

## 2023: Ushering in our 'new normal'

It's been almost three years since COVID-19 first entered Canada and changed how we live and work. The resulting pandemic created stressful times for all of us, especially for our many Plan members who continue to provide essential frontline services to many of our most vulnerable residents.

In addition, last year's investment market correction compounded the widespread feelings of insecurity. Rising prices, interest rate hikes and volatile financial markets have forced many of us to tighten our belts and actively search for ways to make our money go farther.

The Board of Trustees, in consultation with their professional advisors, continue to focus on managing the MSPP ("The Plan") and its investments for the long-term. As an MSPP member, you should take comfort in knowing your retirement savings are being prudently managed.

### Plan's Investment Performance:

Supply chain issues and the war in Ukraine combined with inflation and rising interest rates caused virtually all investors to suffer losses in 2022. For example, the S&P 500 index, which tracks the performance of 500 of the largest US companies, lost more than 19.4% of its value in 2022. This was its worst performance since the 2008 financial crisis.

Unlike most financial corrections, both stocks and bonds lost value in 2022. Some analysts estimate that investors lost \$18 trillion globally last year. During such times there is no place to hide. The MSPP returned a loss of 5.6% in 2022. However, this loss was relatively minor compared to the losses of most Canadian pension plans. Northern Trust estimates that the median investment return for a Canadian pension plan was -12.8% last year.

The MSPP's performance was significantly better because its Board of Trustees decided several years ago to make investments in alternative asset classes including private credit, infrastructure and global real estate which diversified the Plan's investments and reduced the impact of the volatility of the publicly traded bond and equity markets.

Volatile times for investors are expected, and pension plans are designed to continue for decades or longer. Despite the disappointing 2022 results, over the last 10 years, The Plan has had an average investment return of 7.3% a year, which is well above its investment return assumption of 6.25% a year. The Plan's most



### CHECK YOUR INBOX

We will be notifying you via email that your **Annual Pension Statement** is available for viewing on your **My InSite** member portal by June 30, 2023. This personalized document provides important information such as how much pension you have accrued and who you have named as your beneficiary. Keep an eye out for this email announcement and please make sure to review your details. If you have not provided your email, please visit [www.mspp.ca](http://www.mspp.ca) to sign up.

### QUICK FACTS

The MSPP is regulated by the Financial Services Regulatory Authority of Ontario ("FSRA") and the Canada Revenue Agency ("CRA"). FSRA ensures that pension plans are complying with Ontario's pension funding rules and that members are receiving what they are legislatively entitled to receive. The CRA ensures pension plans are complying with the Income Tax Act.



### A LOOK INSIDE ...

On page 3, **Member Service Pledge:** *Excellent customer service is our goal.*

On page 4, **Frequently Asked Questions:** *What our members want to know.*

Multi-Sector Pension Plan  
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recently filed actuarial valuation showed it was fully funded on a going-concern basis on January 1, 2022. Going concern funding assumes a pension plan will continue indefinitely and uses assumptions about future interest rates and investment returns to determine whether a pension plan is sustainable over time. Being fully funded on a going concern basis, indicates a pension plan is sustainable.

It looks like 2023 will be another bumpy ride for investors. Pension plans are bracing for more market volatility and the recession many experts are predicting. While there is widespread consensus there will be a recession this year, there is no consensus as to how severe it might be. Adding to uncertainty, is that Ontario will soon release new funding rules for multi-employer pension plans, like the MSPP. These new rules are expected to be more onerous than the current rules.

The Plan now has more than 19,000 active members and more than 2,000 pensioners. At the end of last year, it had assets in excess of \$607 million. Pension experts agree that, for pensions plans, bigger is better. The growth of the MSPP has benefited its members by permitting the MSPP's Trustees to invest in less volatile asset classes which are not readily available to smaller plans. This growth has also reduced the investment fees the Plan pays on every dollar it has invested. The Trustees remain optimistic that their focus on the Plan's long-term sustainability will see the Plan through the current challenging times.

### Resources and Support

The Plan offers a wide range of resources to help members understand their pension benefits, including a pension calculator, amount of contributions received on their behalf and plan forms. Visit the resource section of the MSPP website at [www.mspp.ca](http://www.mspp.ca), or your **My InSite** account to learn more. You can also contact one of our customer service representatives to have your questions answered. The numbers to call are: 905-889-6200 if you are calling from Toronto, or 1-800-287-4816 if you calling from outside Toronto.

We are committed to ensuring the Plan's continued success, and to providing you with the resources you need to achieve your retirement goals. Thank you for your participation and for entrusting us with a significant portion of your retirement savings.

