MEMBER SURVEY 2023

6447 INVITATIONS SENT BY EMAIL & HARD COPIES
2127 TOTAL RESPONSES
32.9% RESPONSE RATE

DEMOGRAPHICS

48.1% Combination Pension Plan
14.6% Money Purchase Pension Plan
37.3% Staff Pension Plan

RELATIONSHIP WITH UVIC

- 53% Current Employee
- 36.2% Retired
- 7.6% Former Employee
- 3.2% Other

PLAN REPRESENTATION

Have you ever sought assistance from Pension Services, and if so, how did you do so?

- Email: 831
- Telephone: 759
- In-person, with an appt.: 541
- In-person, as a drop-in: 282
- Other: 272
- Virtual appt.: 60
- Other: 57
UNDERSTANDING THE PLAN

How much do you think you know or understand about your UVic pension plan(s)?

Where would you be most likely to look for information on your UVic pension plan(s)?

ACCESSING PENSION SERVICES & PENSION INFORMATION

How are you most likely to access the expertise of Pension Services for specific information about your pension benefits?

69% of respondents have accessed Pension Services
WEBSITE

Have you ever visited the UVic Pensions website at uvic.ca/pensions?

- 56.7% YES
- 27% NO
- 16.3% NOT SURE

How would you rate your understanding of the content and material on the website?

- 50.45% I understood most information
- 7.78% I understood everything
- 5.88% I understood very much
- 35.9% I understood some information
- 16.3% I did not understand
- 27% I did not understand very much

SEMINARS

Have you ever taken part in a seminar offered by the UVic Pension Services team?

- 36.07% Yes
- 57.8% No
- 6.13% Do Not Recall

How much did the seminar help you understand your UVic pension(s)?

[Bar chart showing the distribution of responses]

MEMBER STATEMENTS

On a scale of 1-10, how well did you understand your annual statement?

[Graph showing the distribution of responses]
Thank you for your input

Using the insights we've gathered, our focus this year will be on enhancing member awareness of their pension benefits and improving the clarity and accessibility of pertinent pension information for you.

Keep an eye out for upcoming communications such as:
- Your annual pension statements.
- Your annual report.
- Your Plan AGM.

Visit [https://www.uvic.ca/pensions](https://www.uvic.ca/pensions) for more information and services!

New information and a new look will be appearing throughout the year.