netwerk Mediawijsheid / Nationaal Ouderenfonds / SeniorWeb (2019), [Older people in digital Netherlands Online help requests and how the social environment can help](#) [Ouderen in digitaal Nederland. Online hulpvragen en hoe de omgeving kan helpen], Hilversum / Amersfoort / Utrecht, Netwerk Mediawijsheid / Nationaal Ouderenfonds / SeniorWeb.

²³ Netwerk Mediawijsheid / Nationaal Ouderenfonds / SeniorWeb (2019), [Fact sheet older people in digital Netherlands](#) [Factsheet ouderen in digitaal Nederland], Hilversum / Amersfoort / Utrecht, Netwerk Mediawijsheid / Nationaal Ouderenfonds / SeniorWeb.

²⁴ Van Deursen, A.J.A.M. (2019), [Digital inequality in the Netherlands, Internet use by net by people aged 55 and older](#) [Digitale ongelijkheid in Nederland: Internetgebruik van mensen van 55 jaar en ouder], Enschede, Universiteit Twente.

²⁵ Van Deursen, A.J.A.M. (2018), [Digital inequality in the Netherlands anno 2018](#) [Digitale ongelijkheid in Nederland anno 2018], Enschede, Universiteit Twente

²⁶ The Netherlands, National Ombudsman (*Nationale Ombudsman*) (2020), [Letter to the Sociale Insurance Bank](#) (*Sociale Verzekeringsbank*), 0, The Hague, National Ombudsman, 27 November 2020.

²⁷ The Netherlands, National Ombudsman (*Nationale Ombudsman*) (2020), [The Social Insurancebank has improved telephone accessibility](#). [‘Sociale Verzekeringsbank verbetert telefonische toegankelijkheid’], News release, , The Hague, National Ombudsman, 27 November 2020.

4 State of digitalisation of selected public services

		Selected public services relevant for older persons			
		Access to health records	Public statutory pensions	Social benefits	Other (as relevant in your context)
Stage of digitalisation	Not digitalised (Y/N)	No	No	No.	
	Information is available online (Y/N)	Yes.	Yes.	Yes	
	Transactions are possible online (Y/N)	Yes.	Yes.		
Recognition of groups at risk of digital exclusion	Service specific regulation recognises barriers to digital inclusion / vulnerable and disadvantaged groups (Y/N).	No. ²⁸	No.	No.	
	If yes, please list the barriers and groups that are mentioned.				
Multichannel access options	Telephone service (Y/N) If yes, please describe what kind of personalised services it provides.	Yes. There are two sorts of telephone services: The DigiHulpline ²⁹ and the National Healthcare Number (<i>Nationale Zorgnummer</i>) ³⁰ . Anyone who has a question about using his or her computer, laptop, mobile or tablet or needs	Yes. The organisation that implements the National Old Age Pensions Act (<i>Algemene Ouderdomswet</i>), the Social Insurance Bank (<i>Sociale Verzekeringsbank</i>), is accessible by a telephone service. ³¹	Yes. The organisation that implements most social benefits relevant for people aged 65 and older, the Social Insurance Bank (<i>Sociale Verzekeringsbank</i>), is accessible by a telephone service. ³²	

²⁸ The Netherlands, Civil Code (*Burgerlijk Wetboek*), Book 7, [Articles 454, 455 and 456](#); The Netherlands, Act on additional provisions for processing personal data in healthcare (*Wet aanvullende bepalingen verwerking persoonsgegevens*), [Articles 15d and 15e](#).

²⁹ The Netherlands, Ministry of Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*) et al (2022). '[DigiHulpline](#)', Website.

³⁰ Netherlands Patients Federation (*Patiëntenfederatie Nederland*) (2020), '[Zorgnummer](#)', Web page, Utrecht, Patiëntenfederatie Nederland.

³¹ The Netherlands, Social Insurance Bank (*Sociale Verzekeringsbank*) (2022), '[See our telephone number](#)', Web page, Amstelveen, Sociale Verzekeringsbank.

