

# Your member booklet



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canada **life**™



**Canadian Centre for  
Christian Charities**

*Supporting ministries in a complex world*

Newfoundland & Labrador Employees

# Canadian Centre for Christian Charities Multi-Employer Pension Plan

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## *Dear plan member,*

To help you\* achieve financial security during your retirement years, the Canadian Centre for Christian Charities has established a group pension plan for its eligible employees and eligible employees of participating employers and works closely with The Canada Life Assurance Company (Canada Life), a premier service provider for group retirement and savings plans. The more you understand about the plan, the more likely you'll be successful in saving for your retirement.

This member booklet outlines the benefits available to you and contains important information including:

- Information about contributions to the plan
- What happens to your retirement savings when you retire
- What happens if you pass away before you retire
- Where you can find answers to your retirement and savings questions

Your employer wants to help you have a long and rewarding retirement after all of your years of hard work. So please make sure that you read this booklet, contact Canada Life with any questions you may have, and file it away for easy reference.

While every effort has been made to ensure the accuracy of this booklet, your rights and benefits as a member of the pension plan are governed by the terms of the plan documents as registered with the regulatory authorities. To review those documents, please contact your human resources department or Canada Life.

The plan is administered by individual trustees. As plan administrator, the trustees are responsible for the overall operation and administration of the pension plan.

The Canadian Centre for Christian Charities provides this plan to you under the Capital Accumulation Plan guidelines and applicable legislation. These guidelines are a national standard for employer-sponsored savings plans. They help ensure that our plan is properly established and maintained, and that you're provided with ongoing education and information about our plan. For more information on your rights and responsibilities, please see the Additional information section of this booklet.

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\*Note that in this booklet "you" means a person entitled to benefits in accordance with the terms of the registered plan documents.

# TABLE OF CONTENTS

<b>Your retirement plan .....</b>	<b>6</b>
How to get information.....	6
Statements .....	6
GRS Access – <a href="http://grsaccess.com">grsaccess.com</a> .....	6
Access Line — 1-800-724-3402 .....	7
iAcquaint .....	7
Eligibility .....	7
How to join the plan.....	7
Contributions .....	7
What you contribute.....	7
Your voluntary contributions .....	7
What your employer contributes .....	8
Transfers into the plan.....	8
Tax deductions .....	8
Investment Options.....	8
Frequent trading .....	9
Default investment option .....	9
Your retirement.....	10
When you can retire under the plan.....	10
The amount you'll receive at retirement .....	10
Your retirement income options at a glance .....	10
Receiving a retirement income .....	10
Annuities .....	11
Life income fund (LIF).....	12
Locked-in retirement income fund.....	12
Not ready to select a retirement income option? .....	12
Locked-in retirement account (LIRA) .....	12
<b>What happens if.....</b>	<b>12</b>
Additional information .....	12
... you're temporarily absent from work? .....	12
What happens to contributions to the plan.....	12
... your membership terminates?.....	13
When are contributions vested and/or locked-in? .....	13
Transfer options .....	13
... you want to withdraw contributions while you're a member of the plan?.....	14
... you want to unlock pension benefits?.....	14
Small annuity.....	14
... you face a shortened life expectancy? .....	14
... you want to use your benefits as collateral? .....	14
... you go through a marriage breakdown? .....	14
... you die before retirement? .....	14
Your plan beneficiary.....	14
Designating a beneficiary .....	14
Benefits payable to your plan beneficiary .....	15
If your spouse or cohabiting partner is your plan beneficiary .....	15
... the plan terminates?.....	15

<b>Additional information &amp; resources</b> .....	<b>16</b>
Your rights and responsibilities .....	16
Assuris coverage .....	16
Legal actions .....	16
Plan administrator.....	16
Administration and investment expenses.....	16
Process to make a complaint.....	16
Contact information .....	17
Protecting your personal information .....	18
A message concerning privacy from Canada Life.....	18
Glossary of Terms .....	18

## Your retirement plan

Welcome to Your retirement plan. This section will help you understand some basics about your retirement plan including eligibility, how contributions work and more. This section may refer to materials found in the enrolment material you received which you can review for further information.

The enrolment material you received was created by Canada Life, to help you make your retirement dream a reality.

