

PENSION NEWS

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YOU HAVE ENOUGH TO WORRY ABOUT

During these different and difficult times, it may be nice to know that there's at least one thing that you don't have to worry about or deal with. As always, your CBC pension payment continues to be paid to you every month, letting you focus on other things.

And, the Pension Administration Centre and the Pension Payroll teams continue to be available to help you with your pension, benefits and payroll-related issues. Check out the last page of this newsletter for their contact information.

From the pension and benefits teams at CBC/Radio-Canada and everyone at the Pension Board, we wish you a safe and healthy new year.

Indexation for 2021 is 1.04%

The CBC Pension Plan's pension indexing helps protect the purchasing power of your pension dollar. Your pension increases on January 1st of each year if there has been an upward movement in the Consumer Price Index (CPI) over the previous year, to a maximum of 2.7%. On January 1, 2021, your gross pension will increase by 1.04%.

How is indexation calculated?

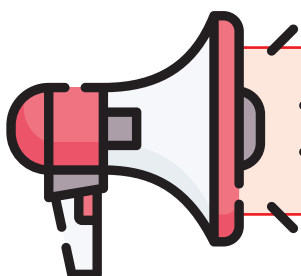
The CPI average for the 12-month period ending in September of the current year is compared with the average for the 12-month period ending in September of the previous year.

The Pension Administration Centre website... same web address, new look, new tool

Have you checked out the revamped Pension Administration Centre website yet? On December 9, we unveiled a brand-new look for the site and a new benefits tool. Check out the new Pension Administration Centre website at the usual web address www.pensionadmin-cbc-src.ca.

Highlights

- A new benefits tool so you can submit online changes to your Supplementary Health Care Plan and Optional Life Insurance coverage, instead of completing and mailing a paper form.
- An adaptable website: the size and look of the website adapt to your device so you can view it easily on your smartphone, tablet or computer.
- A better experience if you have a visual impairment – look for the "Accessibility View" link to make the switch.



A launch announcement was sent to your home address the last week of November. If it got lost in the mail, don't worry, this newsletter includes a reminder of what's new and what you need to do.

HELP KEEP COSTS DOWN...CHECK OUT THE PENSION ADMINISTRATION CENTRE WEBSITE FIRST

Have a question about turning 65 or about the Supplementary Health Care Plan coverage? Looking for a form? If you can, check out the Pension Administration Centre website first at www.pensionadmin-cbc-src.ca and see if the information you are looking for is available there before calling the Pension Administration Centre. Call volumes directly affect our administration costs, so every call saved is more money in the Pension Fund.

The new website provides the same detailed information on your pension and benefits plans, as well as useful general information on topics such as how to live well in retirement, government plans and tax issues.

You can also use the Ask a Question feature on the site to electronically send your question to the Pension Administration Centre.

Don't forget to create a new password and set new challenge questions

The new website platform provides enhanced password protection. As a result, everyone's password was reset to their initial (temporary) password. When you visit the new site for the first time – whether today, tomorrow or months from now – you'll have to create a new password and set new challenge questions. If you haven't already, we'd advise you to do this soon, and take note that you made the change!

What's my initial password?

It's your date of birth in YYYYMMDD format, followed by the last three characters of your CBC ID number (in UPPERCASE if there are letters). For example: If your date of birth is March 12, 1960 and your CBC ID number is 456A1B, your temporary password will be: 19600312A1B.

Where can I find my CBC ID number?

You can find your CBC ID number on your pension Notification of Deposit slip.

Any tips for setting my challenge questions?

The challenge questions and answers you choose are the key to resetting your password on your own if you forget your password someday. The answers to your challenge questions are case-sensitive and you'll need to remember them exactly the way you initially set them. Pick questions that only you will be able to answer and take careful note of them!

A retirement from the Pension Payroll team

After many years dedicated to taking care of pensioners, CBC Pension Payroll's Roxane Lacasse has decided to retire on December 31, 2020.

With more than 30 years of CBC/Radio-Canada service – the last 12 of them in the Pension Payroll department – Roxane has been finally lured to the retired life.

