

OMERS

retired member news

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Listening to retired members helps OMERS

OMERS service is only as good as *you* say it is. This is why we ask our retired members twice a year for their feedback: to find out what they think about a variety of items including our service, communications materials, and website. One of our research methods is focus groups, which serve a dual purpose: they help us to find out what we're doing well and what we could do better, and they also provide us with an opportunity

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OMERS retired member, Jim DeLory



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to meet our retired members. A further benefit is that hearing and acting upon our retirees' suggestions gives all our retired members a sense of ownership in their pension plan. Your opinions count.

Recently, OMERS held a focus group to find out what some of our retirees think about our retiree communications – specifically, the portion of our website devoted to “Retired members” and our *Retired Member News* newsletter.

The feedback was extremely useful – for example, we found that they like the format and content of our website and newsletter. They also said that they'd like us to be more candid and forthcoming in explaining the issues when OMERS is covered in the media.

One of the attendees was Jim

DeLory, a retired stationary engineer with the Toronto Board of Education. In his 28-year work life, Jim supervised the caretaking needs of 15 schools in Toronto's west end. He retired in 1993.

An advocate for the benefits of physical fitness, and an avid photographer, Jim is able to enjoy his retirement with his wife, Betty, in part due to his OMERS pension.

Jim has noticed that the plan has changed a lot since the early '90s. When he retired, he didn't have a personal computer. “There weren't online tools such as the Retirement Income Estimator. I did my calculations by hand!”

He's amazed at the progress OMERS has made through its website – especially the convenience and access www.omers.com provides its members.

Today, Jim is a seasoned Internet “surfer.” He visits our website regularly for “retiree information, investment updates and news releases.” He also likes the convenience of being able to access information easily when he needs it. “There is no need to keep printed material for months at a time.”

We also asked Jim what he thought about our recently redesigned retiree newsletter *Retired Member News*.

“I like the new look – it's more like a magazine. I thought it was a nice mix of OMERS news and information.”

Feedback is an important part of OMERS communications – helping us to keep our print and electronic materials on target to meet your needs. Let us know what you think by sending us an e-mail to client@omers.com.

Did you know?

In a survey of OMERS active and retired members at the end of 2006...

- 91% were satisfied with OMERS overall service (88% in 2005)
- 88% were satisfied with the information they received (89% in 2005)
- 90% were satisfied with OMERS Call Centre (89% in 2005) – with 97% saying staff were polite and courteous!

OMERS seeks court direction on Sponsor costs

OMERS Sponsors Corporation ("SC") and OMERS Administration Corporation ("AC") are working together to seek a determination from the Ontario Superior Court of Justice to determine which SC costs may be lawfully paid by the OMERS pension plans and the types of support that can be provided by the AC to SC.

The SC was established under the *OMERS Act, 2006* to make decisions on plan changes, contribution rates as well as when to file the actuarial valuation. This role was formerly the responsibility of the province. The SC Board consists of 14 members representing OMERS employers, members and retirees, and has been meeting regularly.

Under the *OMERS Act, 2006*, the AC retains responsibility for investments and administration of the OMERS pension plans. The AC is also required, among other things, to support the SC – for example, by providing reasonable administrative and technical support.

After careful consideration, the SC and AC Boards have recently developed a common position on the reimbursement of SC costs and the types of support that the AC can provide to SC that each Board believes to be in the interest of the OMERS pension plans as a whole. The Court application seeks a ruling that this common position complies with the *OMERS Act, 2006*. The total estimated cost for funding the SC's annual costs from the

OMERS pension plans will be nominal on a per member basis.

The Court application will be heard on January 21, 2008 at 10:00 a.m. Members (active members, retirees, inactives or deferred vesteds), employers and unions and bargaining agents of the OMERS pension plan may participate in this application by serving a Notice of Appearance and filing such Notice of Appearance with the Court no later than December 14, 2007. Details on how to serve and file a

Notice of Appearance are contained on the website at **www.omers.com**. You can also call the Client Services number below to obtain further information.

To review the Court application materials prepared by the SC and AC, please visit **www.omers.com**. On the home page, see the "OMERS Updates" column.

Questions about this issue or your OMERS pension? Call Client Services at 1-800-387-0813 toll-free or 416-369-2444.

Revised Plan text available online

The Plan text is the legal document governing how the pension is administered. The Plan text was recently revised. Here's the background:

- Section 40 of the *OMERS Act, 2006* authorizes the OMERS Administration Corporation (AC) to prepare a consolidation of the terms and conditions of the OMERS Primary Pension Plan (Primary Plan) 12 months after

the *OMERS Act, 2006* went into effect.

- Effective April 30, 2007, the AC prepared an amended and restated text for the Primary Plan.
- The text has been registered by the Financial Services Commission of Ontario (FSCO).

A link to the official online version of the Plan text is in the Plan Governance section at **www.omers.com**.

Moving? Keep us informed

Please keep OMERS up to date on your address. We need to maintain this information to protect the security of your OMERS pension.

If mail we send you is returned, and we are unable to reach you, we may have to stop your pension payments until we can confirm your updated contact information.



Survivor benefits quiz (for retired members)

Test your knowledge of benefits offered by your pension plan

Does my spouse get an OMERS pension after I die?

Yes. Your "eligible spouse" will get an OMERS survivor pension, which is 66 $\frac{2}{3}$ % of the "lifetime pension" you were receiving at your date of death. If you still have eligible dependent children, this could be topped up by 10% per child up to 100% of your lifetime pension.

How long is the spouse's pension paid?

For life – even if they remarry. Like all OMERS pensions, the spouse's pension is inflation protected.

What happens after my surviving spouse dies?

We check to see if you have any "eligible dependent children." If not, your beneficiary or estate may

get a cash refund of your contributions (plus interest to the date you retired) less the pension payments paid to you and/or your spouse. There's usually no refund after about five years of pension payments.

How long is the children's pension paid?

As long as they remain eligible – up to age 18 (age 25 if in school full time), or as long as they're totally disabled.

Can the OMERS survivor benefit go to my beneficiary instead of my spouse?

Unless your eligible spouse waives their rights, they are first in line for the survivor benefit. If your eligible spouse waives their rights, and you have no eligible dependent

children, then your beneficiary may get a cash refund.

The terms "eligible spouse," "eligible dependent children" and "lifetime pension" have very specific meanings in the OMERS Plan. For more information, please visit us online at www.omers.com.



In our next issue...

coming in December:

- 2008 annual pension inflation increase
- your 2008 *Annual statement of pension*

OMERS response to FSCO report

In August, the Financial Services Commission of Ontario (FSCO) released its report on its review of certain OMERS investment processes. OMERS is pleased with the outcome, and has made the full report and our response available on our website.

"We were confident that FSCO would come to this conclusion and we are ready to move forward and continue our job in administering one of the best pension plans in North America," said David Kingston, Chair of OMERS Administration Corporation Board.

The FSCO report acknowledged the improvements in governance, including the creation of internal audit, legal, and internal compliance department, and the requirement that board members earn university accreditation as directors.



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While the information in this newsletter is accurate at the time of publication, the *OMERS Act 2006* and *Plan text* are the governing sources for all plan provisions.