

2024 Members Survey

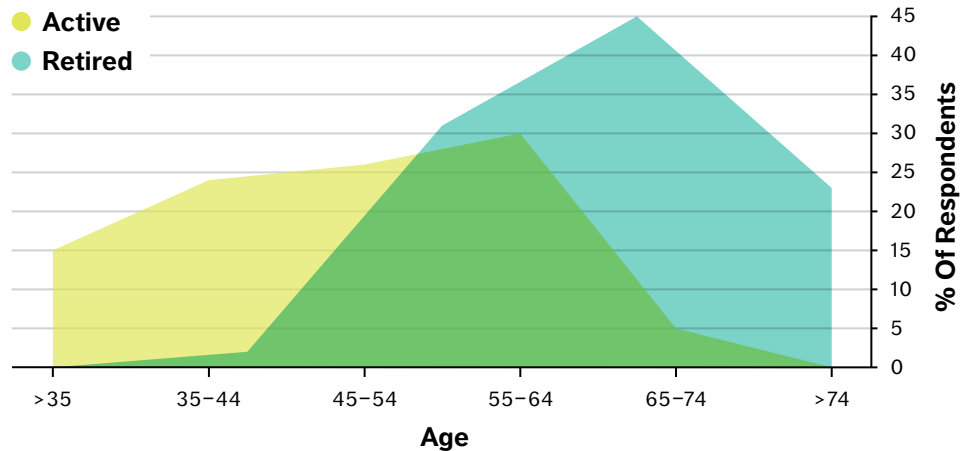
The Results

Each year, this survey helps us take the pulse of our membership and understand how we're doing to serve you. Your input is invaluable as we continuously strive to meet your needs and provide you with the security of a pension for life. 2024 saw the highest participation to date—thank you to everyone who shared feedback!

RESPONDENT PROFILE

Who did we hear from?

In total, 1,571 members took part in the survey, *more than four times* the participation in 2023. The respondents represented a diverse cross-section of active and retired members.



MEMBER SATISFACTION

How are we doing?

Retired members maintain a high level of satisfaction.



77% of retired members feel "very satisfied" or "somewhat satisfied" with TTCPP.

YOUR VOICE

"They keep me up to date on changes and always make my payment on the 15th of each month."

—Retired member



WE'RE RESPONDING

Member outreach initiatives for 2025

- Expand our resources for retirees to help them stay informed.

MEMBER SATISFACTION

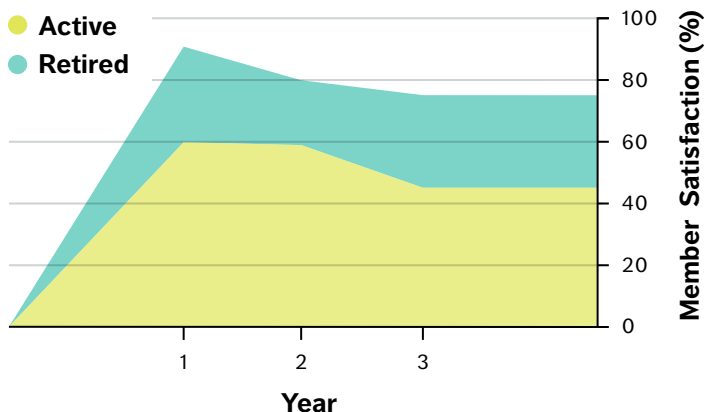
YOUR VOICE

“More information on exactly how the Plan works, how the formula works, how much return on investment or growth it has had and how it benefits me [...] would be better.”

—Active member



Active member satisfaction declined from 2023. Members who attended TTCPP seminars or engaged with Member Services rated TTCPP highly, while lower ratings mainly reflected a need for clearer communication.



WE'RE RESPONDING

This year's decline in satisfaction rates is largely due to a significant increase in survey responses. With more voices in the mix, we're getting a clearer picture of member sentiment – insights that we'll continue to track over time.

