



YOUR PENSION NEWS



WHAT'S NEW?

2023 ANNUAL HIGHLIGHTS FOR MEMBERS

Read the full 2023 Annual
Highlights for Members at
www.wisetrust.ca!

We are pleased to announce the publication of our 2023 Annual Highlights for Members. Released in June 2023, this annual report offers insight into factors influencing Plan performance.

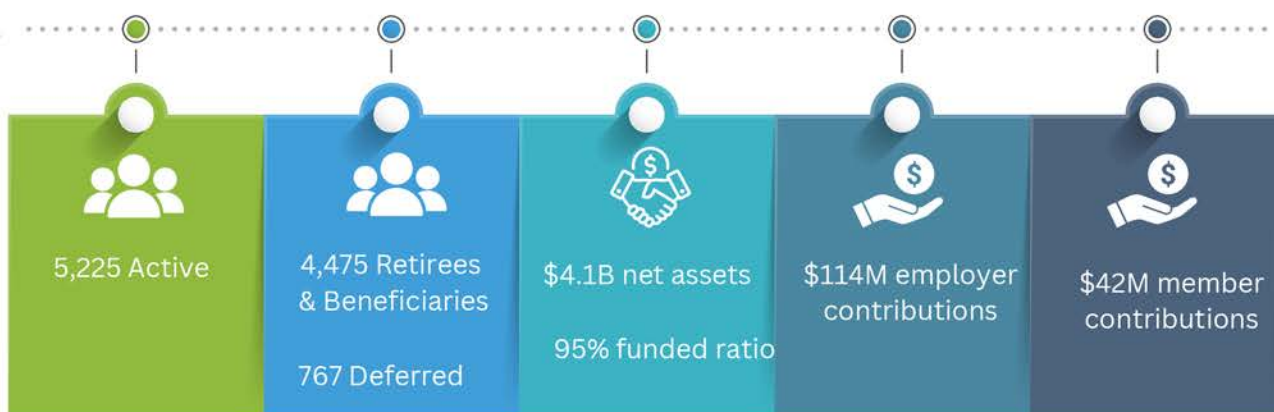
Included are messages from the Board of Trustees, our CEO, updated investment performance and the results from our first member survey.

How did we do?

Key Highlights

10,467 Total
members

6 Participating
Employers



MEMBER SURVEY COMING SOON

HAVE YOUR SAY!

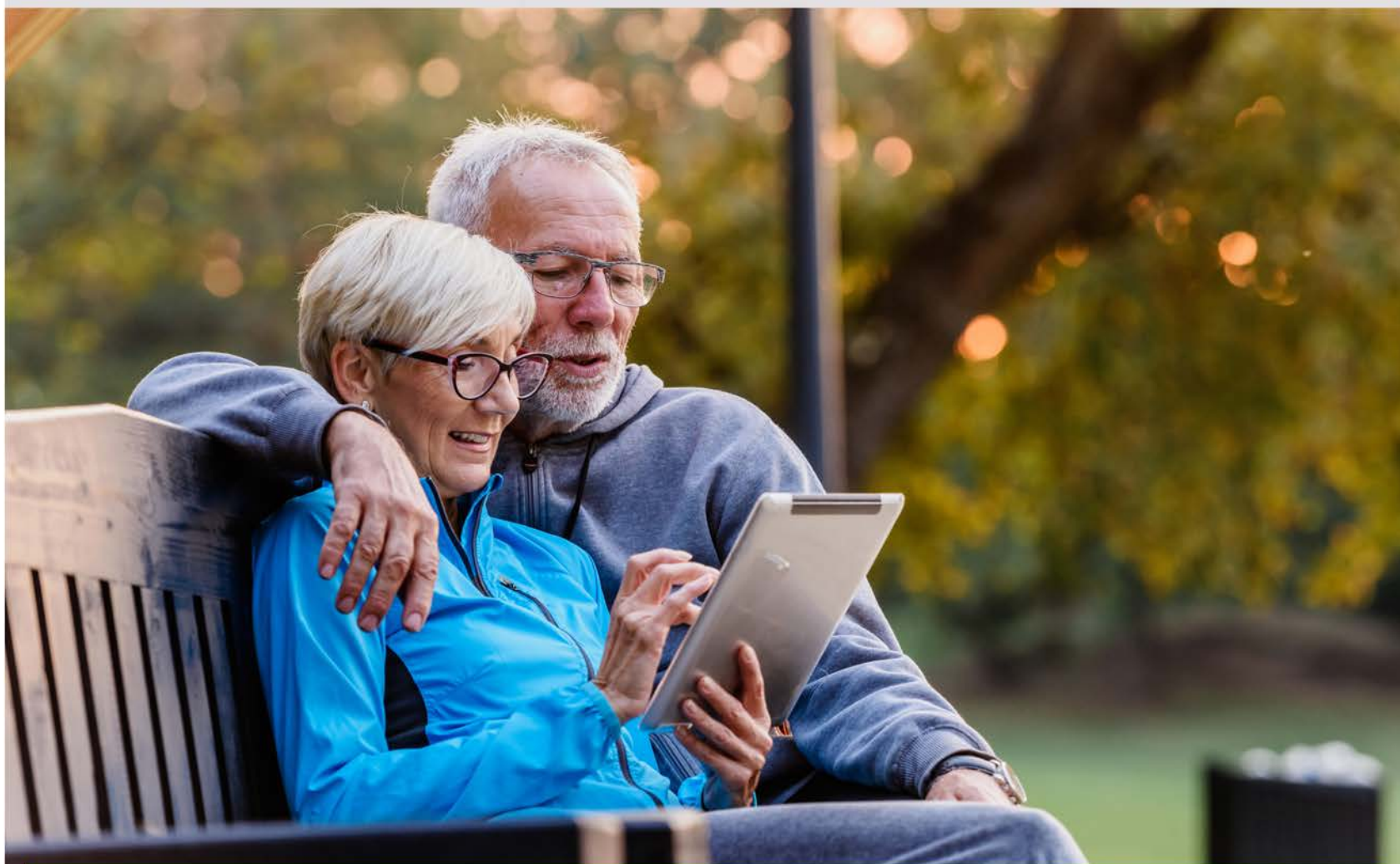
Service excellence is foundational to what we do at WISE Trust.

