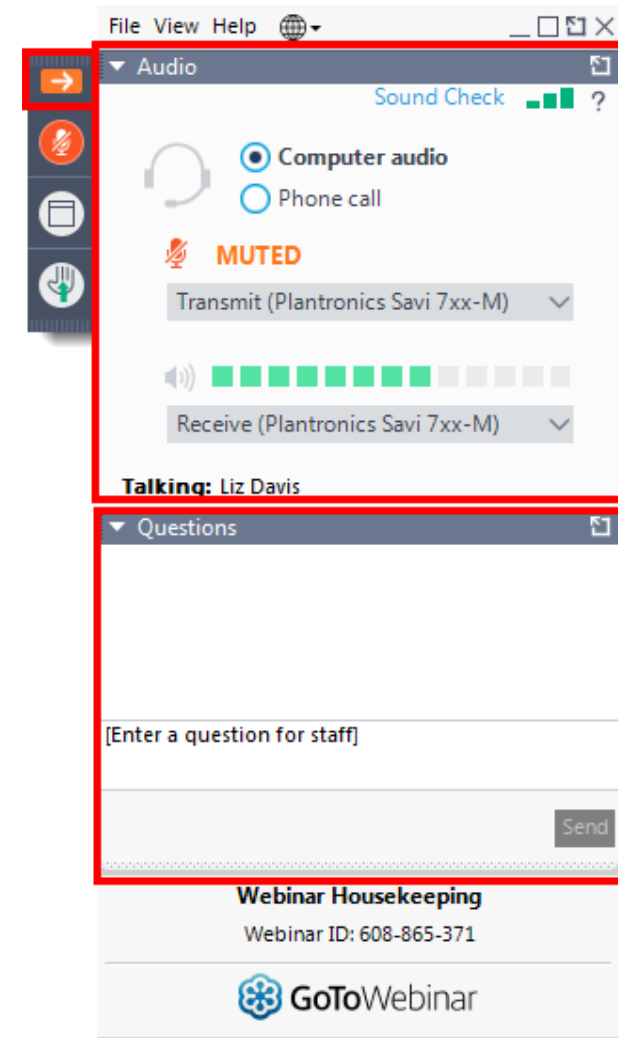


While we wait – audio instructions

- Select the Audio section of the GoToWebinar control panel
- Select Computer audio or Phone call
- To submit a question or comment, type it in the Questions panel



Transformative Territory Statement

“In keeping with Indigenous culture and to build respectful relationships between Indigenous and non-Indigenous peoples, we acknowledge that our office is located on the traditional unceded territory of many nations, including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples, and is now home to many diverse First Nations, Inuit, and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

As settlers of this territory, we will listen, uplift and celebrate the Indigenous peoples of this land and, upon invitation to do so, support them in the pursuit of self-determination, sovereignty, and justice.

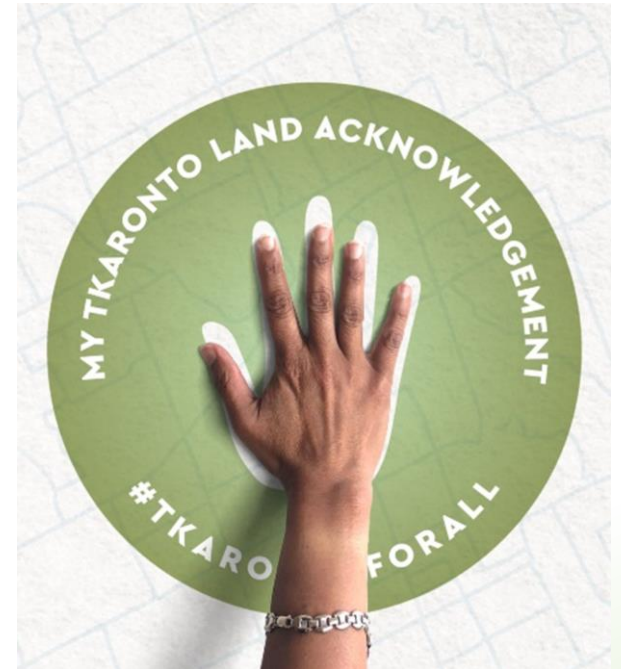
We acknowledge our settler privilege and understand the impact it has on the land and Indigenous peoples.”

