

Important changes to your Canada Post Defined Contribution (DC) Pension Plan and Voluntary Savings Plan (VSP)

Canada Post Corporation | FAQ

Frequently asked questions

1. Do I need to do anything with my account to transition from Sun Life to Canada Life?

No, Canada Life will take care of everything for you.

2. Why are we changing group retirement carriers?

By moving to Canada Life, your benefits and savings Plans will be under the same provider. Under one provider you'll benefit from streamlined access to customer support, tools and resources, including a Canada Life toll-free customer service line dedicated to Canada Post employees. You'll need to access just one website, My Canada Life at Work™, for both your group benefits and retirement and savings Plans. You can meet with a Canada Life member guide, a licensed health and wealth professional to help provide you with one-on-one support to make sure you're making the most of your Plans with Canada Life and help you reach your goals. In addition to stream-lined service, you'll see lower fees. See question five for more information.

3. What do I need to do?

We've taken care of moving your Plan details over, so you only need to focus on using the Plan. Here's what you'll need to do:

1. Ensure you've registered for My Canada Life at Work (mycanadalifeatwork.com) and review your information.
2. Visit the Welcome site for information on the move (welcome.canadalife.com/canadapost).
3. Book a meeting with a member guide on the Welcome site.
4. Attend an information session.

4. Where can I see my accounts online?

You can see your accounts online through My Canada Life at Work (mycanadalifeatwork.com).

If you're already using My Canada Life at Work for your group benefits:

1. Visit the My Canada Life at Work website.
2. Sign-in using your login information.
3. Your group savings information will be there automatically.

If you haven't registered for online access yet:

1. Visit the My Canada Life at Work website.
2. Select Register where you need to enter your policy number (**74216**) and your Employee ID.
3. This is the username and password you'll use from now on to access both your benefits and savings information.

On My Canada Life at Work, you'll be able to:

- Use the Retirement goals tool
- View your personal account information and current investments
- Transfer between investment options
- Change how future contributions will be invested

- Learn more about your investment options
- Update information including phone numbers, email address and beneficiary designation
- Request duplicate tax receipts for your RRSP (if applicable)
- Access your group benefits and retirement and savings Plans in once convenient location

5. How will my assets from Sun Life be invested with Canada Life?

Please refer to the fund selection PDF on the Welcome site (welcome.canadalife.com/canadapost)

Canada Life Funds	IMFOE*	Sun Life Funds	IMFOE*	Reduction	What fund has changed?
Life Cycle Funds					
BlackRock LifePath 2020	0.235%	BlackRock LifePath Index 2020 Segregated Fund	0.340%	-0.105%	
BlackRock LifePath 2025	0.241%	BlackRock LifePath Index 2025 Segregated Fund	0.390%	-0.149%	
BlackRock LifePath 2030	0.248%	BlackRock LifePath Index 2030 Segregated Fund	0.450%	-0.202%	
BlackRock LifePath 2035	0.254%	BlackRock LifePath Index 2035 Segregated Fund	0.450%	-0.196%	
BlackRock LifePath 2040	0.259%	BlackRock LifePath Index 2040 Segregated Fund	0.460%	-0.202%	
BlackRock LifePath 2045	0.262%	BlackRock LifePath Index 2045 Segregated Fund	0.460%	-0.198%	
BlackRock LifePath 2050	0.264%	BlackRock LifePath Index 2050 Segregated Fund	0.460%	-0.196%	
BlackRock LifePath 2055	0.268%	BlackRock LifePath Index 2055 Segregated Fund	0.470%	-0.202%	
BlackRock LifePath 2060	0.299%	BlackRock LifePath Index 2060 Segregated Fund	0.420%	-0.121%	
BlackRock LifePath Retirement Fund	0.236%	BlackRock LifePath Index Retirement Segregated Fund 1	0.290%	-0.054%	
Cash and Equivalents					
Money Market LK Fund (Mackenzie)	0.093%	Sun Life Financial Money Market Segregated Fund	0.19%	-0.097%	✓
5 Year GIA	N/A	5 Year Guaranteed Fund	N/A	N/A	
Canadian Bond					
Canadian Bond Index Fund (TDAM)	0.117%	TDAM Canadian Bond Index Segregated Fund	0.19%	-0.073%	

