

AGM | April 15, 2021

**Strong.  
Resilient.  
Ambitious.**





## EPISODE THREE

Tracy Abel, Chief Operations and  
Pension Officer

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# You can count on us



ONTARIO  
TEACHERS'

PENSION PLAN – RÉGIME DE RETRAITE  
DES ENSEIGNANTES ET DES ENSEIGNANTS





# You can count on us



**ONTARIO  
TEACHERS'**

PENSION PLAN – RÉGIME DE RETRAITE  
DES ENSEIGNANTES ET DES ENSEIGNANTS







**Reliable service**



# Your pension is secure





# Membership Profile

**331,000**  
Total members

**183,000**  
Active members

**148,000**  
Pensioners

**26**  
Years contributing

**32**  
Years on pension





**Simple**

**Personal**

**Insightful**

**Our  
commitment**

**Outstanding  
service**



**"You made  
a difference  
that day."**



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**“The website was easily accessible and gave me all the information I needed”**

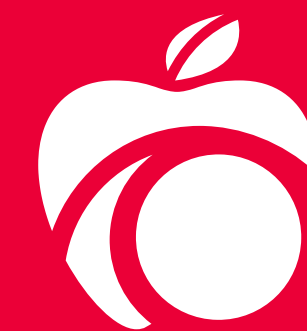
**“The email I received was very thorough and I got a quick response time”**







# Service highlights

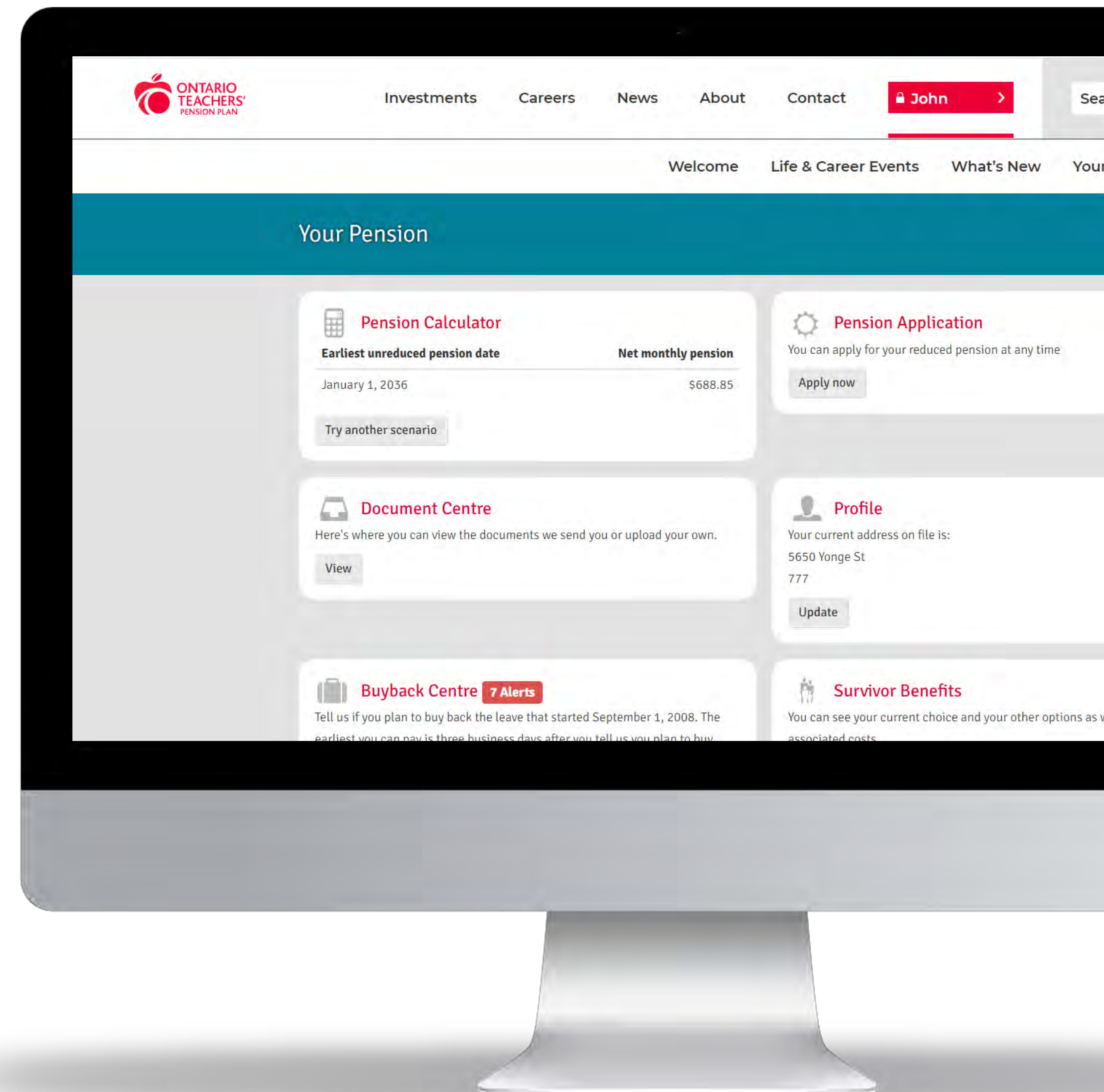


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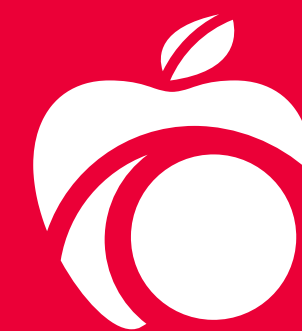
# Service highlights







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# Service highlights



**ONTARIO  
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DES ENSEIGNANTES ET DES ENSEIGNANTS

**YOUR  
MOMENT**  
Getting you ready for retirement



**Proudly  
delivering  
outstanding  
service**



**8.8/10**

Quality Service  
Index

**93/100**

CEM











**“Everything is perfect.  
When I have a question, they answer  
them. They meet my needs.”**

**“They have a friendly,  
compassionate approach. They're  
knowledgeable when providing  
information.”**







# Contact us

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