If you haven't received a copy of the enrolment material yet, get in touch with your human resources department.

Let's start by looking at the plan. Your plan is a defined contribution multi-employer pension plan. Here are a few details you should know about the plan:

- You choose how much you want to save for your retirement
- You can track how much money is in your account
- You must make contributions to your account at least monthly
- your employer contributes to your account to help you achieve your retirement goals
- The exact amount of your retirement income can only be determined when you retire

If you'd like more information on the plan rules or how the plan operates, contact your plan administrator. For any other information, you can contact Canada Life.

## How to get information

You want to keep up to date with your retirement plan and know that you're on track to achieving your retirement goals. Your plan administrator, along with Canada Life, want to help you get that information quickly and easily.

## Statements

Semi-annually, you'll receive a statement from Canada Life showing the activity of your account.

This statement includes information that can help you make informed decisions for retirement. Your statement will include Smart messages, customized information that speaks directly to you and is based on the dynamics of your account.

You'll also receive customized retirement income illustrations on your year-end statements. These retirement income illustrations don't just show if you're on track towards your retirement income goal, they also provide several scenarios to help you set realistic expectations.

## GRS Access – [grsaccess.com](http://grsaccess.com)

Secure and easy to use, Canada Life designed the GRS Access website with your needs in mind. When you log onto GRS Access, you can:

- Find your account balance
- Determine your investment personality
- Learn about retirement planning
- Create your own personal retirement plan
- Print statements when you need them
- View and change the investment direction of future contributions and maturing investments
- Transfer between investment options

GRS Access is also the place to find:

- Information on the investment options in the plan
- Rates of return on your investment options

Once you become a member, and you have provided your email address, Canada Life will send you an invitation by email to register for GRS Access. When you register, you'll be able to create an Access ID and password of your choice, which you can use to access your information online.

## Access Line — 1-800-724-3402

For information about your account, you can call Access Line at 1-800-724-3402 to speak with a bilingual client service representative. Access Line is available weekdays between 8 a.m. and 8 p.m., ET. Call Access Line to:

- Find your account balance
- Transfer between investment options
- Change the investment direction of future contributions
- Obtain current interest rates and net unit values
- Review one-year gross rates of return

## iAcquaint

As a member of the group plan, you have access to iAcquaint, an interactive web-based learning experience. Its versatile platform gives you a wide range of exciting options from customizing a complete personal financial plan to browsing voice-interactive learning modules.

iAcquaint has exciting and robust features that will allow you to:

- Create a customized personal financial plan and advice on implementing that plan
- Take control of your financial future
- Use objective, independent and unbiased tools to plan your finances

Access iAcquaint online. Visit [grsaccess.com](http://grsaccess.com) and go to Tools and resources > Planning and learning > iAcquaint.

## Eligibility

### Full-time employees

You may join the plan on the first day of any month as an employee of your employer as long as you've completed the requirements for eligibility as defined in your employer's policy or employment contract (which cannot exceed the eligibility period for part-time employees).

### Part-time employees

You may join the plan on the first day of any month provided 24 months have elapsed since you were first employed with one or more of your employers, as long as you have earned 35 per cent of the year's maximum pensionable earnings in each of the two consecutive calendar years prior to your joining the plan.

### Maximum pensionable earnings

Determine this year's maximum pensionable earnings by visiting the Government of Canada's website ([canada.ca](http://canada.ca)) and go to Taxes > Savings and pension plans > Savings and pension plan administration > Annual limits or by contacting your local taxation office.

## How to join the plan

Joining the plan is easy. Your employer will provide you with an enrolment package and a guide from Canada Life that explains how to enrol as a member of the plan. It has information to help you plan for your retirement.

## Contributions

Contributing to your plan is easy. Your required contributions and any voluntary contributions will be deducted from your pay automatically.

### What you contribute

You're required to contribute an amount as specified in the participation agreement between the plan administrator and your employer. Please see your employer for details on the contribution rate.

### Your voluntary contributions

Do you want to increase the amount of your retirement account? Consider making voluntary contributions.

You can make voluntary contributions as long as the total contributions to your plan don't exceed the limits specified under the *Income Tax Act* (Canada). Let your plan administrator know if you'd like more information about these limits.