Many of you have seen Roxane's name on email responses or spoken to her over the years; she has been not just the face of Pension Payroll, but also the eyes, ears, hands and heart; listening, helping and always going the distance to serve CBC/Radio-Canada pensioners.

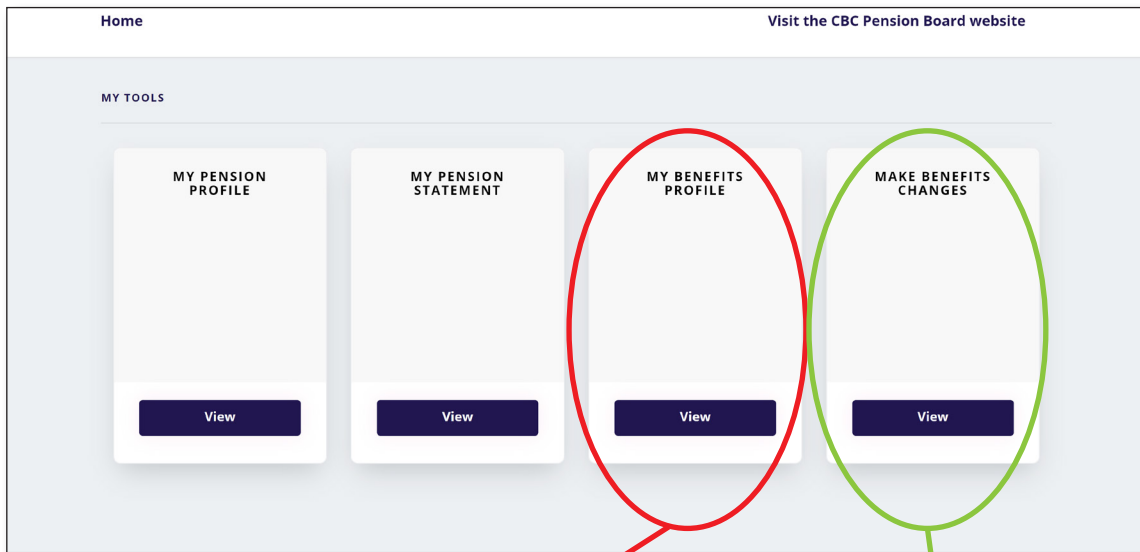
Roxane treated pensioners as if they were her very own family, and often referred to pensioners as "my retirees". She'll be greatly missed by her team and no doubt many of "her retirees".



Change your benefits coverage online and check out the My Benefits Profile!

With the revamped website, you can use the new benefits tool to change your coverage under the Supplementary Health Care Plan or Optional Life Insurance Plan. No calls! No paper forms! No worries! You can find the tool under the **Make Benefits Changes** tile.

Don't forget to have a look at the **My Benefits Profile** tile; it confirms your current benefits coverage and the monthly premium paid.



Your coverage
All benefits are effective as of November 12, 2020 unless otherwise noted in the table below

Benefit	Option	Detail	CBC/Radio-Canada Monthly Cost	Your Monthly Cost
Supplementary Health Care Plan (SHCP)				
Supplementary Health Care Plan (SHCP)	Covered - Over 65		-	\$84.00
Life Insurance				
Paid-Up Life Insurance	\$4,000	Paid-off	-	-
Optional Life Insurance				
Optional Life Insurance	\$0		-	-

Enrol & Make Changes

UPDATE YOUR COVERAGE
To make changes to your current selections and/or personal information, choose the applicable link from the table. In some cases, you may need to make your changes within a certain time period.

EVENTS

Description	Eligibility Period	Actions
Life Event		
Birth/Adoption or Legal Guardian of a Child	60 days of the event date	Start >
Separation or Divorce	60 days of the event date	Start >
Death of a Spouse or Dependent	60 days of the event date	Start >
Marriage or Common-Law Relationship	60 days of the event date	Start >
Loss or Decrease of Group Medical Coverage	60 days of the event date	Start >
Any Time Change		
Opt Out and/or Reduce Coverage	n/a	Start >

NOTIFICATIONS OF DEPOSIT MAILED TWICE A YEAR (AT LEAST!)

