

December 10, 2018

CAPSA Secretariat  
16th Floor, 5160 Yonge Street  
Toronto ON M2N 6L9

To whom it may concern:

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

BC Pension Corporation is one of the largest professional pension services providers in Canada, serving more than 560,000 active and retired plan members and more than 1,100 plan employers in five public sector pension plans. We respectfully submit our overall support for the revised draft guidelines described in your November 1, 2018, letter to stakeholders regarding Guideline No. 2 Electronic Communication in the Pension Industry.

Pension Corporation's efforts to modernize how we communicate with plan members are informed by our commitment to the security and privacy of member information, and by the obligations we inherit from BC's legislative framework.

Guideline No. 2 provides administrators like Pension Corporation with useful direction and the flexibility to improve member interactions by advancing digital communication efforts. We would like to express particular support for the adoption of legislation by jurisdictions that permit e-communication as a default and equivalent form of communications (with requisite safeguards).

Our thanks to CAPSA for advancing administrators' ability to modernize and for providing specific recommendations in support of improved member communications and interactions.

Sincerely,



Steven Hoose  
Director, Digital Experience and Communication Services  
BC Pension Corporation

