

PCC Pension Plan Hub FAQ

1. What is the PCC Pension Plan Hub?

The PCC Pension Plan Hub is a secure online portal where you can access your pension information, both while you are an employee of the PCC and as a deferred vested or retired member of the PCC Pension Plan.

2. What information can I find on the PCC Pension Plan Hub?

You will find [pension booklets](#) (which describes the main terms of the pension plan that are applicable to you) and [your annual pension statements](#). All of your future annual pension statements will be posted here as they become available.

3. How do I access the PCC Pension Plan Hub?

You will receive an email from pension@presbyterian.ca with a link to register for the PCC Pension Plan Hub. It is important to ensure that the email address we have for you on file is correct so you receive this link, please contact the Pension and Benefits Office at pension@presbyterian.ca to update your information if needed.

4. How do I register for the PCC Pension Plan Hub?

To register for the PCC Pension Plan Hub. All you need is:

- i. An email address
 - This email address will be used as part of your login credentials going forward. You will not be able to change the email address for logging into the PCC Pension Plan Hub. The email address you register with is like a username.
 - This email address will also be used to notify you when new information is uploaded to the portal. For this reason, a personal email is preferred (as opposed to your work email) so that you can access the PCC Pension Plan Hub even after you are no longer an employee of the PCC (e.g. if you have retired).
- ii. The last four digits of your SIN
- iii. Your Employee ID (this is located on your annual statement)

Once registered you can log into the PCC Pension Plan Hub using your email address and password created during registration.

5. Can I view my pension information on my mobile device?

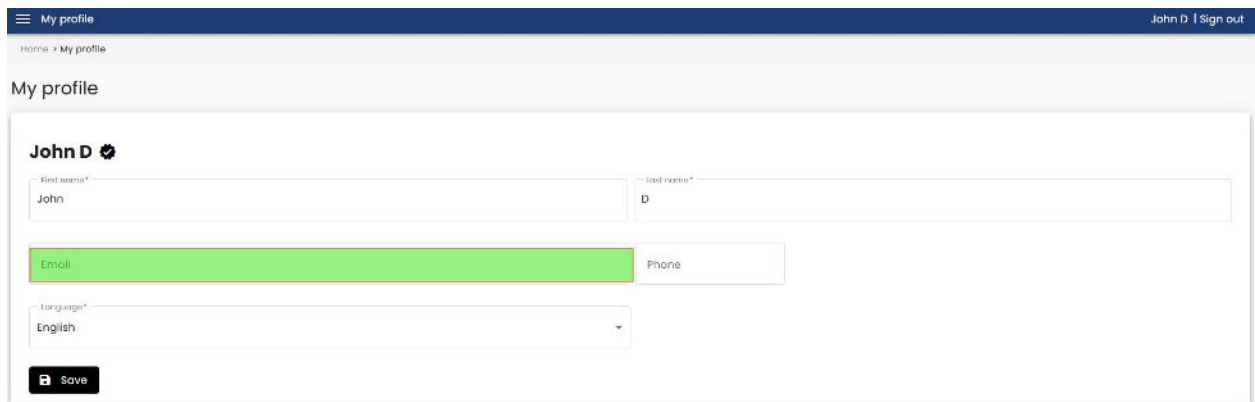
Yes, you can view your pension information on a mobile device using a browser.

6. Will I still receive paper copies of my pension statements if I use the PCC Pension Plan Hub?

Unless you have opted out of electronic communications, you are deemed to have agreed to only receive pension communications electronically, and paper copies of future pension statements will not be mailed to you. This ensures timely access to your annual statements and other pension-related communications, with the ability to download copies for your records. You can opt out of electronic communications at any time. To opt out, please contact the Pension and Benefits Office at pension@presbyterian.ca

7. What if I want to change the email address where I receive notifications?

You can change the email address used to receive notifications at any time. To do so, you can set a different email address for receiving notifications from the PCC Pension Plan Hub under My Profile section, see screenshot below:



The screenshot shows a web interface for 'My profile'. At the top, there is a navigation bar with 'My profile' and a user name 'John D. | Sign out'. Below the navigation bar, the page title is 'My profile'. The main content area shows a profile card for 'John D.' with a profile picture icon. Below the name, there are two input fields for 'First name' (containing 'John') and 'Last name' (containing 'D'). Below these are two more input fields: 'Email' (highlighted in green) and 'Phone'. At the bottom of the profile card, there is a dropdown menu for 'Language' set to 'English' and a 'Save' button.

As mentioned in question #4 above, the email you used to register will still be used as your login to access the PCC Pension Plan Hub, it acts like a username and cannot be changed.

We strongly recommend using your personal email address to ensure continued and seamless access to the PCC Pension Plan Hub.

8. Who do I contact if I have any questions?

All pension-related questions, including those on the PCC Pension Plan Hub, can be made to the Pension and Benefits Office at:

 1-800-619-7301 (toll-free) or 416-441-1111 ext. 230

 pension@presbyterian.ca