*We hope that your 2023 is off to a great start!*

## MY INSITE: THE MEMBER PORTAL

*Get "24/7" secure access to information about your pension, anytime with My InSite member portal:*

- View and update personal data and beneficiaries;
- Use the pension estimate calculator to estimate your monthly pension at different retirement dates;
- Request a pension application;
- View the contributions received on your behalf; and
- Download and upload documents.

Visit: [www.mspp.ca](http://www.mspp.ca) and click on the Member Login at the top of the homepage.



## DID YOU KNOW?

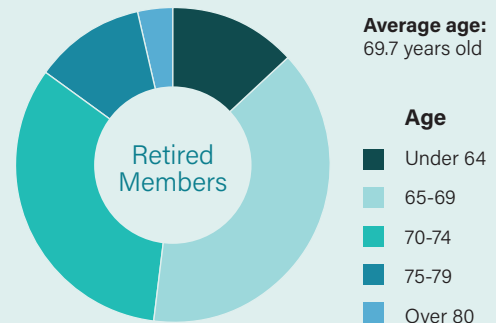
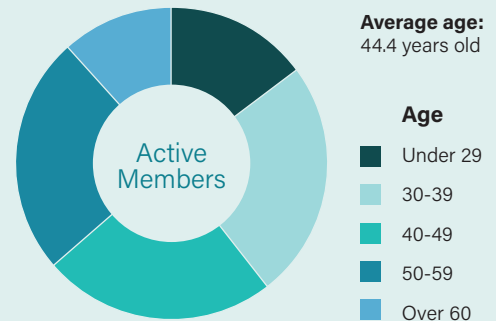
InBenefits Call Centre answers more than 25,000 calls per year. Our experienced staff strive to provide exceptional service. Members who call the call centre will receive a feedback survey via email. Please take a moment to fill it out and let us know about the service you received so we can continue to improve. We thank you in advance for your feedback.

## SOMEPP

The MSPP is an Ontario Specified Multi-Employer Pension Plan ("SOMEPP") which means it is a special class of pension plans with 15 or more contributing employers and therefore much less likely to terminate. Currently, MSPP has 256 contributing employers and is continuing to grow.

For more information about Plan's SOMEPP designation, please visit the "About the Plan" section on our website: [www.mspp.ca](http://www.mspp.ca).

## ABOUT OUR MEMBERS



## MEMBER SERVICE IS OUR FOCUS

We've been working hard behind the scenes to provide you with the quality service you deserve whenever you interact with us. We recently implemented some upgrades to our information and data systems, the MSPP website and its member and employer portals. We continue to strive to provide you with the highest levels of service while continuing to administer the MSPP Plan in accordance with its governing documents and all applicable legislation.

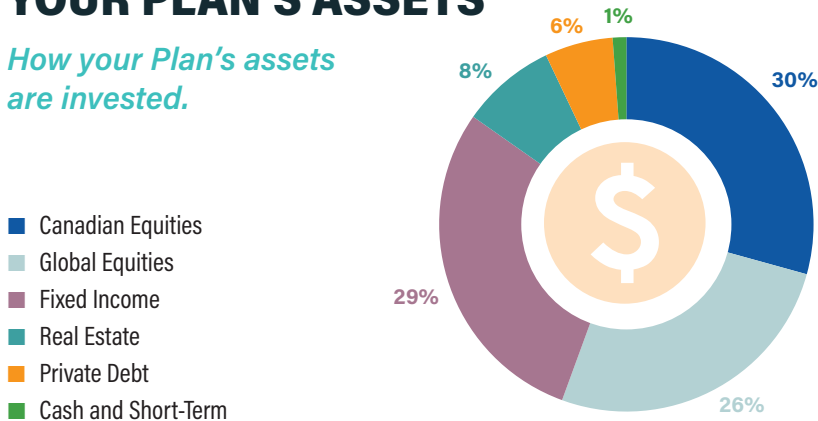


### Our Service pledge to you:

- We are committed to providing you with prompt, efficient, and courteous service.
- We promise to listen to your questions and address them.
- We will always treat you with respect and dignity.
- We will maintain confidentiality and protect your privacy.
- We will always aim to answer your questions.

## YOUR PLAN'S ASSETS

*How your Plan's assets are invested.*



## E-SITE: THE EMPLOYER PORTAL

*Administration made quick and easy!*

**Employers:** Manage employee information and access pension data anytime, conveniently from your desk using MSPP's employer portal, **e-Site**.

### Key Features:

- Review all pension remittances since the fund entry date.
- Run reports to compare your records to ours.
- View member information
- Enroll and update all employees.
- Reduce email inquiries.