If you want to make a voluntary contribution, contact your human resources department or Canada Life by calling Access Line for more information.

Are you unsure if you need to make voluntary contributions to achieve your retirement goals? Review Your planning guide which can be found in the enrolment material you received or by visiting [grsaccess.com](http://grsaccess.com).

## What your employer contributes

Your employer will contribute to your account an amount as specified in your employer's participation agreement. See your employer for details on the contribution rate.

### Required contributions

Required contributions are contributions which you must make to the plan. These contributions are subject to the locking-in provisions of the applicable pension legislation. For more information about locking-in, please read the What happens if section of this booklet.

## Transfers into the plan

You can transfer funds from another registered pension plan, a retirement savings plan or a deferred profit sharing plan into this plan. Any funds that you transfer to this plan will be treated as voluntary contributions (for more information on voluntary contributions, see Your voluntary contributions section).

If these transferred funds are locked-in (cannot be received as a cash payment), they'll continue to be locked-in and will be administered according to the applicable legislation.

## Tax deductions

Since your plan is registered with the CRA, you can deduct required contributions and any voluntary contributions from your taxable income, up to the limits specified in the *Income Tax Act* (Canada).

## Investment Options

This plan offers different types of investment options. Contributions may be invested in one or a combination of the following:

- A daily interest account
- A guaranteed investment
- A variable fund investment

### Daily interest account

Contributions are invested in a guaranteed account where daily interest fluctuates on a regular basis. Contributions are credited with interest.

### Guaranteed investment

Contributions are invested in a guaranteed investment where the interest rate is guaranteed. Contributions are credited with interest.

### Variable fund investment

Contributions are invested in a variable fund investment where the rate of return isn't guaranteed. Contributions are credited with investment gains or losses.

Your options are listed in your Investment menu which can be found in the material provided by your employer.

The plan administrator or Canada Life may add or remove investment options at any time. Additionally, withdrawals or transfers from investment options may be delayed, suspended or restricted for a period of time by Canada Life or the manager of the investment option. You'll be notified if either of these events occur.

You'll receive information about the investment returns in the statement mailed to you. You can also access descriptions of the investment options and investment return information by visiting the investment section of [grsaccess.com](http://grsaccess.com).

You decide where contributions to the plan are invested by selecting from the investment options available under the plan. You can change your investment options by visiting [grsaccess.com](http://grsaccess.com) and going to Tools and resources, calling Access Line or completing the *Member investment instructions* form, which we can provide to you.



Contributions invested in a guaranteed investment will mature at the end of the month coinciding with, or following, the end of the investment term. For example, if contributions are invested into a one-year guaranteed investment on Jan. 15 of this year, it will mature on Jan. 31 of next year.

At the end of your guaranteed investment's term, it will be reinvested into another guaranteed investment for the same term. If you don't want it to be reinvested, you must inform Canada Life before the end of the term.

If contributions are invested in a guaranteed investment, the interest rate is guaranteed and compounded daily. However, if you withdraw money before the end of the term, a calculation may be done to determine the amount you'll receive and early withdrawal fees may be charged. See the member schedule of fees for more information.

If contributions are invested in a variable investment, neither the principal nor any investment gain is guaranteed.

If you'd like more information, call Access Line or visit [grsaccess.com](http://grsaccess.com). Additional information can be found in the enrolment material you received.

## Frequent trading

Frequent trading is an investment strategy that's detrimental to other members invested in the same variable investment options. Canada Life monitors this activity. If it's determined that excessive trading is occurring, a frequent trading fee may be charged (currently up to two per cent of the amount exchanged) or a transfer may not be allowed in accordance with administrative rules.

## Default investment option

As a member of the plan, you're responsible for selecting the investment options for the contributions, reviewing them regularly and making changes you feel are needed.

If you don't make a decision, the plan administrator has chosen the ClearPath (Fidelity) Series as the default investment option. Due to the unique nature of the Target Date funds, your age and age 65 (the age the majority of members choose to retire) is used to determine the appropriate Target Date fund to be applied as the default investment option. This may be suitable for medium- or long-term investing, but it may not be the right choice for you. The investment return on this fund isn't guaranteed, and with all similar investments, does involve some risk which may not suit your personal risk tolerance and investment goals.

