



# Continuing to build quality relationships with Members, Employers and Stakeholders

To ensure that we consistently meet their needs.

## KEY HIGHLIGHTS:

In 2016, member satisfaction was strong at 92%. When asked to rate how OMERS meets their needs, members have consistently been very satisfied. A high service standard has been maintained, especially in light of the increased number of members transitioning into retirement. This year, more than 9,000 members began receiving their OMERS pension.

We announced a change to the Additional Voluntary Contribution (AVC) program in 2016 with the addition of a new feature of an income option. For “non-locked-in funds,” this feature allows members to keep funds in an AVC account after reaching age 71. This is a significant development for members who can now withdraw funds over their lifetime, as long as they meet the minimum withdrawal requirements set out in the *Income Tax Act*.

In anticipation of the thousands of members who are expected to retire in the next five years, OMERS has encouraged members to

take advantage of electronic communications for statements and newsletters so that we can all connect effectively and manage Plan costs. More than 44,000 members have signed up to receive electronic statements and newsletters, and we continue to encourage more members to sign up.

We understand members have questions about retirement. More than 125,000 pension estimates were produced through the myOMERS Retirement Income Estimator in 2016. This convenient tool helps members estimate their retirement income and plan for their future.

Client Services answered more than 200,000 phone calls in 2016 and delivered 430 information sessions and 32 webinars – to address member questions clearly and directly.

We also provided convenient access to personal pension information through

**\$3.6 billion**

IN BENEFIT  
PAYMENTS IN 2016

**8 out of 10**

NUMBER OF MEMBERS  
WHO TELL US OMERS  
OFFERS GOOD VALUE

myOMERS, an online pension management tool. At the end of 2016, approximately 40% of members were signed up for myOMERS.

Based on consultations, the Sponsors Corporation decided to expand a series of structured meetings to ensure targeted and meaningful engagement with OMERS members who are not affiliated with the organizations which currently nominate or appoint directors to the OMERS Boards. In December 2016, OMERS hosted the first of these meetings with representatives of small unions and representatives of organizations of management who are not union members.

OMERS serves almost 1,000 employers who have an important role in the pension plan – partnering with OMERS to administer pension benefits for members and matching member contributions. We recognize that an OMERS pension is an important part of what employers offer their employees.

We established an Employer Advisory Forum in 2016 with a select cross-section of participants. The intent is to address pension administration matters and to exchange ideas related to areas of common interest, such as technology and Plan demographics.

In 2016, OMERS provided 73 employer information sessions and webinars, with 2,333 employer representatives participating.

OMERS Senior Executive Team met directly with employers, as well as sponsors and other stakeholders throughout the year. These meetings provided an opportunity to achieve a deeper understanding of issues of importance, to build stronger relationships, and to further partner in connecting with members and our community.

**18,000<sup>+</sup>**

**NUMBER OF NEW  
PLAN MEMBERS**

**9,000<sup>+</sup>**

**MEMBERS WHO  
RETIRED IN 2016**