**Contact us with questions or to set up an information session: [accounting@mspp.ca](mailto:accounting@mspp.ca) with a subject line e-Site.**

## WHO MANAGES YOUR INVESTMENT?

- Leith Wheeler Investment Counsel Ltd
- Fidelity Investments Canada
- Fiera Capital Corporation
- Bentall Green Oak
- Neuberger Berman Group LLC
- Northleaf Capital Partners
- Golub Captial
- CBRE Global Investment Partners
- Wellington Management

## SAVING IS TOP OF MIND FOR CANADIANS

A recent poll by FSRA found that 88% of respondents feel that more needs to be done to encourage people to save for retirement, while 60% feel that there is not enough public information about pensions available.

In response, FSRA created an annual Pension Awareness Day to encourage people to talk to family and friends about retirement planning. The first ever Pension Awareness Day was on February 16, 2023. You can learn more about Pension Awareness Day by visiting the FSRA website ([www.fsrao.ca/pensionawareness](http://www.fsrao.ca/pensionawareness)) which also includes helpful videos and easy to use tools.



# YOU ASKED, WE ANSWERED

*You have questions? We have answers. Here are some of the common things our members want to know:*

**Q. I am a Plan member and want to sign in to the My InSite portal, but I can't find my member identification ("ID") number. What should I do?**

**A.** You can find your member ID number on most correspondence you received from the Plan or InBenefits. This includes your welcome letter, your annual pension statement, or a benefit estimate. If you cannot find any of these documents, give us a call at 905-889-6200 if you are calling from Toronto or 1-800-287-4816 if you are calling from outside Toronto. The call centre will provide you with your ID number after you have answered some security questions.

**Q. What's the normal retirement age of the Plan?**

**A.** The Plan's normal retirement age is 65. You are entitled to receive your full monthly pension on the first day of the month following your 65th birthday, provided you are no longer performing work which requires contributions to be made to the Plan on your behalf, and you have provided InBenefits with at least three months notice of the date you want your pension to begin.

**Q. Can I retire early?**

**A.** You can start collecting an MSPP pension as early as age 55. However, there will be a permanent adjustment to your monthly pension of about 0.5% for every month you start receiving it before your 65th birthday. This adjustment is required because you will be receiving your pension longer than you would have if you had not started it until you were 65 years old.

**Q. What happens if I retire later?**

**A.** You can work past age 65 and continue to accrue a pension, if you are working for an employer who is contributing on your behalf. If you start your pension after age 65, your pension can begin to be paid on the first of the month after you stop working in a position which requires contributions to be made for you. The Income Tax Act requires employee and employer contributions to stop on November 30th of the year the member turns 71.

**Q. I plan to retire this year, what do I need to do?**

**A.** Once you decide when you want your pension to begin, you must provide us with at least three months notice so InBenefits has time to obtain and confirm the necessary documentation and take the other steps needed to start your pension. Please note we cannot process your retirement application until we receive your termination date from your employer. To get started, visit My Insite and go to the "Request Pension Application" tab and enter your desired retirement date. Alternatively give us a call to request your application: 905-889-6200 if you are calling from Toronto, or 1-800-287-4816 if you are calling from outside Toronto.

## DID YOU KNOW?

*More than 19,000 active members across Canada, 2,000 pensioners, and 256 employers participate in the MSPP.*

## MSPP BOARD OF TRUSTEES

Your Plan's Trustees are all appointed by unions that represent MSPP members - Canadian Union of Public Employees (CUPE) and the Service Employees International Union (SEIU).

### Trustees

John Klein, Co-Chair, *SEIU*

Gary Yee, Co-Chair, *CUPE*

Christina Gilligan, *CUPE*

Heather Grassick, *CUPE*

James Richardson, *CUPE*

Kim Mantulak, *CUPE*

Kumar Ramcharran, *SEIU*

Julie Roberts, *CUPE*

Nathalie Stringer, *CUPE*

Colette Warnock, *CUPE*

### Alternate Trustees

Laura Morton, *SEIU*

## KEEP IN TOUCH

*Have you recently changed your address or have a question about your Plan? Contact us!*

**Email:** [info@mspp.ca](mailto:info@mspp.ca)

### In Toronto:

905-889-6200 (Option 1)

### Outside Toronto:

1-800-287-4816

**Fax:** 905-889-7313

### Address:

Multi-Sector Pension Plan  
c/o InBenefits  
310-105 Commerce Valley Drive West  
Markham, Ontario L3T 7W3

*You can also access Plan information online anytime at [www.mspp.ca](http://www.mspp.ca)*



### Final word

This newsletter serves only as a summary of information about the Multi-Sector Pension Plan in simple terms. It is not intended to be comprehensive or to provide advice. If there are any differences between the information provided in this newsletter and the legal documents that govern the Plan, the legal documents will apply.