

Article for pensioner audience

Title: Your new pension services experience with UPP begins Fall 2024

Subtitle: Convenient and secure access to pension information, services, and support

This fall, UPP will launch its new service offering for members and pensioners. This means that, as a UPP pensioner, you'll start receiving pension-related information, services, and support directly from UPP's Member Services team. Additionally, you'll gain access to the new myUPP Member Portal, a secure digital platform designed to help guide and inform you on pension-related matters—whether you need to access your pension documents, update your banking information or even ask a quick question about your pension.

With UPP's new service experience, you'll have the flexibility to reach UPP through a phone call, secure message in the myUPP Member Portal, or email. Whatever your preference, you can rest assured that a UPP pension expert will be there for you every step of the way.

Importantly, there are no changes to the timing or amount of your pension payments as a result of this service transition.

Your dedicated Member Services team

Starting Fall 2024, you will be able to contact UPP Member Services directly through a variety of channels, including:

- Secure Messages through the myUPP Member Portal
- Phone: 1-833-627-7877
- Email: memberservices@universitypensionplan.ca

Until then, please continue to reach out to your prior employer's Human Resources or Pensions team with any questions about your individual pension. We're working closely with our university partners to ensure a seamless transition.

Coming soon: the myUPP Member Portal!

The myUPP Member Portal is a secure, easy-to-use digital platform featuring accessible tools, information, and resources to help you manage your pension. With your myUPP Member Portal account, you'll be able to:

- Communicate securely with UPP Member Services via Secure Message.
- Receive and return documents securely and electronically.
- Update information such as your contact and banking details.
- View your pension payment history.

Stay tuned for more information from UPP

Further details about the portal registration process will be shared in the coming months. You will also receive a communication directly from UPP with an invitation to register and tips to help you explore your new myUPP Member Portal account.

Visit the new Member Experience page at myupp.ca/members/experience to learn more about the upcoming service transition and the new service experience, explore resources, and see answers to your most frequently asked questions.