Canada Life Funds	IMFOE*	Sun Life Funds	IMFOE*	Reduction	What fund has changed?
Canadian Equity					
Canadian Equity Index Fund (TDAM)	0.117%	TDAM Canadian Equity Index Segregated Fund	0.20%	-0.083%	
Canadian Equity Fund (CC&L)	0.337%	CC&L Group Canadian Equity Segregated Fund	0.34%	-0.003%	
Foreign Equity Funds					
Global Equity Fund (MFS)	0.573%	MFS Global Equity Segregated Fund	0.59%	-0.017%	
U.S. Equity Index Registered Fund – (BlackRock)	0.187%	BlackRock U.S. Equity Index Segregated Fund (Registered)	0.19%	-0.003%	
International Equity Fund (MFS)	0.593%	MFS International Equity Fund Segregated Fund	0.61%	-0.017%	

* Investment management fees and fund operating expenses (IMFOE) shown are exclusive of applicable taxes. Fund operating expenses fluctuate based on asset levels and actual expenses incurred, and are not guaranteed or projected; they are reported retrospectively by calendar year and are calculated as a percentage of the fund.

6. Where will future information about investments be housed?

You can find more detailed information about your investment options online at:

- mycanadalifeatwork.com > Savings > Manage portfolio > Investments
- On your CPC Pension website (cpcpension.com)
- Or in your Defined Contribution (DC) and Voluntary Savings Plan (VSP) Investment Guide

7. How can I change my current investment instructions or current investments?

Canada Life provides easy ways for you to change your investment instructions for future contributions and to transfer money from one fund to another. You can make changes online at mycanadalifeatwork.com or call Canada Life to speak with a representative.

- Sign in to your My Canada Life at Work account select > Tools and resources > Change your portfolio
- Or call Canada Life at 1-866-716-1313 for a customer service representative to assist you

8. How will I receive statements?

Canada Life will mail statements to your home address on a semi-annual basis. You can also access your statements online at mycanadalifeatwork.com at any time.

9. What are the advantages of being in the Canada Post Corporation DC Plan?

- Employer matching up to 5% of earnings.
- Simplified saving with payroll deductions – be sure you're always paying yourself first.
- Immediate tax relief on your contributions to your Voluntary Savings Plan.
- Making regular payments throughout the year reduces the impact of volatility in the market.
- Fees are typically lower than retail.
- Access to member guides that provide one-on-one support.

10. Will my rate of return information carryover from Sun Life when we move to Canada Life?

No, your previous rate of return information is not carrying over and won't be available on the Canada Life website. This does not mean that you lose any returns. Your entire account balance including your investment returns will be transferred. It just means that when you look up your return history, you will only see information from Sept. 1, 2021 onwards.

11. Where and when will I find rates of return information?

You can find this information on My Canada Life at Work (mycanadalifeatwork.com). Log into your account select Savings > Plans info > Fund rates of return and personal rate of return. Your personal rate of return will be available after 12 months.

Find all fund information on My Canada Life at Work > Savings > Manage portfolio > Investments

12. Where can I get more information?

Call the Canada Life toll-free number dedicated to Canada Post employees at 1-866-716-1313 after Aug. 9, 2021, to speak to a customer service representative Monday to Friday from 8 a.m. to 8 p.m. ET or sign into My Canada Life at Work (mycanadalifeatwork.com).

For technical support call 1-888-222-0775 Monday to Friday from 8 a.m. to 8 p.m. ET.

For online education tools and resources visit Smart Path (smartpathnow.com) for educational videos, interactive tools and informative articles to help you learn more about savings and retirement planning.

To contact AccessHR call 1-877-807-9090.