Pronunciation

Anishnabeg: (ah-nish-naw-bek)

Haudenosaunee: (hoodt-en-oh-show-nee)

Métis: (may-tee)





Employer Update

December 12, 2023



Welcome to our new team members

- Priya Edward
- Team Lead
with Employer Services
- Over 23 years of experience
in pension services and
benefits operations



Welcome to our new team members



- Priscilla Lee
- Team Lead
with Employer Services
- 23 years of pension system
implementation and
administration experience

Welcome to our new team members



- Erin Rabovsky
- Pension Analyst with Employer Services

Welcome to our new team members

- Lilly Del Vecchio
- Bilingual Pension Analyst with Employer Services
- 30 years of experience in pension administration





Agenda

1. CAAT's progress
2. 2024 Rates
3. 2023 Data Collection Schedule
4. Recruitment Toolkit
5. Member Learning Sessions
6. New Service Standards / 3rd Quarter Service Levels
7. Employer Manual
8. Portal update
9. College-related employer updates
10. Upcoming events

We're growing

- One of Canada's fastest growing pension plans
- 70 new employers in 2023
- 363 participating employers in the Plan
- 4,500 new DBplus members



2024 Rates

2024 rates

- Plan contribution rates
 - No changes for 2024
 - DBplus-only: refer to your MOA or Participation Agreement
- 2024 inflation protection rate
 - 3.58%
- Average industrial wage (AIW) increase
 - 2.99%

How we work with you
Tools and processes for administrative excellence

Service standards
Service standards enable us to complete each transaction at our desired service level.
[Service standards](#)

USE S-DOC
Send files via S-Doc
Use S-Doc to share files securely with the CAAT Pension Plan. (You will leave the CAAT site)
[Launch S-Doc now](#)

Rates at a glance
Current and historical government of Canada and CAAT rates
[Rates at a glance](#)

Visit the “Rates at a glance” on the [Employer Page](#)

2024 rates – DBprime

\$68,500

Year's Maximum Pensionable Earnings (YMPE)

\$204,475

DBprime RCA earnings threshold

\$31,890

Maximum Pension Adjustment (PA)

\$3,610

Maximum Benefit Entitlement

2024 rate – DBplus

- Money Purchase limit
 - Used to determine maximum DBplus contributions
 - Used for DBplus Pension Adjustment offset

\$32,490

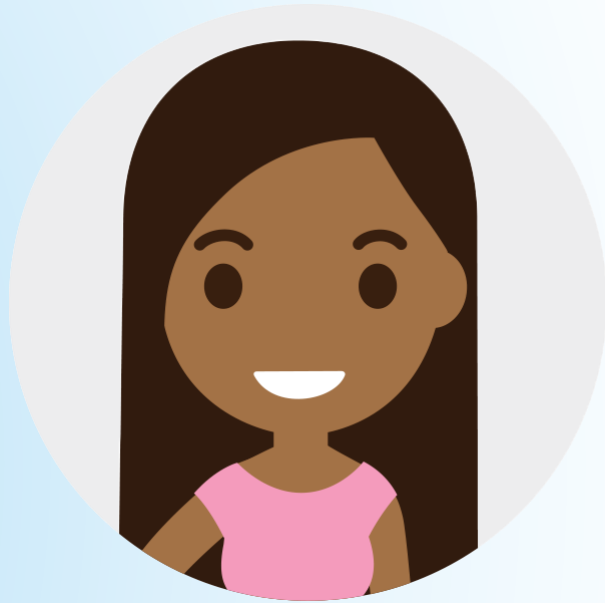
**Maximum of total
member and employer
contributions**