Despite selecting this default fund, the plan administrator doesn't recommend any particular investment option, nor do we suggest this default option is the right investment option for every plan member.

Canada Life provides a wide range of tools and information to help you make investment decisions. To find out what type of investments are best for you, complete the *Investment personality questionnaire* in the enrolment material you received or by visiting [grsaccess.com](http://grsaccess.com).

You'll receive statements semi-annually. These will be an ongoing source of information on your account and they'll also show which investment option(s) your contributions are invested into. You can find information and make changes at any time by going to GRS Access or by calling Access Line.

## Your retirement

Welcome to Your retirement. This section provides you with information about your options when you prepare to retire.

### When you can retire under the plan

Retirement in this booklet refers to converting your retirement savings into retirement income.

Your normal retirement date is the first day of the month that follows your 65th birthday. However, you can retire early, up to 10 years prior to your normal retirement date. You can also postpone your retirement until Dec. 31 in the calendar year you turn age 71 or any other time or date required by applicable legislation.

### The amount you'll receive at retirement

At retirement you'll be entitled to the value of your contributions and the value of the contributions your employer made on your behalf. These contributions are locked-in.

You can use the value of your voluntary contributions to increase the amount of your retirement income or you may receive it as a cash payment.

### Your retirement income options at a glance

As you approach retirement, you have a number of retirement income options to consider. Remember, it's your choice – and not one that you should take lightly. What you do with your retirement savings and when you do it can have a dramatic impact on your financial situation.

While you can postpone your retirement, you must transfer your retirement savings from the plan into a retirement income option by Dec. 31 of the calendar year in which you turn 71 or any other time or date required by applicable legislation.

#### Locked-in funds

Locked-in funds, unlike money you contribute to your RRSP, must be used to fund a retirement income.

### Receiving a retirement income

**If you have a spouse or cohabiting partner when you're ready to receive retirement income**, you must use the funds in your account to purchase a joint life and last survivor annuity. This annuity will provide you with monthly payments for your lifetime and after your death, your spouse or cohabiting partner will receive monthly payments for their lifetime. The payments to your spouse or cohabiting partner will be at least 60 per cent of the monthly payments that you received.

If you have a spouse or cohabiting partner and you choose a different form of retirement income, a spousal waiver form must be completed as required under the applicable legislation. If you have questions about the spousal waiver form, please call Access Line.

**If you don't have a spouse or cohabiting partner when you're ready to receive retirement income**, you'll receive the standard form of pension for your plan, which is an annuity that will provide you with a monthly pension payable for your lifetime with payments guaranteed for 120 months, unless you choose an alternative retirement income option.

**Your spouse is the individual who:**

- Is married to
- Is married to by a marriage that is voidable and has not been voided by a judgement of nullity, or
- Has gone through a form of a marriage with you, in good faith, that is void and is cohabiting or has cohabited with you within the preceding year

**Your cohabiting partner is the individual who:**

- If you have a spouse, a person who is not your spouse who has cohabited continuously with you in a conjugal relationship for not less than three years, or
- If you do not have a spouse, a person who has cohabited continuously with you in a conjugal relationship for not less than one year and is cohabiting or has cohabited with you within the preceding year.

**Annuities**

An annuity is a retirement income option where, in exchange for a sum of money, you're provided with a guaranteed income that's unaffected by market conditions for as long as you live. Generally, when an annuity contract is purchased, no changes can be made during the purchaser's life time.

These payments are made up of interest and principal and may be determined by:

- The type of annuity you purchase
- Your age, and in some cases, your spouse or cohabiting partner's age
- The interest rates in effect when you purchase your annuity
- The length of time your annuity payments are guaranteed
- The amount of money you used to purchase your annuity

**TYPES OF ANNUITIES**

The chart below includes the types of annuities that are available to you and details to help you determine which annuity would be a good choice for you.

Type of annuity	How it works
Life annuity	This annuity provides you with an income for as long as you live. Convenient and practical, a life annuity ensures you'll never outlive your money.
Life annuity with guarantee	With this annuity, you receive a specified income for life and if you die before the guaranteed period ends, payments will continue to your beneficiary until the end of the guaranteed period.
Joint and last survivor annuity	This annuity is payable while either you or your spouse or cohabiting partner is living. Generally, after the annuitant (the person who purchased the annuity) dies, the survivor continues receiving the same or a reduced income.