Remember, deposit slips (Notifications of Deposit) are only mailed out when there is a change in the net amount of your pension and always for your December 1st and January 1st payment. Didn't receive a slip you were expecting? Contact Pension Payroll to verify your address or request a duplicate slip.

GO GREEN

The Pension Board has been working hard encouraging pensioners to GO GREEN by requesting that pensioners provide an email address for their file. If you received this newsletter in the mail, it means we still don't have an email address for you. **Are you interested in going green?** Send an email with your name and CBC ID number to pension@cbc.ca.

Why GO GREEN?

- It's an easy way to help the Pension Plan save paper, printing and mailing costs.
- You'll receive this newsletter and communication from the Pension Board by email instead of relying on the postal service to get it to you.
- No more looking for paper copies around your home! You can keep your pension information stored on your computer for easy access when you need it.



Take note! You'll continue to receive your tax slips, annual statements (for retired employees), and Notifications of Deposit by mail even if you provide us with your email address.

OPTIONAL LIFE INSURANCE RATES INCREASING AS OF JANUARY 1, 2021

Optional Life Insurance rates are increasing, on average, by 2.0% as of January 1, 2021. However, an accumulated surplus in the plan continues to be applied as a rate subsidy to help you with the cost of this coverage. If you currently have Optional Life Insurance, you'll start to pay more beginning with your January 2021 pension payment. Consult your January Notification of Deposit or the My Benefits Profile tile on the Pension Administration Centre website for your new premium.

The table to the right shows the new rates for every \$10,000 in coverage.

Optional Life Insurance is available in units of \$10,000, to a maximum of \$50,000. Rates depend on your age and whether or not you smoke. To calculate the monthly premium, find the rate that applies to your situation and multiply it by the number of units of coverage.

Example – Situation: age 60, non-smoker, \$20,000 coverage
 Monthly premium: \$1.31 x 2 units of \$10,000 = \$2.62

Monthly rates for every \$10,000 of coverage

Age	January 1, 2021	
	Smoker	Non-Smoker
40-44	\$0.23	\$0.19
45-49	\$0.37	\$0.28
50-54	\$0.59	\$0.46
55-59	\$1.13	\$0.88
60-64	\$1.69	\$1.31
65-69	\$2.55	\$2.14

For more information, go online to the Pension Administration Centre website at www.pensionadmin-cbc-src.ca and navigate to **Benefits > Life Insurance**.

CBC PENSIONERS ASSOCIATION

The CBC Pensioners National Association's mandate is to support the general and economic well-being, and represent the interests, of CBC/Radio-Canada pensioners. For more information, contact the Association:

By mail: PO Box 8570, Ottawa ON K1G 3H9
By telephone: 613 724-3003 (Ottawa region)
 1 877 361-9242 (toll-free in North America)

By email: info@cbcpensioners.ca
Online: www.cbcpensioners.ca



Important pension information on your annual statement

The CBC/Radio-Canada Pension Administration Centre mails a pension statement every year to retired employees.

Your annual statement provides important pension information:

- The change in your pension when you reach age 65 (if you are under 65).
- The name of the person eligible for a survivor pension at your death, if that person outlives you, and the survivor pension amount.

Don't forget to review the statement and contact the Pension Administration Centre if you have any questions.

Did you know? By law, annual pension statements must be mailed by June 30 of each year for the period that ended December 31 of the previous year. You can also find the last three years of pension statements on the Pension Administration Centre website at www.pensionadmin-cbc-src.ca.

Stay in touch

Every year, we receive returned mail from pensioners whose mail has gone to an old address. By keeping your address up to date with CBC Pension Payroll, you ensure you get your tax slips and other mail on time and at the right address, and you help save the administrative work of finding you, and redirecting your mail to you.