Steve

Example: Less than the maximum

- DBplus earnings = \$60,000
- 4% contribution rate for member and 8% for employer
- Member contributions = \$2,400
- Employer contribution = \$4,800
- Total contributions = \$7,200 which are under the 2024 DBplus maximum of \$32,490



Jill

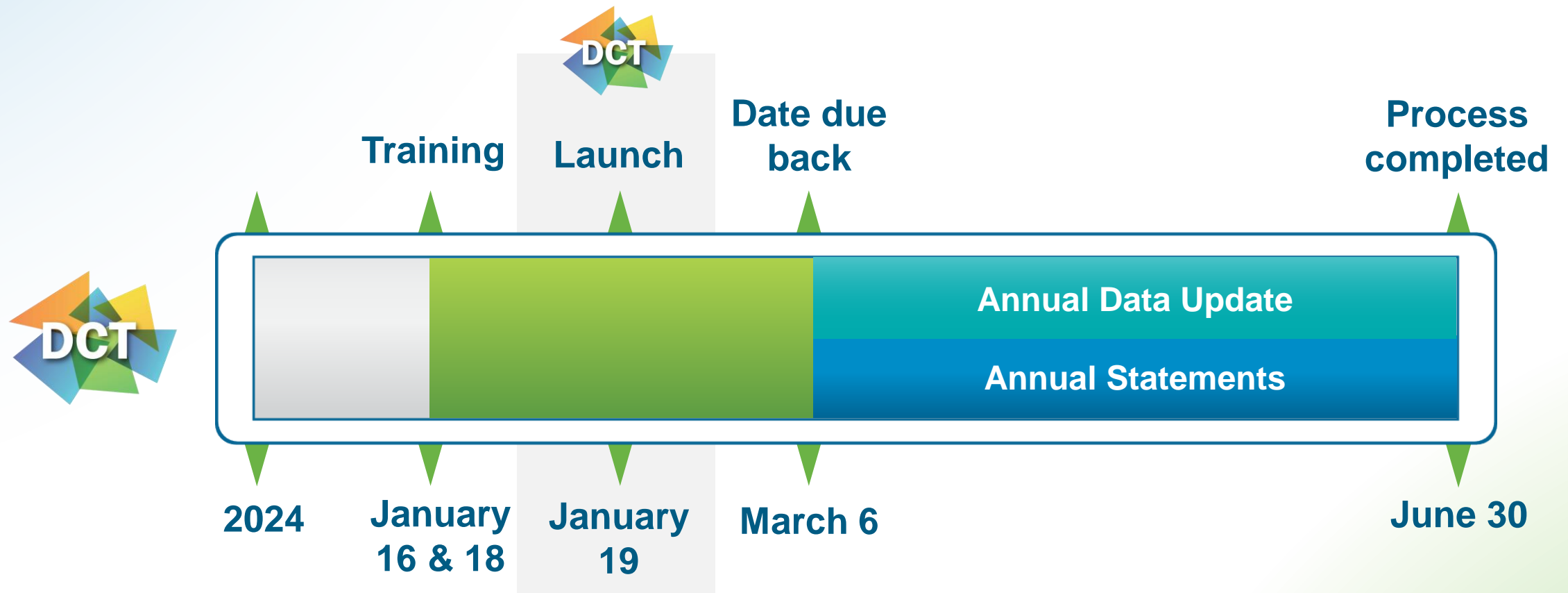
Example: Up to the maximum

- DBplus earnings = \$190,000
- 9% contribution rate for member and employer
- Member contributions = \$17,100
- Employer contribution = \$17,100
- Total contributions = \$34,200, these exceed the 2024 DBplus maximum of \$32,490 so should be capped at \$16,245 for both member and employer contributions

