

EPISODE THREE: TRACY ABEL, CHIEF OPERATIONS AND PENSION OFFICER ONTARIO TEACHERS' PENSION PLAN VIDEO TRANSCRIPTION FOR AGM

**"You can count on us"**

**April 15, 2021**

**[TRACY ABEL, CHIEF OPERATIONS AND PENSION OFFICER, PHOTO]**

**Chief Operations and Pension Officer, Tracy Abel:** It goes without saying that 2020 was a unique and challenging year. Yet despite the unprecedented nature of the pandemic, our sense of teamwork and community have grown in many ways.

**[YOU CAN COUNT ON US]**

**Tracy Abel:** During the early months of the pandemic, many bright spots emerged at Ontario Teachers'. The positive spirit and effort by our teams and partners were nothing short of phenomenal. We quickly banded together to unlock the flexibility and creativity required to serve our members' daily needs. We changed our behaviours and how we operated to ensure we could carry out normal business activities when our offices closed.

**[RELIABLE SERVICE]**

**Tracy Abel:** We did all of this with one goal in mind: to provide you – our members - with the reliable service you expect from us. We thank each and every one of you for your patience and support during these challenging times.

As administrators of one of Canada's largest payrolls, we paid \$6.7 billion in pension payments last year.

**Tracy Abel:** And because of our strong results, despite a turbulent year, we remain fully funded for the eighth straight year, resulting in full inflation protection for all pensioners.

**[YOUR PENSION IS SECURE]**

**Tracy Abel:** Your pension is secure, and we remain committed to delivering long-term growth.

**[MEMBERSHIP PROFILE – 331,000 TOTAL MEMBERS, 183,000 ACTIVE MEMBERS, 148,000 PENSIONERS, 26 YEARS CONTRIBUTING, 32 YEARS ON PENSION]**

**Tracy Abel:** Our diverse membership base continues to grow. It's up 2,000 to 331,000 members. Teachers, on average, are contributing to their pension for 26 years. And they continue to collect a pension for about 32 years.

Our pensioner population makes up a significant part of our membership. It has grown by 3,000 in the last year to 148,000.

The average age of a pensioner is 73. And at the end of 2020, 24 pensions have been in pay for more than 50 years.

### **[SIMPLE, PERSONAL, INSIGHTFUL]**

**Tracy Abel:** But regardless of your age, we're committed to delivering an exceptional experience while we help you navigate the plan.

We do this with a strategy focused on delivering service that's simple, personal and insightful. This means we're always looking for ways to create meaningful, value-added experiences for you.

This year, while we made several changes and adjustments to ensure we continued to carry out our normal business activities, including paying pensions – one thing didn't change:

### **[OUR COMMITMENT. OUTSTANDING SERVICE]**

**Tracy Abel:** Our commitment to providing members with outstanding service, every day.

I hear feedback that makes me so proud to be part of this amazing team. And there's one that stuck out for me last year.

Naturally, members pass away throughout the year, and we understand this is never an easy time for loved ones who are managing their estate. We try our best to help ease some of the burden by working with family members to simplify and speed up the process as much as we can. So, it means a lot to us when someone takes the time during this difficult period to provide us with positive feedback.

The daughter of a deceased member sent a letter thanking our Pension Benefits Specialist for helping her during a tough time. She said:

### **[YOU MADE A DIFFERENCE THAT DAY]**

**Tracy Abel:**

*"You were the first organization I called as I started to work through the details of my mom's estate. Our conversation was very warming, and I appreciated that so very much. Emotions, COVID and bureaucracy make this process sometimes so heavy. You made a difference that day. As my mom would say "gold star, well done."*

Feedback like this affirms what I already know about my team – despite all the challenges and changes around us, they remained steadfast in their commitment to providing excellent service, because our members – and their loved ones – are our number one priority, in good times and bad.

We also have members who like to take advantage of our self-service tools. And our digital team makes sure we're able to provide self-serve options across our channels so members feel prepared and empowered to act and make informed decisions on their own.

Here's what a few members have to say about our website and tools:

#### **[TWO QUOTES FROM ONTARIO TEACHERS' MEMBERS]**

*"The website was easily accessible and gave me all the information I needed."*

*"The website is easy to use and allows you to use different variables for the pension calculator. The email I received was very thorough and I got a quick response time."*

#### **[SERVICE HIGHLIGHTS]**

**Tracy Abel:** All this feedback inspires us do even more for our members, and last year was no different, despite having to switch gears on a moment's notice.

Years of investing strategically in modernizing our technology and adopting systems that better position us for the future, paid off during the pandemic.

Here are a few ways our teams quickly pivoted to carry out their duties from home, when our offices closed:

#### **[SERVICE HIGHLIGHTS WITH IMAGE FROM ONTARIO TEACHERS' SECURE SITE]**

**Tracy Abel:** We stopped mailing non-essential documents and we digitized most documents, including tax forms, making them available in our members' secure online account. This meant that members always had easy and convenient access to their documents.

#### **[SERVICE HIGHLIGHTS WITH IMAGE OF MOBILE PHONE]**

**Tracy Abel:** We also implemented an email encryption process to securely send and receive confidential information to ensure our members' privacy continues to be protected in a fully digital experience.

#### **[SERVICE HIGHLIGHTS WITH IMAGE OF YOUR MOMENT MEMBER RETIREMENT PRESENTATION]**

And we created a new digital experience for our members. We transformed our in-person retirement workshops into virtual presentations. By going digital, we engaged more members since they could easily participate from anywhere. We'll continue to build on our virtual presentation and find new ways to connect with even more members.

#### **[PROUDLY DELIVERING OUTSTANDING SERVICE]**

**Tracy Abel:** Based on our Quality Service Index results – our primary performance measure – we're proud to say you continued to give our service high marks with an 8.8 out of 10.

Our service is also measured against other leading pension plans by a third-party organization, CEM. And last year, we were second in our peer group with a score of 93 out of 100.

#### **[WORKING FROM HOME IMAGE]**

**Tracy Abel:** Throughout 2020, we enhanced our digital capabilities to meet shifting demands and improved business operations. We'll continue to invest in our digital strategy and leverage technologies to deliver more self-service capabilities that solve problems, simplify information and improve experiences in 2021 and beyond.

#### **[TWO QUOTES FROM ONTARIO TEACHERS' MEMBERS]**

*"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."*

**Tracy Abel:** As you can see from these comments, members were quick to show their support.

On that note, I'd like to close by saying:

#### **[TEAM IMAGE]**

**Tracy Abel:** I'm proud of how our team adapted to the challenges thrown at them. Our priority is to serve Ontario's teachers and will remain so regardless of what's going on in the world.

We have rigorous processes in place to manage all the changes around us and a talented team dedicated to serving your daily needs. And now more than ever, we remain focused on building for the future.

I want to remind you that we're well prepared to continue to deliver on our pension promise.

**[CONTACT US – [www.otpp.com](http://www.otpp.com), [inquiry@otpp.com](mailto:inquiry@otpp.com), 1-800-668-0105]**

**Tracy Abel:** As always, we're here to help you navigate your plan, so visit our website, email us, or give us a call.

Thank you again for your continued confidence in us.