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LAPP Website Survey Results at a Glance

95% liked the look of LAPP.ca
97% found the site easy to read
97% will return to the site



Congratulations to our website contest winners

Two lucky LAPP members are happy they took the time to visit the LAPP website to check out what's new! We offered members and retirees a chance to win an iPad or Apple Watch by telling us how LAPP.ca and our new secure section, Your Pension Profile, are meeting your needs.

Rita Bell is a LAPP retiree living in Bonnyville, Alberta, and the happy winner of an Apple iPad Air. Her name was drawn from the 6,905 total responses to our survey. Rita appreciates the fact that everything she needs to know about the Plan and her pension is at her fingertips on LAPP.ca, and she really enjoys the website's visual cues when navigating around.

Gregory Cummings, a LAPP member in Westlock, Alberta, is the winner of an Apple Watch. Gregory is

a runner just like our pension mascot, Benny, and his name was drawn from the 4,232 bonus entries correctly answering that Benny had no number on his jersey, once a member was logged into Your Pension Profile. Gregory has worked all over Canada and is happy about his decision to transfer those years of service with other plans when he first joined LAPP.

Congratulations to our winners and thank you to everyone who participated in the survey held between August 17-September 30, 2020. Your valuable feedback and survey responses will help shape the ongoing work and updates we do to ensure our members are **Always a LAPP Ahead**. Be sure to check out the website often and get in on future contests.

Cost-of-living adjustment increases LAPP pension

In 2021, a Cost of Living Adjustment (also known as COLA) will increase your pension by 0.78%. The increase will automatically be applied, beginning with your January payment. All retirees with a retirement date in December 2019 or earlier will receive a full cost of living adjustment. Those with a retirement date between January 1 and December 1, 2020, will receive a prorated adjustment.

As set out in Plan legislation, COLA is paid to retirees each year based on 60 per cent of the increase in the Alberta Consumer Price Index (ACPI), as reported by Statistics Canada. The ACPI measures the change in the price of a fixed basket of goods and services purchased by Albertans. To read more about COLA and how it is calculated, please go to [LAPP.ca](https://www.lapp.ca).



2021 pension payment dates for retirees

Your pension is payable on the second-last banking day of each month, except in December when payments are made before December 25.

Your pension will be paid as follows in 2021:

January 28	July 29
February 25	August 30
March 30	September 29
April 29	October 28
May 28	November 29
June 29	December 23

If you do not receive your pension, please contact us at **1-877-649-5277**. Tax slips are issued for each calendar year and will be mailed by the end of February for the previous year.

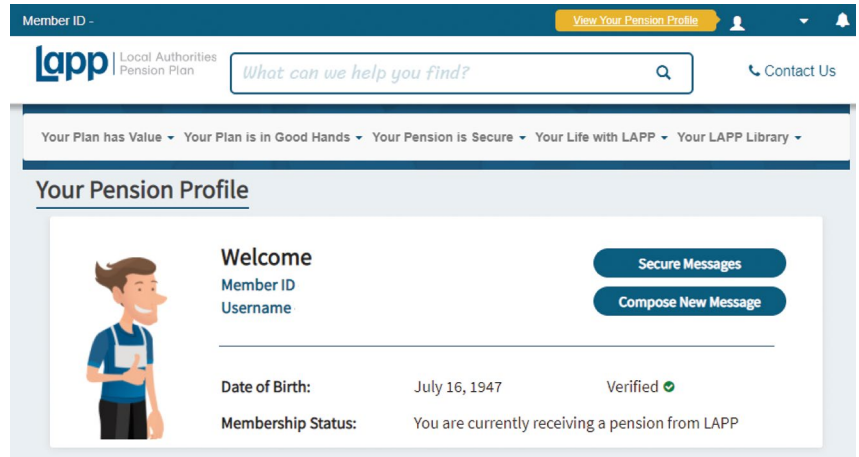
Need to change your address or direct deposit information? Go online to [LAPP.ca](https://www.lapp.ca) and click "Login" in the top right corner to access Your Pension Profile, LAPP's secure area.

Your Pension Profile: your secure new section on LAPP.ca

You spoke and we listened. We've improved your online experience and integrated the features of mypensionplan right into **LAPP.ca**.

Now you can access all the information you need to manage your LAPP pension. It's all in one place that's easy to navigate and mobile-friendly.

You can use the same login information you once used for mypensionplan.ca to access this safe and secure section. Visit **Your Pension Profile** today, by clicking the Login button at the top right corner of the website.



Check out Your Pension Profile today to:

- Review and update your **contact information**, including **email address**
- View and update your chosen **beneficiary(ies)**
- Receive newsletters and some pension documents electronically by signing up to **Go Green**
- Send documents or requests for information to LAPP Member Services via **Secure Messages**
- View your annual **Pension Highlights statements**
- View your **selected pension option** and your **cost-of-living (COLA)** increase
- View **pension payment dates** and past payment history
- Review and update your **banking and direct deposit information**

LAPP Facts



92,583

Average number of **UNIQUE LAPP WEBSITE USERS** /mth



121,761

Average number of **LAPP WEBSITE PAGE VIEWS** /mth

2.6%

INCREASE IN LAPP MEMBERSHIP
over the prior year

45.6

AVERAGE AGE OF ALL ACTIVE MEMBERS

9.0

AVERAGE YEARS OF PENSIONABLE SERVICE
of all active members

71.9

AVERAGE AGE OF ALL LAPP RETIREES

\$18,012

AVERAGE YEARLY LAPP PENSION PAID



It's all on our website

Whether you want learn more about how your COLA is calculated or just catch up on the financial status of the Plan, you will find it all on the LAPP website at LAPP.ca. You can read reports online, look at our news updates, or login to **Your Pension Profile**, the secure new section where you can view/update your personal pension details.

Contact Us

For information about your pension, please contact the Member Services Centre directly at:

Phone: 1-877-649-5277

Secure Messages:

Accessible from Your Pension Profile – just click “Login” in the top right corner at LAPP.ca

Ensuring you are *Always a LAPP Ahead*

LAPP is committed to providing members with easy-to-understand pension and Plan information on a regular basis. If you have thoughts on how this newsletter or other communications can be improved, please send an email to news@lapp.ca.