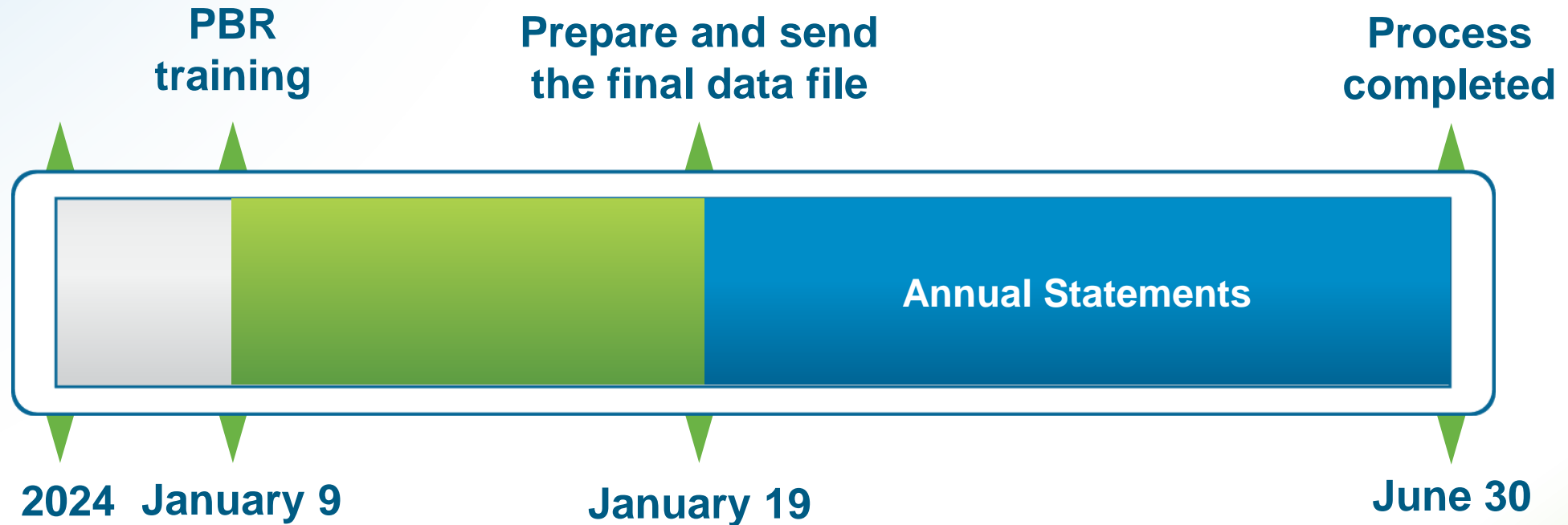
Collection Schedules for 2023 Data

2024 Data Collection Tool (DCT) schedule

Employers with both DBprime and DBplus



Payroll-based reporting (PBR) data collection schedule



Recruitment Toolkit

Resources you can use to attract top candidates:

- Use the badge to signal you offer a valuable pension
- Add language and images to your existing recruitment materials
- Share the page for candidates with your interviewees



Use the Recruitment Toolkit to show that you're an employer of choice



Questions

Member learning sessions

- Booking for 2024
- Webinar topics
 - A future you can count on:
Your CAAT Pension
 - Planning for retirement
 - Pension purchases
 - DBprime service purchases
 - DBplus pension purchases