Before purchasing an annuity, it's important to understand that you're making an irreversible commitment. If you'd like more information about annuities, call Access Line.

## **Life income fund (LIF)**

Like an annuity, a LIF can provide you with a regular retirement income. However, unlike an annuity, you make all the investment decisions concerning your LIF. As a result, your LIF is subject to market fluctuations and the investment choices you make can affect the amount of your retirement income.

Although a LIF offers more flexibility than an annuity, there are annual minimum and maximum limits to the amount of money you can receive from your LIF. Within these limits you can choose your retirement income.

## **Locked-in retirement income fund**

A locked-in retirement income fund is a retirement income fund, available when you reach the early retirement age that meets the requirements of the act and the *Income Tax Act* (Canada).

The locked-in retirement income fund is an alternative to a life annuity and provides a flexible income during your retirement years.

## **Not ready to select a retirement income option?**

### **Locked-in retirement account (LIRA)**

If you're ready to retire but aren't ready to start receiving an income, a LIRA is a locked-in RRSP which contains locked-in funds from a pension plan and the money in the LIRA is allowed to grow on a tax-deferred basis.

You decide when to convert your LIRA into a retirement income option such as an annuity or LIF. This can be done no earlier than age 55, unless the pension from which the funds originated provides payment of the pension at an earlier age and no later than Dec. 31 of the year in which you reach age 71 or any other time or date required by applicable legislation.

The decision to convert your LIRA will depend on factors such as your:

- Age
- Need for regular retirement income or for payment flexibility
- Concern about inflation
- Ability and interest in managing your own investments

## **What happens if...**

Welcome to What happens if. This section provides information on events or milestones that you may encounter as you save for your retirement, including temporary absences from work and other major life events.

### **Additional information**

In addition to this booklet, you'll receive an information package and forms outlining all of your options when any of the following events take place:

- Retirement
- Your membership terminates
- Termination of the plan

## **... you're temporarily absent from work?**

### **What happens to contributions to the plan**

If you're temporarily absent from work due to disability, leave of absence or temporary layoff and you are not receiving earnings from your employer, all contributions will stop until you return to work.

### **Vesting and locked-in quick reference**

In this section, you'll frequently read the terms "vesting" or "vested", and "locking-in" or "locked-in". These terms describe when and how you're entitled to the contributions\* made to your plan account.

**Vesting** - Vesting refers to the point when you're entitled to the value of the contributions that your employer made on your behalf. Vesting is determined by your plan provisions and/or legislation. Remember, you're always entitled to your own contributions if your membership terminates. Your contributions and any vested contributions are available as a cash payment unless they are locked-in.

**Locked-in** – The term locked-in refers to the point when you're entitled to a deferred pension under the plan. Unlike money you contribute to your RRSP, locked-in funds must be used to provide a retirement income and aren't available in cash.

Voluntary contributions are never locked-in.

*\*Investment earnings are considered to be part of your contributions.*

### **The value of contributions**

In this section, the term "value of your contributions" refers to your required contributions, plus interest and any gains or losses, and includes any fees and/or adjustments as indicated in your member schedule of fees.

The term "value of contributions your employer made on your behalf", refers to the contributions made to your account by your employer plus interest and any gains or losses, and includes fees and/or adjustments as indicated in your member schedule of fees.

### **... your membership terminates?**

What happens to your retirement savings if your membership in the plan terminates depends on whether your retirement savings are vested and/or locked-in.

### **When are contributions vested and/or locked-in?**

The value of the contributions your employer made on your behalf is immediately vested and locked-in.

The value of your contributions is immediately locked-in.

### **Transfer options**

Instead of a deferred pension, you can transfer the locked-in value of your account. As permitted by applicable legislation, you can transfer it to another registered pension plan, an insurance company to purchase a life annuity or a prescribed retirement savings arrangement, such as:

- A LIRA
- A LIF
- A LRIF
- Any retirement savings arrangement stated in the *Pension Benefits Act* and registered under the *Income Tax Act (Canada)*

You can use the value of your voluntary contributions to increase the amount of your retirement income or you may receive it as a cash payment.

