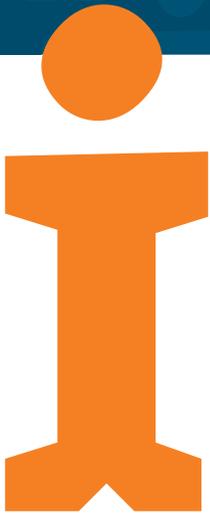


PROVIDENT¹⁰ IS YOUR PUBLIC SERVICE PENSION PLAN ADMINISTRATOR

WE'RE MAKING AN IMPORTANT CHANGE TO SERVE YOU BETTER.
READ MORE TO LEARN WHAT'S HAPPENING AND HOW IT MAY IMPACT YOU.



Provident¹⁰ was created as a result of pension reform in Newfoundland and Labrador in 2014 and oversees the investment management and pension administration of the Public Service Pension Plan.

We are proud to represent the largest pension plan in Newfoundland and Labrador as well as one of the largest pension plans in Atlantic Canada—representing over 55,000 Plan members.

Since we were established, we have been focused on building an organization that delivers the level and quality of service that you, our members, expect and deserve. In December, we are taking another important step forward by completing the change in pension payroll service providers.

WHAT THIS MEANS FOR YOU

We want to assure our members that the move to a new pension payroll provider will be seamless and have no impact on your current gross pension amount. But you will notice the following minor changes:

- » **Your semi-monthly gross pension payment will not change because of this transfer.** However, you may see a change in your withholding taxes, depending on your province of residence. Going forward, your withholding taxes will be based on your province of residence. Formerly, you were taxed according to the withholding rate of your province of employment.
- » **You will receive two tax slips for 2021.** One will be from the Government of Newfoundland and Labrador for January 1–December 14, 2021; the other will be from CIBC Mellon for December 15–31, 2021. Tax slips for 2022 onward will be printed and mailed to you by CIBC Mellon.
- » Once you have made the transition to CIBC Mellon, future correspondence you receive about your pension payment will come from CIBC Mellon.

We are working closely with both CIBC Mellon and the Government of Newfoundland and Labrador to make sure the transition of your pension is smooth.

WHAT CHANGING PAYROLL PROVIDERS MEANS

Until now, your pension payment service was provided by the Government of Newfoundland and Labrador. Going forward, your new payroll provider will be CIBC Mellon. CIBC Mellon will continue to provide the same service the Government of Newfoundland and Labrador has been providing, including processing pension payments, and providing member service via phone and mail.

WHY WE'RE MAKING THE CHANGE

We're always looking to the future and what will be best for our members. Completing this change is the final step to becoming a modern, independent pension organization. CIBC Mellon is a leader in pension payment services in Canada; their expertise will allow us to serve you better and deliver on our promise that you can rest assured today, because we're focused on your tomorrow.

WHO WILL BE IMPACTED

To ensure a smooth process, we transitioned our members in phases. Initially, 4,000 members transitioned to the new payroll provider. We are now completing the transition for all plan members.

WHEN WILL THE TRANSITION HAPPEN

The transition will happen on the December 15, 2021 pay date.

WILL THERE BE CHANGES TO MY GROUP INSURANCE BENEFITS?

No. The Government of Newfoundland and Labrador will continue to administer your group insurance benefits as usual.

HAVE A QUESTION?

For questions related to your pension, tax slips, personal exemptions, direct deposit banking, or pensioner death notifications **after December 15**, please contact **CIBC Mellon**. Let them know you are a member of the Provident¹⁰ plan when you call or send a letter.

When contacting **CIBC Mellon**, you will be asked to identify yourself by providing your full name, date of birth, or Member ID (located on the first line of your pay statement). This security measure helps safeguard your privacy and confidentiality.

BY TELEPHONE:

Between 10:00 a.m. and 7:30 p.m. NST,
Monday–Friday at the following toll-free numbers:

For North American callers: 1.800.565.0479

For International callers: 1.519.873.2218 (collect)

BY MAIL:

CIBC Mellon Global Securities Services Company
Pension Benefits Department
PO Box 5858, Stn. B
London, Ontario, Canada N6A 6H2

For additional information, visit www.cibcmellon.com and click on Retirees.

Group Health Benefits Inquiries | For questions related to your group insurance benefits, please contact the **Government of Newfoundland and Labrador Group Insurance Section** at **709-729-2310** or groupinsurance@gov.nl.ca.

You can always contact our member service team at Provident¹⁰

709.701.3355
1.844.247.1237

mypensionpayment@provident10.com
www.provident10.com/my-pension-payment

Provident¹⁰
REST ASSURED