

## Content for your newsletter or bulletin

### Long form

#### Your new UPP service experience begins Fall 2024

This fall, UPP will launch a new member service experience. This means that, as a UPP member, you'll start receiving pension services and support directly from UPP's Member Services team. Plus, you'll have access to the new myUPP Member Portal, a secure digital platform designed to guide you and inform you in all pension matters—whether you need to ask a question, access your pension information, or estimate your future pension. And for pensioners, the portal provides easy access to pension documents, hassle-free banking updates, and quick answers to pension-related questions.

#### Your myUPP Member Portal—coming soon

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

- **plan for the future** by running pension estimates for various ages, work statuses and key dates
- **update your membership information** such as beneficiaries and view recent service and earnings
- **receive and return documents** securely and electronically
- **communicate securely** with UPP Member Services via Secure Message

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

#### What's coming up next?

##### ✓ **Get the latest details**

Visit the new Member Experience page at [myupp.ca/members/experience](https://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.

##### ✓ **Reminder to members age 55 and older**

If you had service earned under your prior pension that was converted to UPP (up to July 1, 2021), Stage 2 of the portability options for members 55 years of age and over come into effect July 1, 2024. Please see your prior plan's [Quick Guide on myUPP.ca](#) for more information.

## Short form

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### **Stay tuned for more information from UPP**

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