If your membership terminates, contact your human resources department for more information on your options.

Usually, any cash payment you receive from the plan is taxable income. Any amount you withdraw from the plan will be taxed in the year you received it and is subject to withholding tax (an amount deducted and remitted to the CRA on your behalf) when you make the withdrawal.

## **... you want to withdraw contributions while you're a member of the plan?**

Unless a withdrawal is required by law, your required contributions, voluntary contributions and contributions your employer made on your behalf must remain in the plan until your membership terminates, you die, retire or the plan terminates.

Usually, any cash payment you receive from the plan is taxable income. Any amount you withdraw from your account will be taxed in the year you received it and is subject to withholding tax (an amount deducted and remitted to the CRA on your behalf) when you make the withdrawal.

## **... you want to unlock pension benefits?**

Subject to applicable legislation, you may be able to receive your locked-in benefit in whole or in part as a lump sum, under the following circumstances.

### **Small annuity**

If your membership terminates, you retire or the plan terminates, your benefit may be received as a cash payment as long as the monthly pension that you would have received (payable in the standard form of pension at the normal retirement date) is less than 1/12th of four per cent of the year's maximum pensionable earnings or the value is less than 10 per cent of the year's maximum pensionable earnings or an amount determined by the applicable legislation, for the calendar year that your membership terminates, you retire or the plan terminates.

Instead of receiving a cash payment, the benefit may be transferred to a registered retirement savings plan.

## **... you face a shortened life expectancy?**

If a medical doctor licensed to practice in a province or the place where you reside certifies that your life expectancy is likely to be shortened considerably due to a disability or otherwise as prescribed under the applicable legislation, you may be eligible to receive your benefit in the form of a cash payment, subject to the rights of your spouse or cohabiting partner.

Contact your human resources department if you would like more information about your options.

## **... you want to use your benefits as collateral?**

You aren't allowed to use your pension benefits as collateral for a loan.

## **... you go through a marriage breakdown?**

If you go through a marriage breakdown your benefit under the plan may be affected. Consult a lawyer about the laws concerning this situation and the options available.

## **... you die before retirement?**

Your plan beneficiary is entitled to a benefit, as indicated below, as a cash payment and will receive an information package outlining their options.

### **Your plan beneficiary**

Your plan beneficiary is your spouse or cohabiting partner. If you don't have a spouse or cohabiting partner, your plan beneficiary is your designated beneficiary or estate.

### **Designating a beneficiary**

Subject to the rights of your spouse or cohabiting partner, you may designate one or more beneficiaries to receive all or part of the amount payable when you die.

To designate a beneficiary, complete a *Designation of revocable beneficiary/trustee appointment* form. You can get a copy of this form by calling Access Line or contacting your human resources department. You can also get a copy of this form on GRS Access by going to Tools and resources > Printable forms.

Designating a beneficiary will help ensure that your benefits are paid as you wish, if you die before you start receiving retirement income.

If you designate a beneficiary (or if your beneficiary is your spouse or cohabiting partner, as explained under the Tools and resources > section above), benefits are paid directly to your beneficiary which avoids the delays associated with processing an estate. Estate taxes (sometimes referred to as probate fees) are also avoided, although income tax may be payable on your death benefit.

Without a beneficiary, any benefits that aren't payable to a spouse or cohabiting partner, will be paid to your estate.

If your plan beneficiary is a minor, or a person who otherwise lacks legal capacity, you may also wish to name a trustee to receive the death benefit on behalf of the plan beneficiary.

### **Benefits payable to your plan beneficiary**

The value of the contributions your employer made on your behalf is immediately vested.

Your plan beneficiary is entitled to the value of these vested contributions along with the value of your required contributions and any voluntary contributions.

For Quebec only, if a death benefit is payable, it will be paid within 30 days after receipt of all supporting documents considered satisfactory by Canada Life, unless a shorter period has been provided for under the policy.

### **If your spouse or cohabiting partner is your plan beneficiary**

As permitted by applicable legislation, if your plan beneficiary is your spouse or cohabiting partner, instead of a cash payment the benefit may be:

- Transferred to a RRSP
- Transferred to a RRIF
- Used to purchase a life annuity
- Transferred to another RPP

As permitted by applicable legislation, if your plan beneficiary qualifies as your spouse or cohabiting partner under the *Income Tax Act* (Canada) but doesn't qualify as your spouse under the plan, the above options are still available to your plan beneficiary.