³² The Netherlands, Social Insurance Bank (*Sociale Verzekeringsbank*) (2022), '[See our telephone number](#)', Web page, Amstelveen, Sociale Verzekeringsbank.

		support when accessing online services can call the DigiHulpLine. Anyone who needs support when accessing his or her health care files, his or her Personal health environment or wants to receive digital health care can call the National Health Care Number (Zorgnummer).			
	Physical administrative access points (Y/N). If yes, please specify the level of availability (local, regional, national), the opening days and hours.	Yes. Patients can ask paper copies of their health records from GPs, physicians, hospitals or other healthcare institutions. ³³	Yes. 'The Social Insurance Bank (Sociale Verzekeringsbank) offers physical access at their offices throughout the Netherlands.	Yes. Besides the Social Insurance Bank (<i>Sociale Verzekeringsbank</i>) offers physical access at their offices throughout the Netherlands.	
	Specific locations that facilitate offline access to the service (Y/N) If yes, indicate the location(s). Please describe what kind of support is provided.	Yes. Patients can ask paper copies of their health records from GPs, physicians, hospitals or other healthcare institutions. ³⁴	The organisation that implements the National Old Age Pensions Act, the Social Insurance Bank (<i>Sociale Verzekeringsbank</i>), is accessible by a telephone service, a postal service and a physical service (at one	Yes. The organisation that implements most social benefits relevant for people aged 65 and older, the Social Insurance Bank (<i>Sociale Verzekeringsbank</i>), is accessible by a telephone service, a postal service and a physical service (at one of the offices	

³³ The Netherlands, Ministry of Health, Welfare and Sport (Ministerie van Gezondheid, Welzijn en Sport) (2022), '[Accessing, updating or deleting medical records](#)', Web page, The Hague, Ministry of Health, Welfare and Sport..

³⁴ The Netherlands, Ministry of Health, Welfare and Sport (Ministerie van Gezondheid, Welzijn en Sport) (2022), '[Accessing, updating or deleting medical records](#)', Web page, The Hague, Ministry of Health, Welfare and Sport..

			of the offices throughout the Netherlands). ³⁵	throughout the Netherlands). ³⁶	
	<p>Specific locations that facilitate online access to the service (Y/N). If yes, indicate the location(s). Please describe what kind of support is provided.</p>	<p>Yes. There are some 450 Digital Government Information Points at local public libraries.³⁷ At the Information Points, people receive help with government services from a trained library employee. Each local public library has its own opening days and hours</p>	<p>The organisation that implements the National Old Age Pensions Act, the Social Insurance Bank (<i>Sociale Verzekeringsbank</i>), is accessible by on online service.³⁸ Besides, there are some 450 Digital Government Information Points at local libraries.³⁹ At the Information Points, people receive help with government services from a trained library employee. Each local library has its own opening days and hours.</p>	<p>The organisation that implements most social benefits relevant for people aged 65 and older, the Social Insurance Bank (<i>Sociale Verzekeringsbank</i>), is accessible by a Besides, there are some 450 Digital Government Information Points at local libraries.⁴⁰ At the Information Points, people receive help with government services from a trained library employee. Each local library has its own opening days and hours. n online service.⁴¹</p>	

³⁵ The Netherlands, Social Insurance Bank (*Sociale Verzekeringsbank*) (2022), '[AOW pension contact. How would you like to contact the SVB?](#)', Web page, . Amstelveen, Sociale Verzekeringsbank

³⁶ The Netherlands, Social Insurance Bank (*Sociale Verzekeringsbank*) (2022), '[AOW pension contact. How would you like to contact the SVB?](#)', Web page., Amstelveen, Sociale Verzekeringsbank

³⁷ The Netherlands, Ministry of Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*) (2021), '[Government : More money each year for Digital Government Information Points](#)' [Kabinet: jaarlijks meer geld voor Informatiepunten Digitale Overheid], News release, 6 April 2022, The Hague, Ministry of Interior and Kingdom Relations..

³⁸ The Netherlands, Social Insurance Bank (*Sociale Verzekeringsbank Sociale Verzekeringsbank*) (2022), '[What you can do in My SVB](#)', Web page Amstelveen, Sociale Verzekeringsbank, .

³⁹ The Netherlands, Ministry of Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*) (2021), '[Government : More money each year for Digital Government Information Points](#)' [Kabinet: jaarlijks meer geld voor Informatiepunten Digitale Overheid], News release, 6 April 2022 The Hague, Ministry of Interior and Kingdom Relations., .

⁴⁰ The Netherlands, Ministry of Interior and Kingdom Relations (*Ministerie Binnenlandse Zaken en Koninkrijksrelaties*) (2021), '[Government : More money each year for Digital Government Information Points](#)' [Kabinet: jaarlijks meer geld voor Informatiepunten Digitale Overheid], News release, 6 April 2022, .The Hague, Ministry of Interior and Kingdom Relations..

⁴¹ The Netherlands, Social Insurance Bank (*Sociale Verzekeringsbank*) (2022), '[What you can do in My SVB](#)', Web page, Amstelveen, Sociale Verzekeringsbank

	Other – please indicate any other access channels to the service.	N.A.	N.A.	N.A.	
Other forms of support for online use	Please indicate any other form of support to facilitate the use of the online service for older persons such as easy-to-read versions, different language versions, etc.	N.A.	N.A.	N.A.	