

DECEMBER 2010

A YEAR OF PROGRESS, TRANSITION AND EXPERIENCE

2010 was an important year for pension reporting. It will be remembered as the year where we initiated reporting changes to create proactive opportunities and enhanced member self-service.

We live in a world where everyone expects immediate access to information. Feedback from your employees has confirmed that they want us to anticipate their pension needs and offer services/support tailored to their unique interests.

Over the next few years, we will evolve many parts of our business to deliver on those high expectations.

PROGRESS

Creating unique and valuable service experiences requires us to know more about teachers and their career transitions. This is an exciting time. You have been, and will continue to be, part of the modeling process as we determine how best to collect, manage and make use of more holistic career event data.

In the first three months of capturing absence data, our employers reported 4,288 absence events!!! Each one of these teachers can immediately log-in to iAccess Web, our secure member website, to receive a personalized overview of the benefits



and cost to purchase lost service. They will never miss an opportunity because they were unaware of the deadline or did not understand the benefits of purchasing.

TRANSITION

As you know, the fall release of our new data assessment model focused on service validation. It was aimed at validating service information in a way that ensures we capture the information when it

occurs. By doing this, there will be no need to seek confirmation of salary progression and contract details at a later date.

This change was released earlier in the year to our internal staff. Using the new model, along with a few other process changes, resulted in a 50% drop in the Priority Issues we sent employers. Last year we asked employers 2,878 questions related

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WHAT'S INSIDE:

Looking back on another year of workshops, [page 3](#)

Find out when we're closed for the holidays, [page 4](#)

Matching employer?
Look inside for a special insert featuring an update on conditional inflation protection (CIP).

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to a member's request for service – in 2010, we did so less than 1,400 times! In the true spirit of partnership, employers rewarded our commitment to reducing their Priority Issue work by improving their average response time by two days.

Despite the significant changes, and having all the data validation issues pulled from TIM for two months, employers have renewed their focus on validating issues in their Work Centres. Since the mid-October release, employers have

resolved over 7,000 issues thus enabling a better service experience for their employees online.

EXPERIENCE

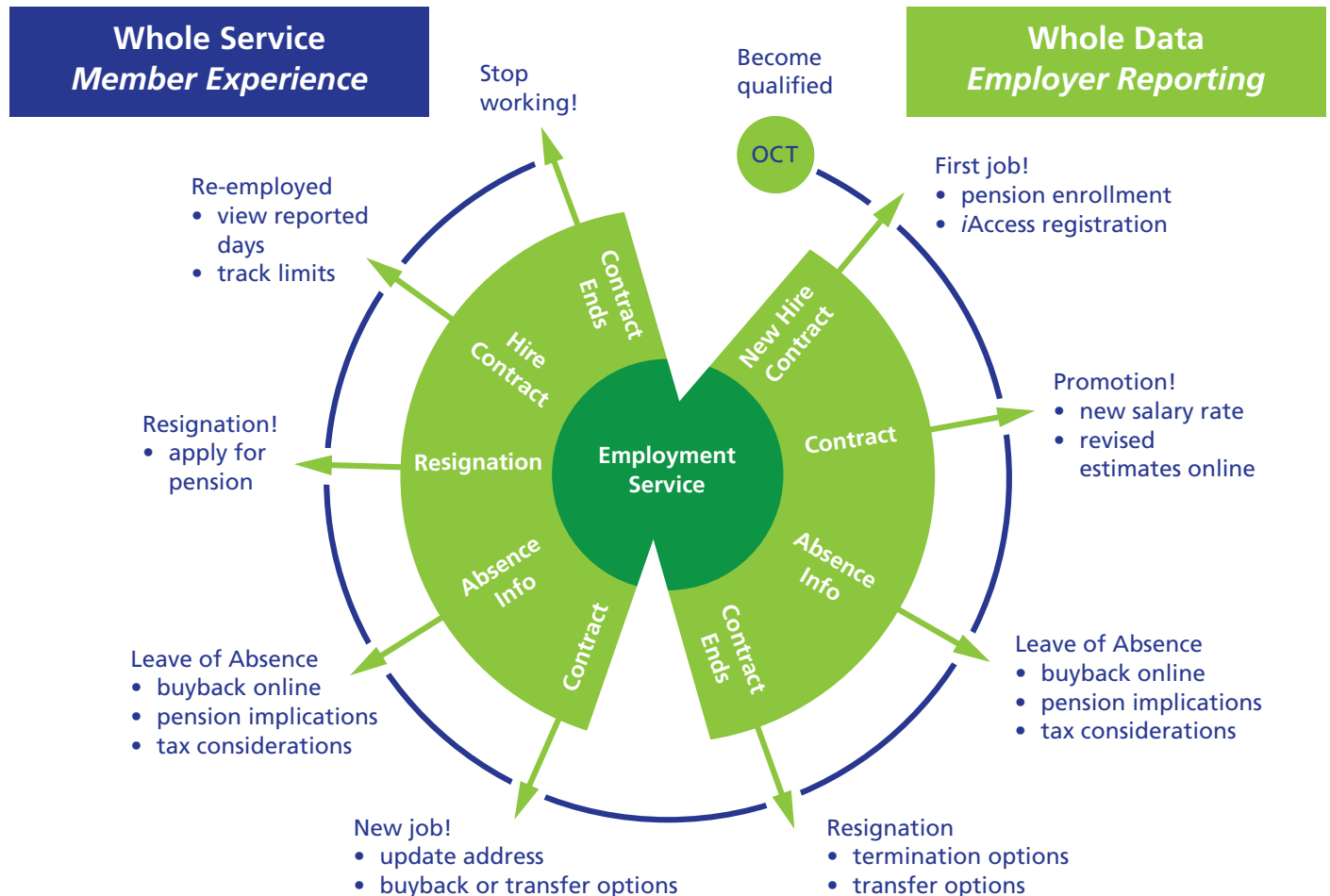
No matter how much care and consideration you put into developing new approaches, it is hard to always anticipate how these changes will integrate into all of our processes.