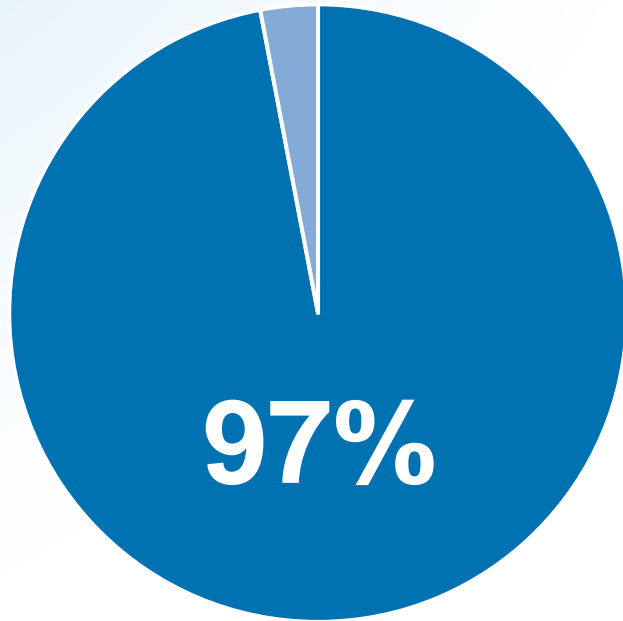


The results are in!

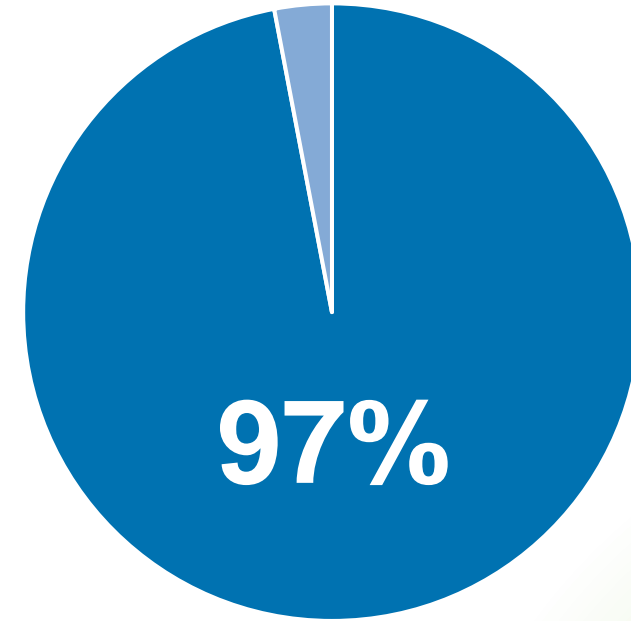
- ✓ **114** learning sessions delivered
- ✓ **5,607** total attendees
- ✓ **Live webinars** are the preferred learning format
- ✓ **95%** of attendees gave a positive rating

What our members are saying...

Would you recommend this webinar?



How valuable was this webinar?



