

December 11, 2018

Angela Mazerolle and Paul Owens
Canadian Association of Pension Supervisory Authorities (CAPSA) Secretariat
16th Floor, 5160 Yonge Street
Toronto ON M2N6L9
Submitted by email: capasa-acor@fsco.gov.on.ca

RE: Consultation of Guideline No. 2 – Electronic Communication in the Pension Industry

Dear Ms. Mazerolle and Mr. Owens:

OMERS provides defined benefit pensions for Ontario's municipal employees, with over 482,000 members and nearly 1,000 employers. As the administrator of one of the largest pension plans in Canada, we are pleased to participate in the CAPSA Consultation regarding *Guideline No. 2 – Electronic Communication in the Pension Industry*.

We are strongly supportive of the Draft Guideline, and we encourage you to move expeditiously to approve it. We agree that pension legislation in Canada should permit electronic communication as the default form of communication for pension plan administrators.

Our pension plan continues to take significant steps to build an electronic relationship with our members, employers and stakeholders. We believe electronic communication will lead to improved customer service with our members and employers, reduced pension administration costs, and better delivery tracking of pension communications.

Our transition to improved electronic communication with our members would be greatly accelerated if the regulatory framework made electronic communication the default communication option. Of course, we would continue to provide other methods of communication, including mailings of paper materials, to OMERS members who want to receive material in that format.

We applaud CAPSA for this initiative, and urge you to continue to move forward with the approval of Draft Guideline No. 2.

Sincerely,



Audrey Mak
Vice President, Pension Policy, Legal and Strategic Initiatives
OMERS Administration Corporation

