

April 17, 2026

Dear UAPP Member,

We are pleased to inform you of upcoming improvements to the way your pension benefits will be administered effective May 4, 2026. After extensive planning and evaluation, Universities Academic Pension Plan (UAPP) is transitioning from an outsourced pension administration service to an in-house pension administration approach. Along with this change, we will also be moving to a new pension administration system designed to offer a more efficient, accessible, and streamlined experience for members.

To support this important initiative, we partnered with Willis Towers Watson (WTW), a globally recognized leader in employee retirement administration, to implement a solution that moves UAPP forward and improves the service you receive.

What This Means for You

Our goal is to deliver the high-quality pension administration services that members and stakeholders expect and deserve. As we transition to our new in-house model and upgraded pension administration system, you will benefit from several enhanced features, including the ability to:

- Update Beneficiary information online through a convenient digital form.
- View and download your annual statements whenever you need them.
- Run unlimited pension estimates to help you make informed retirement decisions.
 - The enhanced retirement calculator can generate up to three comparative estimates at a time (based on retirement age or date).
 - You can also model your total retirement income, incorporating other sources such as personal RRSPs, other employers' RPPs, CPP, and OAS, if applicable.
- Access all your pension details in one simple, well-organized portal.
- Securely review your pension information anytime, anywhere, using any device—computer, tablet, or smartphone.
- Submit questions, forms, and requests through a secure messaging system, reducing reliance on paper documents and mailed submissions.

During the Transition

Because certain year-end or in progress activities were initiated under the existing system (Retirement Planner), items such as annual statements or historical records may continue to be generated or accessed from the legacy platform. At the same time, new activities such as updates to your profile and ongoing service requests will begin to appear in the new system.

Please note the following key activities and dates:

Key Activity	Date
2025 annual member statements posted and accessible in legacy system (Retirement Planner)	April 20, 2026
Members have full access to Retirement Planner (up to April 30)	April 30, 2026
Members have read-only access to Retirement Planner (May 1 to May 15)	May 15, 2026
2025 annual member statements posted and accessible in new system (Plan Member Portal)	May 15, 2026

What Is Not Changing

No provisions of the plan will be affected. All eligibility requirements, as well as the definitions of pensionable earnings and credited service, will remain unchanged.

What Actions Do You Need to Take

Beginning **May 4, 2026**, please complete the following steps:

1. **Register for the new Plan Member Portal.**

You can access the portal through the UAPP website (uapp.ca) or by visiting **eepoint.com/UAPP**.

For guidance, please refer to the *Login Instructions for the Plan Member Portal*, included with this letter. These instructions will also be available on the UAPP website home page under **Key Information**.

2. **Watch the introductory video** once you have logged in to familiarize yourself with the portal's features.

The video can be found within the Plan Member Portal under **Resources → Video Library**.

3. **Review your personal information**, especially your beneficiary designation under **Profile → Beneficiaries**.

If any details need updating, please complete the Pension Beneficiary Form online.

- The link to the form is provided directly in **Profile → Beneficiaries**
- or you may access it through **Resources → Forms**.

New Contact Information

TELUS Health (formerly Gallagher/Buck) will no longer be providing pension administration services for UAPP. Going forward, UAPP's dedicated Call Centre team will be available to assist you with any questions, support needs, or inquiries related to the new system, the transition, or any pension-related activities. Please contact us at our new phone numbers and member portal for assistance.

Phone: 1.888.339.1546 (toll-free within North America) or 1.780.612.4259 (collect, outside North America)

Office Hours: Monday–Friday, 8:30 am – 4:30 pm MT

Plan Member Portal : eepoint.com/UAPP

Website: www.uapp.ca