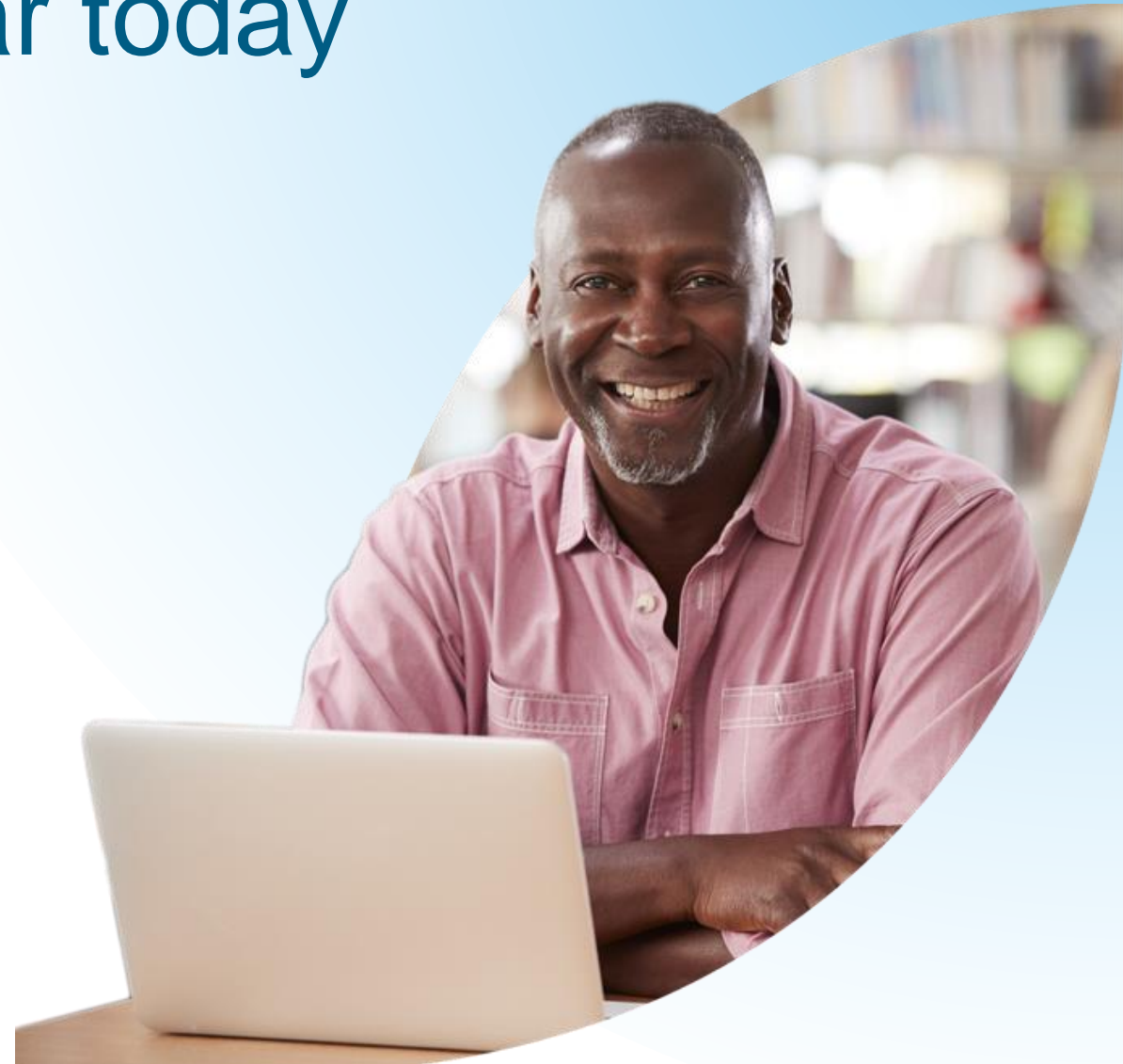
Live polling results from 2023 learning sessions

Book a member webinar today

presentations@caatpension.ca



You can also follow us on Instagram!



Our podcast

- Featuring Canadian business leaders whose organizations are taking action today to create a better tomorrow
- Each episode provides tangible takeaways about the Marathon for Talent, employee engagement and more
- ContributorsPodcast.ca



Q3 2023 member events service standards

Process	Volume	Target turnaround	Attainment	Average turnaround
Retirements	521	30 days	97%	17 days
New pension starts	589	2 days	97%	2 days
Deaths	16	30 days	100%	14 days
Service purchase quotes	130	30 days	92%	16 days
Pension estimates	314	10 days	98%	4 days
Terminations	734	30 days	97%	13 days
Enrolments	2,525	10 days	100%	1 day

Q3 2023 Employer Services service standards

Process	Volume	Target Turnaround	Attainment
Emails and PAL messages	1,084	1 business day	94%
Voicemails	55	1 business day	94%



Service Standards Review

In 2023, CAAT put together a team to review and enhance our service standards to better serve our employers and members.

The new service standards will be in effect January 1, 2024.

