



5650 Yonge Street
Toronto, Ontario, Canada
M2M 4H5

tel: 416-226-2700 or 1 800-668-0105
fax: 416-730-7807 or 1 800-949-8208
www.otpp.com



Continuing to serve you

March 16, 2020

Updated on March 23, 2020

A message from our Chief Pension Officer

At Ontario Teachers', the health and well-being of our members, employees and partners remain our top priority. We take our responsibility as a global citizen seriously, and we're committed to doing our part in the worldwide effort against the spread of COVID-19.

To protect you and our employees, we're taking preventative measures, including social distancing, while ensuring we have a comprehensive plan in place to carry out our normal business activities, including paying pensions. We've also taken these steps:

- Our in-person annual general meeting has been cancelled. We'll have a digital offering available instead. Please [sign up](#) to receive a link to the digital content when it's available.

- Most of our employees are working remotely as a precautionary social distancing measure. Only a small group of employees are onsite.
- All in-person interviews with our Pension Benefits Specialists have been cancelled and will be rescheduled or moved to online/telephone meetings. If you have special needs, please let us know and we'll do our best to help you navigate through this time.

As always, our contact centre team is available to help. If you have questions about your pension benefits, email inquiry@otpp.com or call 1-800-668-0105, Monday to Friday, 8:00 am to 5:30 pm.

While you may experience slower than usual response times, rest assured we're committed to providing you with the best service we can. Please help us expedite service by using our self-serve channels, where appropriate. You can also access your [online account](#), anytime, anywhere.

Long-term results matter most

Many of you will be wondering what impact recent market turmoil will have on your pension. It's important to remember:

- long-term performance counts for pension plans, and
- your pension is part of a defined benefit plan.

Unlike RRSPs or defined contribution plans, pensions paid under a defined benefit plan are based on a formula of service and salary, not on the fund's value on the day a person retires. This means we'll continue to pay pensions each month.

Here for you, when you need it

Our priority is to serve Ontario's teachers and will remain so during these uncertain times. We have rigorous processes in place to manage the rapidly changing global situation and a team dedicated to serving your needs.

We'll continue to monitor the COVID-19 situation closely so please visit our [website](#) and [Facebook](#) for updates.

We understand this is an uncertain time for everyone. You probably have a lot on your mind, and we want to remind you we're here for you, when you need us.

Sincerely,

Tracy Abel
Chief Pension Officer

March 16, 2020

The health and safety of our members and employees always come first.

At this time, our Toronto office is open with a minimal number of employees onsite. Our remaining employees are working remotely as a precautionary social distancing measure to ensure the health and wellbeing of our people, and to help reduce community spread of COVID-19.

Rest assured that we have a comprehensive plan in place to ensure we maintain essential business functions and services, including pension payments.

In light of COVID-19, we respectfully ask that you don't come to our office for an in-person interview. If you have special needs, please let us know and we'll do our best to help you navigate through this time.

As always, our contact centre team is here to help. If you have questions about your pension benefits, email inquiry@otpp.com or call 1-800-668-0105, Monday to Friday, 8:00 am to 5:30 pm. You can also access your [online account](#), any time, anywhere.

How may the province-wide school closures affect your pension?

Based on the information we have at this time, there should be no effect on your pension. As long as your employer continues to pay your salary during this time, the time will count as pensionable service, which means you'll continue to receive credit.

Check back for updates

We'll continue to monitor this situation. Updates will be posted to this page and on [Facebook](#). Please bookmark this page for your convenience.

COVID-19 Update – From OMERS

Here for you, here for each other. Our message: prudence, not panic.

These are unprecedented times that call for deep trust in each other and a belief in doing the right thing in all respects. As COVID-19 evolves, OMERS will be as proactive as possible to put the well-being of our members and our employees first, while ensuring that we are also acting responsibly toward both the communities in which we live, and your investment portfolio and pension promise.

Your OMERS pension is built for the long run. Our strength is in our diversity – of our people, of our investments, of our ideas and of our members – and we will always be here for you.

I am very proud of the way our organization is pulling together to support one another and our members, customers, partners and stakeholders. We all recognize that these markets are extremely difficult to navigate, yet we have a highly capable and experienced global enterprise and we are well prepared for situations like this. Knowing our organization as I do, I am fully confident that we will find our way through this cycle, better than most, and in selective ways we will find opportunities to set ourselves up even stronger for the future.

Like many workplaces, we have adapted our work arrangements as recommended by local, provincial and federal health authorities, including the Public Health Agency of Canada. For those who are now working from home, the sense of obligation to assist OMERS at this time is as strong as ever. It is times like these that true character shows.

At this juncture, I want to communicate three points for how we can work together and what you can expect from us as the situation unfolds:

1. We are working our best to serve you

We are committed to being here for you. Without question, pensions will continue to be paid on the first business day of each month. While you may experience slower than usual response times, rest assured that we will provide the best service that we can as we help all our members navigate their questions or concerns. You can help us prioritize business-critical needs by using our self-serve channels where appropriate.

2. We can serve you digitally

[myOMERS](#) remains ready and the best way to access your pension online 24/7. If you have not yet signed up, please take this opportunity to learn about all it has to offer. Due to advancing technology myOMERS is very simple to use, available to you wherever you are and whenever you need.

3. We will keep you informed

We are committed to keeping our lines of communication open to inform you of the latest developments across OMERS. We understand this is an uncertain time for everyone and we are here to continue to support you, whatever your needs may be.

You – our members – are the very reason OMERS exists. We are thinking creatively to serve you in new ways as we adapt to these circumstances. We appreciate your patience and understanding as we work through this together.

Many of you are on the front line helping Ontario communities in critical ways, including helping combat COVID-19. We know you are all stretched in uncomfortable and unprecedented ways too. We wish you well. Thank you for your extraordinary contribution.

Please be safe, take care of yourself and support family and friends! Our message: prudence, not panic.

Best wishes,
Blake Hutcheson, President