And, when your personal information is up to date, you don't miss out on any communication from CBC/Radio-Canada and the Pension Board, such as the annual pension statement (for retired employees), the Pensioner Declaration, notice of benefits changes, the CBC Pension Plan Annual Report Highlights and your Notification of Deposit.

Be sure to advise CBC Pension Payroll of any change to your mailing address, email address or phone number.

Email: pension@cbc.ca

Regular mail:

CBC Pension Payroll
PO Box 3220, Station C
Ottawa ON K1Y 1E4

Telephone: 1 888 688-6038

Fax: 613 288-6200



Keeping us informed of any changes helps keep the administration of the Plan running efficiently and saves costs.

The Employee Assistance Program – here to help

The pandemic is not an easy time for anyone. If you are feeling isolated, lonely or discouraged, please know that the CBC/Radio-Canada's Employee Assistance Program (EAP) is available to support you. This service is accessible 24/7 and is FREE and confidential.

The EAP also offers counselling and consultation for a wide range of other issues: eldercare, family conflict, chronic illness/pain, legal/financial orientation and grief/bereavement.

During the pandemic, all services are delivered by phone or virtually. Please contact the EAP by calling 1 866 838-2025.

WANT TO INCREASE THE AMOUNT OF INCOME TAX DEDUCTED FROM YOUR PENSION?

To start, modify or stop additional income tax deductions, send us a note with your instructions. Here's where you can send your request:

Email: pension@cbc.ca

Fax: 613 288-6200

Regular mail:

CBC Pension Payroll
PO Box 3220, Station C
Ottawa ON K1Y 1E4

To ensure the change is done promptly and accurately, be sure to include your full name and CBC ID on any request and provide clear instructions about the change you want to make. You must indicate a monthly dollar amount; it cannot be a percentage.

Who to contact

Here is a quick summary of who to contact for what in CBC Pension Plan and benefits administration.

FOR QUESTIONS, REQUESTS OR FEEDBACK RELATED TO ...

- Your address, pension cheque or direct deposit
- Your income tax deductions
- Your tax slips
- The Pensioner Declaration form
- Service you've received from the Pension Administration Centre (administered by our third-party provider Morneau Shepell)

CONTACT ...

CBC PENSION PAYROLL

- **By telephone:**
 - > Through the Pension Administration Centre at 1 888 604-9258 – option 1, or
 - > Directly at 1 888 688-6038 (in North America) or +1 613 288-6149 (outside North America)
- **By email:** pension@cbc.ca
- **By fax:** 613 288-6200
- **By mail:** CBC Pension Payroll
PO Box 3220, Station C
Ottawa ON K1Y 1E4

- Logging in to the Pension Administration Centre website or to have your password reset
- The amount of your gross pension, or any adjustments to your gross pension, such as changes when you turn 65
- Benefit deductions from your pension payment, such as for the Supplementary Health Care Plan (SHCP) or life insurance
- Joining, cancelling or changing your dependents under the SHCP
- The Premium Continuance Program
- Life insurance, such as confirmation of the amount of your life insurance, as well as joining, increasing or decreasing your Optional Life Insurance coverage and taxable benefits

CONTACT ...

CBC/RADIO-CANADA PENSION ADMINISTRATION CENTRE

- (administered by Morneau Shepell)
- **By telephone:**
 - 1 888 604-9258 (in North America) or +1 514 673-7669 (outside North America)
 - > Pension-related – option 2
 - > Benefits-related – option 3
 - **By mail:** CBC/Radio-Canada Pension Administration Centre
1060 Robert-Bourassa Blvd,
Suite RC01
Montréal QC H3B 4V3
 - **On the website at:** www.pensionadmin-cbc-src.ca
 - > Use the Ask a question feature

- A claim you've submitted under the Supplementary Health Care Plan (SHCP)
- What's covered under the SHCP
- Accessing GroupNet for Plan Members
- The drug card

CONTACT ...

CANADA LIFE

- **By telephone:**
 - 1 877 340-9082 (in North America) or +1 204 946-1190 (outside North America)
- **On GroupNet for Plan Members:** www.greatwestlife.com

