



November 1, 2018

Dear Pension Industry Stakeholder:

Re: Consultation on Guideline No. 2 – Electronic Communication in the Pension Industry

On behalf of the Canadian Association of Pension Supervisory Authorities (CAPSA), we are pleased to release a draft revised *Guideline No. 2 – Electronic Communication in the Pension Industry (Guideline)*.

This consultation is part of CAPSA's strategic initiative to promote a common regulatory approach and consistent standards for plan administration in specific areas. CAPSA invites your comments/feedback on the draft revised Guideline.

Background

The Guideline which was released in February 2002, was intended to help pension plan administrators and plan members apply the provisions of newly introduced electronic commerce legislation to communications required under pension benefits legislation.

During CAPSA's consultations to develop its current Strategic Plan, many stakeholders were keen that CAPSA update this Guideline. Their comments indicated that the impact on communication processes, products and strategies due to technological changes have also influenced plan administrator communications, and that CAPSA's Guideline should reflect this.

In response to this feedback, CAPSA established the Electronic Communications Committee (Committee). The Committee's mandate was to examine developments related to best practices in electronic communications in the pension industry, conduct a broad-ranging review of the Guideline, and recommend revisions within the limits of existing legislation. In order to obtain additional input, the Committee established an Industry Working Group (IWG), composed of pension industry experts from several jurisdictions.

With valuable input and assistance from the IWG, the Committee reviewed and revised the Guideline, focusing on pension administrator communications required under pension legislation that are provided in an electronic format. The revised Guideline sets out principles-based guidance and best practices to provide a framework for such communications.



Stakeholder Comments

CAPSA invites your feedback on the draft revised Guideline. We request that your comments be as specific as possible. Please direct your submission (preferably electronic) to:

CAPSA Secretariat
16th Floor, 5160 Yonge Street
Toronto ON M2N 6L9
E-mail: capsa-acor@fsc.gov.on.ca

We look forward to receiving your submission by December 13, 2018.

We will publish all submissions on the CAPSA website at the end of the consultation period. Please direct questions, by [e-mail](#), to the CAPSA Secretariat.

Please note that these documents do not reflect the official position of any provincial or federal government or agency.

We appreciate your participation in this consultation. CAPSA will fully consider all comments as it works towards finalizing revisions to the Guideline.

Sincerely,

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New Brunswick

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Chair, CAPSA Electronic Communications Committee
Superintendent of Pensions
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