



pension perspectives

Winter 2018

And the survey says...



In July 2017, the Public Employees Pension Plan (PEPP) invited members to participate in a Member Satisfaction Survey. We would like to share results of the data collected from July 26 to October 2, 2017.

The survey focused on member satisfaction of current services and communications in four key areas:

Communication and information services. Satisfaction with all criteria was high. The *Pension Perspectives* newsletter and website were the most commonly referenced as sources of communication. Members rated PEPPAccess as the most informative resource for learning about their pension, followed by events and workshops. Nearly all members claim to

review most or all of their pension statements. Both satisfaction and awareness increased with age and how close the member was to retirement.

Currently used and preferred methods of communication. The majority of members communicate with the Plan by phone, but results show they would prefer to communicate by email.

Customer experiences. Satisfaction with direct customer experiences was strong. Member usage of the website was average with the website satisfaction being moderately positive. This suggests there is room for improvement.

Member knowledge, impressions and information seeking activities. About 75% of respondents reported having some familiarity with the details of their Plan, and can freely recall "PEPP" as the name of the Plan. Most members seek information in mail outs and on the website. Satisfaction with all criteria in this area was high.

Overall the survey showed an 80% member satisfaction rating. Thank you for your participation; you are helping to form the future of your plan.

The next step will be to conduct focus groups to gain further insight into specific areas covered in the member survey. If you would like to participate in a focus group please email us at peba@peba.gov.sk.ca with your contact information.

A more detailed report of the results will be posted to the website in the near future.

Congratulations to the winners of the \$100 gift cards:

- Leonard B. – Saskatoon
- Curt K. – Regina
- Val W. – Cumberland House

RetireWithEase Workshops	
Prince Albert	February 21
Saskatoon	February 22
Swift Current	March 6
Yorkton	April 25
Weyburn	May 2
LaRonge	May 9

Regina and Saskatoon dates are posted online.

Register today! Visit PEPP's home page and click on the PEBA Hosted Workshop image!

*Workshop dates are subject to change, please check the PEPP website for updates.



PEPP is celebrating its 40th year! It's been four decades of change and growth. Here are some highlights many of you will remember.

1977-1987 We started in October 1977 with 1,066 members and \$940,000 in assets. The Public Service Superannuation Plan was closed and the Public Employees Pension Plan was born. These were growing years.

1987-1997 Pension Connection the automated voice response system was introduced ● *Pension Perspectives* newsletters were published and mailed to members ● The website was introduced ● The Short-term Bond fund was added so members had a second investment choice.

1997-2007 Retirement age was reduced from age 55 to age 50 ● The Retirement Information Consultants were on tour and their presentations were fast becoming a major attraction for members nearing retirement ● Thousands of members registered to use PEPPAccess to check their account balances, do interfund transfers and update their personal information online ● Retire@Ease was put online. This online retirement planner helps members formulate their own retirement plans and see the impact of their decisions.



2007-present Investment choice became a reality. Members can choose from eight investment funds and hold up to three different funds (one asset allocation and up to two specialty) at the same time. ● Variable Pension Benefit (VPB) was introduced - first of its kind in Canada. More members choose VPB than any other retirement income option. Almost 4,000 members are active in VPB. ● Pensioners are sent annual statements and can use Retire@Ease to guide their spending in retirement ● All members are sent semi-annual statements that show how long their money will last in retirement ● Members can elect to receive electronic notification (via e-Comm) that the newsletter or their Member Statements are available for viewing online ● PEPP's logo was refreshed ● The website has undergone many changes over the years and continues to evolve. Social media (Facebook and Twitter) were added as a great way for members to communicate and engage with the Plan. ● About 12,000 new members have joined the plan since 2014. PEPP now has more than 64,000 members and over \$9.8 billion in assets.

Did you know? PEPP - Your Plan - is the largest defined contribution pension plan in Canada (by assets).

Resolutions - set them and forget them!

Happy New Year! Many of you have made New Year's resolutions to lose a few pounds, go to the gym, be nice to the neighbour. While made with good intentions, these involve effort all year long and sometimes end up unachievable. Here are a couple *set them and forget them* suggestions for you that may improve your lifestyle and the environment, now and into the future.

1. Start making voluntary contributions to your pension – get it set up through your employer on payroll deduction and forget it. Voluntary contributions are deducted from your gross income so they decrease your taxable income each pay

period and increase your pension savings. For more information see the PEPP *Talk* on *Voluntary Contributions*.

2. Sign up for e-comm and go paperless for newsletters and/or statements. It helps decrease paper and clutter in your home, protects the environment and decreases printing and postage costs – all wins. Look for the e-comm logo on our website.



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