Our experience and your feedback in the past few months have made it clear that there are opportunities to continue our focus on pension

reporting efficiency. We have a great team dedicated to further improving TIM and pension reporting processes in 2011.

Thank you for your collaboration and contribution in the past year. We know that our progress would not be possible without your support and willingness to grow and change with us.

Together, we will ensure your employees receive service that anticipates their needs and delivers an extraordinary pension experience.



LOTS TO TALK ABOUT!

Workshops and visits are a crucial part of our partnership program and an invaluable part of your pension “education.”

You came, you listened, you asked questions and based on your feedback, you learned!

FAST FACTS...

- 11 SESSIONS IN 8 CITIES
- 223 ATTENDEES
- 23 ON-SITE VISITS
- FRENCH SESSION HELD FOR FIRST TIME

“With all the changes this year, there was a lot to talk about!” exclaims Rita Panici, Manager in EIS. Rita, who coordinated the workshop program for the first time, felt it was important to conduct as many sessions as possible throughout the province.

“We had more people attend a workshop session this year than any year in the past,” adds Rita. Based on the survey feedback, the program continues to serve its purpose: 94% agreed that the workshop increased their skills/knowledge and they can apply what they learned to their job. On top of that, all enjoy the networking opportunities with their peers.

“Workshops are always a great place to share your pension reporting stories and challenges with us and your colleagues,” adds Rita.

In addition to the workshops, members of our EIS staff also visited 23 locations this fall. Visits on your “home turf” provide us with a much better understanding of your file structures and how you navigate through TIM and your payroll systems.

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Presenter Lorena Ludena chats with Linda Chan of Toronto French School at the Toronto workshop on November 3.

WHAT YOU TOLD US...

“WE ALWAYS TAKE SOMETHING NEW WITH US THAT WE CAN APPLY TO OUR DAY TO DAY TASKS.” ANONYMOUS

“GREATLY APPRECIATED FRENCH WORKSHOP – SMALLER GROUP, LOTS OF DISCUSSIONS REGARDING THINGS THAT AFFECT US ALL.” CAROLE PAQUET, CSCDGR

“MORE EXERCISES ABOUT POTENTIAL SCENARIOS THAT COULD ARISE WITH AN EMPLOYEE AND COME TO A RESOLUTION TOGETHER.” KRISTEN FIGLIANO, VILLANOVA COLLEGE

“NEED MORE HANDS ON TRAINING WITH TIM.” ANONYMOUS, MOOSE CREE EDUCATION AUTHORITY



Dufferin-Peel Catholic DSB was well-represented at the Mississauga workshop on October 19. (L to r): Natale DeLuca, Sonia Lindo-Diogo, Lynn Lenz and Mary Gibson

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BRAVO!

The biggest highlight of this year's program occurred in Ottawa on September 27 – it was the first time a session was conducted completely in French!

“It's nice to be able to serve the needs of all our employers, and that means catering to language preference,” explains Julie Ryan of EIS. Julie and Caroline Yeh are Teachers' two bilingual workshop presenters and shared duties in Ottawa.

“French presentations are something that has been requested for a number of years and it will only strengthen our relationship and partnership with our bilingual employers.”



DECEMBER CHECKLIST

✓ HOLIDAY CLOSURES

- Monday, December 27
- Tuesday, December 28
- Monday, January 3

We will also close at 3 pm on December 24 and 31.

✓ MONTHLY REMITTANCE

- This month's remittance is due on Friday, December 31. If you are closing your office and plan to remit early, please inform your EIS team.
- Remember to send us your remittance details via TIM and deposit by noon on the same day.

✓ 2011 CONTRIBUTION FORMULA

- **YMPE** – \$48,300
- **Maximum Pensionable Salary** – \$289,800 (YMPE x 6)
- **Formula** – 10.4% up to \$48,300 and 12% over \$48,300

HOW TO REACH US



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