

## **AGM REMARKS 2022**

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**Tracy Abel, Chief Operations and Pension Officer**

### **[TRACY ABEL SPEAKER SLIDE]**

In 2021, we focused on delivering outstanding service and retirement security to you – our members. We thank each one of you for your patience and support during another challenging year.

### **[YOU CAN COUNT ON US SLIDE]**

If there's one thing this pandemic has taught us, it's that we invested in the right people, strategies and technologies. We hit some bumps along the way, but thanks to our team's resilience, flexibility and creativity, we continued to provide excellent service to our members.

As administrators of one of Canada's largest payrolls, we paid \$6.9 billion in pension and benefits payments last year.

### **[INFLATION PROTECTION SLIDE]**

Despite another uncertain year -- we remain fully funded for the ninth straight year. This means full inflation protection for all pensioners.

### **[YOUR PENSION IS SECURE SLIDE]**

We know your pension is important to you. You've worked hard to earn the retirement security that your pension provides. And I want to assure you that we're well prepared to continue to deliver on our pension promise. Your pension remains safe and secure.

**[MEMBERSHIP PROFILE SLIDE]**

Our diverse membership base continues to grow. It's up 2,000 to 333,000 – with 182,000 working members and 151,000 pensioners.

We welcomed more than 6,000 new members in 2021. Our members, on average, are contributing to their pension for 26 years. And they continue to collect a pension for about 32 years.

Our pensioner population grew by 3,000 to 151,000. The average age of a pensioner is 73. And at the end of 2021, 31 pensions have been in pay for more than 50 years.

**[OUR COMMITMENT/OUTSTANDING SERVICE/ SIMPLE, PERSONAL, INSIGHTFUL SLIDE]**

Our service strategy, delivers simple, personal and insightful member experiences. This means we're always listening and analyzing your needs at every stage of your pension journey. With these insights, we create the meaningful, value-added services you want and need.

Throughout the year, I hear feedback from members that makes me so proud of our team's work.

Here's what some members had to say about our digital offerings and assisted service:

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**[MEMBER QUOTE SLIDE] [TRACY DOES NOT SAY OUT LOUD]**

“The pension calculator gave me everything I was looking for. I'm perfectly satisfied, and I can plan for my future.”

“I don’t think I’ve ever needed additional information about my pension, or any topic or issue related to my pension, other than what I’ve received via the Ontario Teachers’ website, emails or letters.”

“It was very lovely and helpful to speak with you yesterday. Thank you for your patience and information. Having people who listen and help makes a world of a difference!”

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Feedback like this affirms what I already know about my team. Despite all the ups and downs – both at work and at home – they never wavered from their commitment to providing excellent service. Regardless of the circumstances, our members remain our number one priority.

All this feedback inspires us do even more for our members, and last year was no different.

In 2021, we enhanced our online experience with new digital capabilities and sped up our efforts already underway to meet shifting demands, improve business operations and build for the future.

**[SERVICE HIGHLIGHTS – WEBSITE REDESIGN SLIDE]**

Last year, we redesigned our website with the goal of making it easier and faster for you to find what you’re looking for. We also wanted to empower you to make timely and informed decisions with confidence.

And after many of you told us that navigating our website was complex and you lacked self-service options, we made significant improvements to offer a simpler and more intuitive online experience. We’ll continue to make improvements as your needs change and technology evolves.

Here's what Grace Smith, a retired teacher, had to say about our new website:

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**[WEBSITE QUOTE SLIDE] [TRACY DOES NOT SAY OUT LOUD]**

*"The site was very informative, and I'll probably visit it more than I ever have. Accessing my personal information was much simpler and it was well organized for me to see the overall picture for 2021."*

Grace Smith, retired member

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**[SERVICE HIGHLIGHTS – DIGITIZED RECORDS SLIDE]**

We also digitized 50% of our remaining paper records, which lets us securely store and access files while reducing our environmental footprint. It also minimizes our operating costs and accommodates our hybrid working model – which provides our teams the flexibility to work from both the office and their home. We'll digitize the remaining 50% to achieve our goal of having paperless records by 2023.

**[SERVICE HIGHLIGHTS – VIRTUAL PRESENTATIONS SLIDE]**

We expanded our virtual retirement workshops to feature a new topic, "Being a member – your life as a teacher." By offering digital presentations, we reached more members across the province and nearly doubled the number of attendees this year, compared to in-person presentations in 2019.

Here's what Jeanne Clark, said about our presentations:

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**[WEBSITE QUOTE SLIDE] [TRACY DOES NOT SAY OUT LOUD]**

*“Your moment – getting you ready for retirement” was the best virtual presentation I have attended since last March, and I have been to quite a few! Excellent work!”*

Jeanne Clark, working member

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Thank you, Jeanne for your feedback.

**[SERVICE HIGHLIGHTS – OMNICHANNEL STRATEGY SLIDE]**

We understand that the increasing reliance on digital services is here to stay. And our omnichannel strategy and digital-first service model play a vital role in helping us deliver the seamless and personalized service our members expect from us.

We’ll continue to invest in our digital strategy and leverage technologies to deliver more self-service options that solve problems, simplify information and improve member experiences in 2022 and beyond.

As we expand our digital capabilities, I want to reassure you that we take the security of your member information seriously. We have robust privacy and security policies in place to help keep your information safe.

**[PROUDLY DELIVERING OUTSTANDING SERVICE – QSI SLIDE]**

Our commitment to service excellence was rewarded by you for another year. Despite nearly two years of disruption and significant pandemic-related challenges, we received a strong Quality Service Index score – our primary performance measure that evaluates the quality of our member services and communications.

Thank you for continuing to give our service high marks with an 8.7 out of 10. The percentage of our members satisfied with our service in 2021 – 93% - was also consistent with high scores over the last few years.

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

Your pension is secure. We have rigorous processes in place to manage all the changes around us and a talented team dedicated to serving your daily needs and delivering long-term growth and performance.

[WEBSITE [WWW.OTPP.COM](http://WWW.OTPP.COM) SLIDE]

As always, we're here to help you navigate your plan, so visit our website for more information.

And thank you again for your continued confidence in us.