To continue supporting our valued members, we need your feedback! This will be your opportunity to tell us what's most important to you regarding your pension experience so we can create more meaningful interactions in the future.

HOW TO PARTICIPATE

The summer member survey will be sent to you using the email address you used to register for your **My Pension Resource** account.

If you do not have a **My Pension Resource** account, you can register online by visiting our website and following the prompts to create a new account in the "Login to My Pension Resource" section.



REMINDERS

2024 PENSION PAY DATES

Pension payments are made on the first day of each month. However, if your banking institution does not process payments on weekends or statutory holidays, your monthly pension payment will be deposited on the first business day of each month. Contact your banking institution to confirm the timing of direct deposits on non-business days.

CHANGING BANK ACCOUNTS?

Contact the WISE Trust Pension Contact Centre or visit **My Pension Resource** at **www.wisetrust.ca** to update your banking information.

TAX DEDUCTIONS

Tax deductions are based on federal and provincial income tax guidelines and the personal tax information you reported to us.

To make changes, complete the Personal Tax Credits Return (TD1) forms (found on www.canada.ca) and submit them to WISE Trust via My Pension Resource or mail to:

**WISE Trust Pension Contact Centre
130 King Street West Suite 1500, P.O. Box 424
Toronto, ON M5X 1E3.**

EXPERT ADVICE

Make sure you receive your pension in your new bank account before you close your old bank account to avoid missing pension payments!

REMINDERS continued...

PAY STATEMENTS

As a retired member, you received a pay statement from CIBC Mellon (our pension payment service provider) for your first pension payment.

Each month after, it's important to check your bank statement to ensure your pension payments are deposited to your account. When there is a change, including a change to your net payment deposit amount, banking information or address of residence, you will receive a pay statement in the mail that provides information related to the change.

It's a good idea to keep your last pay statement on hand for future reference.

UPDATE YOUR INFORMATION

Use our **My Pension Resource** self-service management tool to update your email address so you can receive pension updates and access your personalized pension details.

You can also use the tool to review your:

- pension benefit
- marital status and spousal declaration
- beneficiary designation
- contact information (mailing address, phone number, and email address)

CIBC MELLON MEMBER SELF-SERVICE COMING SOON!

A self-service website where you can access your pay and tax statements on-line is currently under development.

Information on how and when this website will be available will be coming your way soon.

CONTACT US



Toll-free at 1-855-242-1526

Outside North America:
678-932-4144



www.wisetrust.ca



130 King Street West
Suite 1500
P.O. Box 424
Toronto, ON M5X 1E3