



Public Employees Pension Board Report to Stakeholders



Quarter ended March 31, 2019

2018 – 2019 Fourth Quarter

Background

The Public Employees Benefits Agency (PEBA) prepares this report on behalf of the Public Employees Pension Board (the Board) to provide its stakeholders with a summary of activities undertaken by the Board with respect to the Public Employees Pension Plan (PEPP).

The report provides a summary of activities by strategic goal as identified by the Board in the PEPP Strategic Business Plan 2018-2019 to 2020-2021. Areas that have been identified as key strategic goals include:

- Investment;
- Service;
- Cost-effectiveness;
- Stewardship; and
- Engagement.



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Activities in this Quarter

Investment

- The Board reviews a detailed report on the Plan's investments four times per year.

Service

- **Member Communication and Services**
 - *Pension Perspectives*, the Plan newsletter was mailed to members on February 7, 2019. Topics included:
 - Tell me more, tell me more – an article on PEPP presentations;
 - Stay the course Billy! – an article on volatility;
 - Fees Matter! – an article on PEPP administration and investment fees; and
 - New Year's Resolutions – an article on things members should do.
- Variable Pension Benefit (VPB) Member Statements were mailed to members on January 31, 2019.
- VPB T4A statements were mailed to members on February 22, 2019.



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- **Employer Communication and Services**

- Employer meetings are held to review and discuss new and existing processes as well as requirements, responsibilities, and any plan administration issues with the participating employer.
 - PEBA had one meeting year-to-date with large employers (i.e., employing more than 175 people). More than 91 per cent of PEPP members work for large employers;
 - PEBA had two meetings year-to-date with medium-sized employers (i.e., employing between 50 and 175 people);
 - PEBA had nine meetings year-to-date with small employers (i.e., employing fewer than 50 people); and
 - PEBA handled 450 telephone and email enquiries from employers.



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- **Workshops, Sessions and Overviews**

- Retire*With*Ease (RWE) is a retirement planning workshop designed to help members make informed decisions relating to their pension. Sessions are facilitated by Retirement Information Consultants who are CERTIFIED FINANCIAL PLANNER® (CFP®) professionals. This full-day workshop focuses on general retirement planning, and pension plan specific information, including retirement income options and retirement planning tools.
 - PEBA conducted 12 RWE seminars during the quarter (nine the previous quarter). There were a total of 311 PEPP members and spouses (229 the previous quarter) in attendance at these seminars. Seminar evaluations have provided an overall satisfaction rating of 97.5 per cent year-to-date.
- *Ready, Set, PEPP!* (RSP) presentations provide new members with a general introduction on Plan provisions and the services available to PEPP members.
 - PEBA's Customer Focus Co-ordinators held three RSP presentations for a total of 167 attendees during the quarter, for a year-to-date total of 15 sessions for 587 attendees.
 - In 2017-2018, there were 26 RSP presentations for a total of 645 attendees.

Cost-effectiveness

- Nothing to report at this time.



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Stewardship

- **Service provider oversight**
 - The Board reviews a detailed report on the administration of the Plan four times per year.
- **Education**
 - The Board received a listing of upcoming education events at each meeting.

Engagement

- Work on the Engagement Strategy continued through social media efforts using Twitter ([@PEPP_DC](#)) and Facebook ([facebook.com/PEPP.Canada](#)).
- The number of subscribers for each social media stream continues to grow.



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