Member outreach initiatives for 2025

- Work on new outreach initiatives such as a video library of various pension topics.
- Prioritize clearer communication by improving member forms, refining educational resources and enhancing outreach to make pension information easier to understand and navigate.

COMMUNICATIONS

Member interactions

In their interactions with TTCPP, 65% of respondents rated their overall satisfaction as either “excellent” or “very good.”



YOUR VOICE

“More education and access to personalized info... perhaps a secure online portal to our account?”

—Active member



WE'RE RESPONDING

Service initiatives for 2025

- Continue to offer pension seminars, now with a new tailored format to make them more relevant to different career stages.
- Enhance our educational offerings with webinars and Pension Pop-Ins, along with our website, to provide the same valuable information as our seminars.
- Enhance Pension Pop-Ins with clearer communication to make information easier to understand and use.

Looking ahead

- Strengthen outreach and communication with retired members.
- Establish earlier touchpoints and integrate content with the TTC to improve the pension onboarding experience.
- Assess and refine our communication approach to enhance the member experience.

NEW PENSION ADMINISTRATION SYSTEM

Member portal

Active members were very interested in the features of the new member portal. A wide range of respondents wanted reassurance that traditional methods of contacting TTCPP would still be available.



93% of **active members** are “extremely” or “very interested” in calculating estimated pensions using pensionable earnings.

DOWNLOADING...

92% of **active members** are “extremely” or “very interested” in viewing or downloading annual statements.



61% of **active members** are “extremely” or “very interested” in booking a one-on-one meeting with TTCPP.



78% of **active members** are “extremely” or “very interested” in sending and receiving secure messages to and from TTCPP.

YOUR VOICE

“I am not very tech savvy, not very good with computers and scared that you will be leaning forward to online communication.”

—Active member



76% of **retired members** are “extremely” or “very interested” in viewing or downloading T4 slips.



91% of **retired members** are “extremely” or “very interested” in booking a one-on-one meeting with TTCPP.



90% of **retired members** are “extremely” or “very interested” in sending and receiving secure messages to and from TTCPP.

WE'RE RESPONDING

We're building a new member portal to provide more convenience while maintaining the personalized service that members trust. When launched, the portal will be a central hub for pension details, statements and educational resources in one secure place.

Rest assured, traditional contact methods will remain available. You can always reach our team whenever you need assistance.

This portal is part of Project Encore, our new pension administration system. While it won't be online until 2027 or later, our team is working hard to bring you an improved experience.

We're committed to keeping you informed as we make progress.

Responsible investing

Among TTCPP's ESG-related governance principles, the top priority for members is leadership in advocating for the retirement security for all Canadians.



57% of **active members** are “extremely” or “very interested” in leadership advocating for retirement security.



52% of **retired members** are “extremely” or “very interested” in leadership advocating for retirement security.

WE'RE RESPONDING

Responsible investing initiatives for 2025

- Review and refine ESG key priorities.
- Set clear reporting expectations for investment managers and advisors.
- Consider the sustainability disclosure requirements of the International Financial Reporting Standards (IFRS) Foundation.

Looking ahead

- Strengthen ESG risk management policies.
- Enhance monitoring of ESG risks in investment decision-making.
- Assess membership in industry associations that focus on ESG issues.

MEMBERSHIP

Getting to know our members

Both **retired** and **active members** feel secure about their retirement or future retirement.



57%

of **active members** feel “very financially secure” or “somewhat financially secure.”

Retired members say they live a comfortable life, with very few financial stresses.

“For retirees, there is a clear link between life satisfaction and the financial security that comes from knowing they will not outlive their pensions.”

Source: Canadian Centre for Economic Analysis



Participate in the 2025 Members Survey

Share your thoughts and help us make sure we're doing our best to serve our members. Sign up to receive email updates about the 2025 survey and other news from TTCPP.