

# Your new pension service experience with UPP

## ABOUT THIS GUIDE

Since UPP launched on July 1, 2021, the University of Guelph has continued to administer the pension plan for its eligible employees on behalf of UPP. In fall 2024, UPP will assume pension administration and member services from the University of Guelph. UPP and the University of Guelph are working closely together to facilitate a seamless transition for our members. This guide is intended to help you understand what this transition means and how you can prepare.

## ABOUT UPP

UPP is a jointly sponsored defined benefit pension plan tailored by and for Ontario's university sector. As a member of UPP, you benefit from secure and predictable retirement income for life, personalized service and support, and expert investment management.

## What to expect

Coming fall 2024, UPP will roll out its new member services experience, created using direct insights and input from you, our members. This means you will receive pension-related service and support directly from UPP's Member Services team instead of your employer as you currently do.

A core feature of the new experience is the myUPP Member Portal, a secure digital platform where you can run pension estimates, update your personal information, and interact securely with UPP's Member Services team.

### Pension-related events in progress

If you initiate a pension-related event and it is not complete before the transition, rest assured you will receive direct support from UPP Member Services to ensure there is no disruption to this event.

For example, if you initiate your retirement and receive your pension options package but have not submitted your election before the transition, you will submit any required information directly to UPP Member Services instead of your employer.

### Reminder: changes to transfer options

As part of the conversion to UPP, the rules about transferring lump-sum benefits out of the plan when you leave your employer or retire after age 55 will be phased out in three stages:

**Stage 1:** For termination or retirement dates on and before June 30, 2024, you can transfer out the lump-sum value of both the pre-conversion benefit (service earned under your prior plan up to July 1, 2021) and the UPP benefit (service earned on or after July 1, 2021).

**Stage 2:** For termination or retirement dates between July 1, 2024 and June 30, 2031, you can transfer out the lump-sum value of the pre-conversion benefit only. The UPP benefit cannot be transferred out.

**Stage 3:** For termination or retirement dates on or after July 1, 2031, you cannot transfer out the lump-sum value of either the pre-conversion benefit or the UPP benefit.

## What isn't changing

- Your pension contributions will continue to be deducted by your employer, who will report your contributions, pensionable service, and earnings to UPP.
- You will continue to receive an annual statement by June 30 every year with details about your pension and estimated pension amounts at key milestones based on information as of December 31 of the previous year. You will receive your 2023 annual statement from U of G, as usual. Starting next year, you'll receive them from UPP.
- When you're ready to retire, you will still be required to inform your employer, who will, in turn, notify UPP to prepare your pension options package.
- Additional benefits such as health, dental and life insurance are not impacted by this transition and continue to be administered through your regular channels. Any mention of 'benefits' from UPP refers solely to your pension benefits.

## Member service experience

Starting fall 2024, UPP's dedicated team of pension experts will provide you with proactive, personalized support. You will be able to directly reach UPP Member Services through a variety of channels including Secure Message through the myUPP Member Portal, phone, and email.

### Coming soon: the myUPP Member Portal!


The myUPP Member Portal is a secure digital platform with a wide range of easily accessible tools, information, and resources. With your personal myUPP Member Portal account, you'll be able to:


- Plan for the future by running pension estimates for various ages, dates and work statuses.
- Communicate securely with UPP Member Services via Secure Message.
- Receive and return documents securely and electronically.
- Update information such as your contact details and beneficiary information.
- View your membership information, including recent service and earnings.
- Deferred members can submit their request to start their pension via Secure Message.
- Pensioners can update their banking information and view their payment history.

### Registration for the Portal will begin in fall 2024

Further details about the portal registration process will be shared in the coming months. You will receive a communication directly from UPP with an invitation to register and tips to help you explore your new myUPP Member Portal account.


## How can you prepare for the launch?

- Log on to your current pension portal and confirm your personal information, including your personal email address and other contact details. If changes are needed, please contact Total Compensation, Human Resources by email at [upp@uoguelph.ca](mailto:upp@uoguelph.ca) .
- Download your previous years' annual statements if you wish to have them for your records. Please note that 2021 and 2022 annual statements will be available by request via UPP following the transition.

Visit the new Member Experience page on [myupp.ca/members/experience](https://myupp.ca/members/experience)  to learn more about the upcoming service transition and the new service experience, explore resources, and see answers to your most frequently asked questions.

## Frequently asked questions

### **When should I start returning pension-related documents to UPP or reaching out to UPP if I have questions about my pension?**

UPP will assume pension administration and member services in fall 2024. Until then, please continue to reach out to the University of Guelph's Human Resources team with any questions about your pension. You can reach them by email at [upp@uoguelph.ca](mailto:upp@uoguelph.ca) . Further details about the transition, including specific dates, will be shared in the coming months via UPP and your employer.

### **Can I use my current My Retirement Portal log-in credentials in the myUPP Member Portal?**

No, you will need to register for a new account under the myUPP Member Portal. The registration process will involve just a few quick, easy, and secure steps.


### **Will I still have access to University of Guelph's My Retirement Portal?**


After the launch of the myUPP Member Portal, you will no longer have access to your previous pension portal. For this reason, we recommend saving any important information from your current portal by September 30, 2024, at the latest.

### **Who can register for the myUPP Member Portal?**

The myUPP Member Portal is available to active and deferred members, and pensioners. Surviving spouses and beneficiaries can also register once they are receiving survivor pension payments.

### **Where can I get more information about the service transition to UPP?**

Visit [myupp.ca/members/plan-basics/university-quick-guides](https://myupp.ca/members/plan-basics/university-quick-guides)  to access a quick guide developed to help you understand how the pension benefits earned under both the U of G Pension Plans and UPP work together to provide you with a secure benefit in retirement.

You can visit the new Member Experience page on [myupp.ca/members/experience](https://myupp.ca/members/experience)  to learn more about the upcoming service transition and the new service experience, explore resources, and see answers to your most frequently asked questions.