



WORTH KNOWING

Good Pension Facts—Service to Plan Members

Defined benefit pension plans, like the one paid into by Alberta teachers, are increasingly rare. The Alberta Teachers' Retirement Fund (ATRF) has provided the finest quality in both service to plan members and in investment portfolios for the past 80 years. While the investment work of ATRF is changing, ATRF is still the pension administrator and trustee of the plan. This means that they will continue to collect pension contributions, calculate service and administer pension payments.

Whether a member has a one-on-one conversation with an ATRF representative, is looking for information on the ATRF website or accesses their [MyPension](#) account for a pension calculation, they can expect an exceptional experience when accessing these services.

In 2018/19, ATRF:

- met with 1,722 plan members for personal interviews with our pension counsellors in various locations across Alberta and in the office in Edmonton,
- greeted more than 400 plan members who stopped by their office in Edmonton and met with pension specialists,
- responded to more than 26,000 phone calls,
- presented 47 seminars to 1,913 teachers in various locations around the province,
- provided more than 4,800 responses to member emails,
- completed 3,042 pension estimates, in addition to more than 61,300 pension estimates that were completed in [MyPension](#),
- processed more than 500 service purchase applications, a 37 per cent increase over 2017/18 and
- helped 1,180 members to start their pensions, which represents an increase of 8 per cent from 2017/18.

WORTH SHARING

Only half of all plan members are registered for [MyPension](#)! This secure portal allows plan members to obtain a pension estimate or service purchase estimate, view their member statement, update personal information and subscribe to the newsletter, Pension Points. **#WEAREATA**