



Interior Lumbermen's Pension Plan

December 7, 2020

XXXXX

Dear XXXX

Subject: Change of Pension Trustee

We continually look for ways to effectively manage and improve efficiencies with our benefit and pension programs. We wish to update you on changes to your pension payment provider and additional services available to you.

Effective January 1, 2021, pensioner payment services will change from RBC Investor & Treasury Services to CIBC Mellon. We are confident that you will be pleased with the services CIBC Mellon will provide. Please review the attached bulletin for more information on these changes.

Should you have any questions or concerns, please contact us by phone or email as listed in our contact below.

Sincerely,

Interior Lumbermen's Pension Plan Office

340 - 1855 Kirschner Road, Kelowna, B.C. V1Y 4N7

Telephone: (250) 860-3738 or 1-800-668-9943 Fax: (250) 868-2977

E-Mail: penadmin@iflra.com

Change of Pension Trustee**Effective January 1, 2021**

This document will provide you with information regarding changes to your pension payment provider and additional services available to you effective January 1, 2021.

Pension Payments: Beginning with the January payment, CIBC Mellon will process the Interior Lumbermen's Pension Plan monthly pension payments. All of your pension payment information including direct deposit banking information and your personal address will be automatically transferred from RBC to CIBC Mellon. CIBC Mellon adheres to federal privacy legislation (PIPEDA) requirements in the handling and care of your personal information.

Pay Statement: Please note that you will receive a pay statement for January. After this initial pay statement, a pay statement will only be sent to you when there is a change to your net payment, banking information or address. For future reference, you should keep your January pay statement on hand.

CIBC Mellon Contact Information: The CIBC Mellon Pension Benefit Payment Department will be pleased to help with any questions or concerns you may have regarding:

- Personal address information
- Tax slip questions
- Personal exemptions
- Direct deposit banking
- Pensioner death notifications

You may contact CIBC Mellon by phone at one of the toll-free numbers listed below.

For additional information, you may also visit www.cibcmellon.com and click on Retiree Assistance.

Additional helpful information you need to know:

- Due to the way the new system processes tax deductions, you may notice a slight difference (no more than a few dollars) in the net pay of your monthly pension payment.

Should you have any questions or concerns regarding this transition, please contact the Interior Lumbermen's Pension Plan at 1-800-668-9943 or penadmin@ifra.com or contact CIBC Mellon at one of the numbers listed below.

To reach CIBC Mellon, call between the hours of 8:30 a.m. and 6:00 p.m. ET, Monday through Friday:

- **English or French in North America:** 1-800-565-0479
- **International (call collect):** 1-519-873-2218