If your spouse or cohabiting partner dies after you, but before receiving the amount payable, the amount payable will go to your spouse or cohabiting partner's estate.

### **... the plan terminates?**

The Association and plan administrator expect to continue the plan indefinitely; however, we reserve the right to amend or terminate the plan at any time.

If the plan terminates, you'll be entitled to the value of your contributions and the contributions your employer made on your behalf, as permitted under applicable legislation.

## **Additional information & resources**

### **Your rights and responsibilities**

It's your responsibility to inform yourself about the plan and your rights under it, using tools provided both by the plan administrator, your employer and by Canada Life. You also have the right to request a paper statement of your account, a copy of your application for membership and any other documentation to which you are entitled to receive under the applicable legislation. Some of these rights are also available to your plan beneficiary or another claimant. You're responsible for the investment decisions you make, including any investment decisions you allow others to make for you, regardless of any advice or recommendation that you may have been given by us, the plan administrator, any of our service providers or your employer. The decisions you make will impact the amount of money accumulated for your retirement. To help you make those important decisions, you should consider obtaining investment advice from qualified individuals in addition to the information you may obtain from your employer. You are responsible to keep your employer informed of changes such as a change of address or a change in marital status.

Once a year, you, your spouse or cohabiting partner, a person entitled to a benefit under the plan or an authorized agent may examine and receive copies of the plan documents as permitted under the applicable legislation.

### **Assuris coverage**

Canada Life is a member of Assuris. Assuris is the not for profit organization that protects Canadian policyholders if their life insurance company fails.

Details about Assuris' protection are available at [assuris.ca](http://assuris.ca) or by calling the Assuris Information Centre at 1-866-878-1225.

## **Legal actions**

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act* (for actions or proceedings governed by the laws of Alberta and British Columbia), *The Insurance Act* (for actions or proceedings governed by the laws of Manitoba), the *Limitations Act, 2002* (for actions or proceedings governed by the laws of Ontario), or other applicable legislation. For those actions or proceedings governed by the laws of Quebec, the prescriptive period is set out in the *Quebec Civil Code*.

### **Plan administrator**

The plan is administered by the Trustees.

### **Administration and investment expenses**

Administration expenses, investment expenses and other reasonable expenses related to the plan and pension fund will be paid by you, unless your employer pays pay for all or part of these expenses. For detailed information on the fees payable by you, please refer to the member schedule of fees.

### **Process to make a complaint**

If you have a concern regarding one of Canada Life's financial products or services, please let them know. You can call 1-800-724-3402 or, outside Canada and the United States, 519-432-5281.

You can also contact Canada Life on their website [canadalife.com](http://canadalife.com) under Contact us > Report a problem > Customer complaints.



## Contact information

When you want to...	GRS Access <a href="http://grsaccess.com">grsaccess.com</a>	Access Line* 1-800-724-3402	Your human resources department	Other sources of Information or related forms
Plan for your retirement	✓			
Enrol in the plan			✓	
Transfer between funds/change where funds are invested	✓	✓	✓	• <i>Member Investment Instructions</i> form
Review your account balance	✓	✓		
Create a statement	✓			
Receive investment education and information	✓	✓		
Request a withdrawal	✓	✓	✓	• <i>Request for Withdrawal</i> form
Change your address	✓	✓	✓	
Find a form to designate or change your beneficiary	✓		✓	• <i>Designation of revocable beneficiary/trustee appointment</i> form
Change the amount of your contributions			✓	
Learn more about other retirement planning topics	✓	✓		

\*To speak with a client service representative, call Access Line Monday to Friday between 8 a.m. and 8 p.m. ET.

## Protecting your personal information

Our service provider, Canada Life, recognizes and respects every individual's right to privacy. Canada Life wants to ensure that you understand your rights as a plan member and encourages you to read and understand the message below which explains how your personal information will be used.

### A message concerning privacy from Canada Life

We recognize and respect the importance of privacy.

#### Your personal information:

- We establish a confidential file that contains your personal information like your name and contact and financial information.
- Your information is kept in our offices or the offices of an organization authorized by us.
- You may exercise your rights to view and correct information in the file by sending a written request to us.