Updated service standards



Pension estimate

10 business days to
30 calendar days



**Survivor Benefits
Option Documents**

30 calendar days to
15 business days

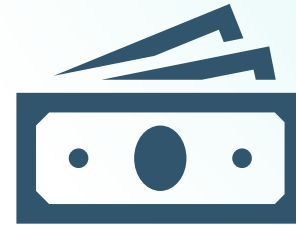
Making pensions easy for our members and employers

New standards



Change of Plan Design

30 calendar days



Payroll-based reporting

Bi-weekly: within 5 days of payroll end date
Monthly: by the 20th of the month following
the month end

Making pensions easy for our members and employers

Added Key Performance Indicators (KPIs)



Member contact

85% of calls are answered
within 90 seconds



Annual statements distributed

95% of statements by May 31st
100% of statements by June 30th

Making pensions easy for our members and employers



Office closure

CAAT's office will be closed for the holidays starting on **Monday, December 25, 2023,** and will re-open on **Tuesday, January 2, 2024**

For employers who work
directly with CAAT

Employer Manual

In case you missed it:

- Manual was re-launched on October 31:
 - More intuitive navigation
 - Customized view based on your plan design(s)
 - Step-by-step instructions for using PAL
 - Links to relevant forms embedded
- Access it via PAL, from the left menu

The screenshot shows the CAAT Pension Plan Employer Manual page. The page is titled "Welcome to your Pension Administration Link" and "Your CAAT Pension portal". The left sidebar menu is visible, with the "Employer Manual" link highlighted in red. The main content area includes a "Find a member" search box, a "Recent activity" section with a table header "Start time" and "Activity", and a "View all activity" button. The page also features a "Transactions in progress" section.

Portal enhancements in 2023

Enhancements to PAL

- Contribution remittance via PAL
 - To make the process faster and easier for you and for CAAT
- Employer Manual moved to PAL
 - To allow you to produce standard reports to support your plan administration tasks
- Administration Console
 - Super User can reset MFA for users

Enhancements to My Pension

- Member address verification
- Deferred and EOM member statements
- Banking and tax changes
- Survivor registration for My Pension

Future portal enhancements



Making
administration
easier



Reduce paper



Expanding online



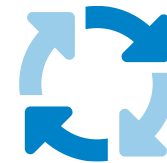
Unified
experience



Self-service



Personalized



Streamline
workflow

2024 portal enhancements

My Pension (members)

- Selecting retirement option and seeing status of retirement with the Plan
- 2023 COLA and tax slips
- Pensioner confirmation

Pension Administration Link – PAL (employers)

- Reports for employers
- Enhanced Message Centre and Document Centre functionality
- Retirement process tracker

Portal statistics

PAL

- **30,400+** transactions in 2023 in PAL
- Enrolments most transacted using PAL at 53%
 - Terminations – 14%
 - Retirements – 11%
 - Leave start and stop – 11%
 - Change of employment – 8%

My Pension

- **38,000+** members registered for My Pension
- Over 61,000 member transactions in 2023
- Members have done 630,000+ self-serve estimates in My Pension in 2023
- 6,295 registered active members have opened their statement in My Pension

Help us promote My Pension

- CAAT's online member portal
- Self-serve features
 - Update email address, mailing address and phone number
- 24/7 online access
 - Digital copies of correspondence
 - Estimator auto-populates member's earnings
- Online access = happy members
- Second-most-common way for members to get pension information
- Be our partner to spread the word!



Non-Contributing Member data – College employers

- PAL submissions or data files for your other than regular full-time (OTRFT) members who have not contributed in 2023 is due by **December 31, 2023**
- Send your data file to your employer Pension Analyst
- These members will not be included on your 2023 DCT

Bill 124 – Retroactive payments to members

- Retiree data for full-time Support and Administration members due by **December 14**
 - Pensions to be revised on February 1, 2024
 - Data received after December 14, pensions will be updated March 1, 2024
- We require data for all terminated members by December 14, 2023
- Active member retroactive data will be collected via DCT
 - More information will be provided at the DCT training in January 2024
- Contributions for members who were not active in 2023 will need to be added outside of your 2023 DCT data.
 - Employer Pension Analyst will confirm amounts for these members with you that will be added to your final contribution reconciliation

Upcoming events

- Employer education sessions
 - January 9 – DBplus-only employers – Year-end updates training
 - January 16 – DCT Refresher Training
 - January 18 – DCT Training – Full Overview
- Employer Update webinar
 - February 27