#### Who has access to your information:

- We limit access to personal information in your file to our staff or persons authorized by us who require it to perform their duties, and to other persons to whom you have granted access.
- In order to assist in fulfilling the purposes identified below, we may use service providers located within or outside Canada.
- Your personal information may also be subject to disclosure to government authorities or others authorized under applicable law within or outside Canada.

#### What your information is used for:

- Personal information that we collect will be used for the purposes of administering and servicing the products you have with us, and for our internal data management and analytics purposes.
- This may include investigating claims, paying benefits, and creating and maintaining records concerning our relationship.

Your consent will be valid until we receive written notice that you have withdrawn it, subject to legal and contractual restrictions. For example, if you withdraw your consent, we may not be able to allow you to remain in the plan.

From information provided to you on your application form and/or this member booklet, you understand the reasons your personal information is required, and the purposes for which it will be used, and your consent is given explicitly on a member application form or implicitly by your participation.

#### If you want to know more:

For a copy of our Privacy Guidelines, or if you have questions about our personal information policies and practices (including with respect to service providers), write to our Chief Compliance Officer or refer to [canadalife.com](http://canadalife.com).

## Glossary of Terms

### Applicable legislation

Applicable legislation refers to:

- The Newfoundland *Pension Benefits Act* and regulations as amended
- The *Income Tax Act* (Canada) and regulations
- Any other legislation governing the administration of the plan

### **Cohabiting Partner**

A cohabiting partner refers to

- If you have a Spouse, a person who is not your Spouse who has cohabited continuously with you in a conjugal relationship for not less than three years, or
- If you do not have a Spouse, a person who has cohabited continuously with you in a conjugal relationship for not less than one year

and is cohabiting or has cohabited with you within the preceding year.

### **Continuous**

Continuous, in reference to employment with one or more participating employers or membership in the plan, includes periods of temporary suspension of employment or membership, unbroken employment with participating employers and periods of layoff from employment. Contact your human resources department for additional information.

### **Earnings**

Earnings means your basic salary including overtime and vacation pay, but excluding bonuses and commissions. Earnings are not reduced by the clergy residence deduction. If contributions to your plan continue to be made to the plan while you are temporarily absent from work, your earnings will include a prescribed amount of compensation in accordance with the *Income Tax Act* (Canada) (more specifically, your earnings during the period of such leave will be determined by reference to your earnings immediately before your leave).

### **Life income fund (LIF)**

A LIF is a retirement income fund that meets the requirements of the applicable legislation. A LIF is an alternative to a life annuity and provides a flexible income.

### **Locked-in**

The term locked-in refers to the point when you're entitled to a deferred pension under the plan. When the value of contributions is locked-in, you must use them to provide retirement income and the value of locked-in contributions can't be withdrawn as cash. Any voluntary contributions you make are never considered locked-in.

### **Locked-in retirement account (LIRA)**

A LIRA is a retirement savings account consisting of locked-in funds transferred from a registered plan. A LIRA may only be used to provide an annuity, a life income fund or locked-in retirement income fund as permitted by the applicable legislation.

### **Locked-in retirement income fund (LRIF)**

A LRIF is similar to a LIF; however, the maximum withdrawal is calculated in a different manner.

### **Plan beneficiary**

Your plan beneficiary is your spouse or cohabiting partner. If you don't have a spouse or cohabiting partner, your plan beneficiary is your designated beneficiary or estate.

### **Spouse**

A spouse refers to the individual, who, at the relevant time:

- Is married to you
- Is married to you by a marriage that is voidable and has not been voided by a judgement of nullity, or
- Has gone through a form of marriage with you, in good faith, that is void and is cohabiting or has cohabited with you within the preceding year

### **Year's maximum pensionable earnings (YMPE)**

The YMPE is the maximum amount of earnings on which a member contributes to the Canada Pension Plan/Quebec Pension Plan. YMPE is determined in the late fall and is effective Jan. 1 of each year.

Determine the current YMPE by visiting the Government of Canada's website ([canada.ca](http://canada.ca)) and go to Taxes > Savings and pension plans > Savings and pension plan administration > Annual limits or by contacting your local taxation office.

