

PENSION MODERNIZATION

INITIATIVE

Public Services and Procurement Canada successfully completed the Government of Canada's Transformation of Pension Administration initiative in 2017 to replace its 40-year old public service pension system with a new solution that is improving the delivery of services for public sector employees, retirees and their families.

All pension plan members can now benefit from a new cost effective and efficient centralized system, with a single point of contact, powerful new features and more efficient processes.

BEFORE



Multiple phone numbers at various locations



Lengthy call waiting times



Delayed access to a subject matter expert



Pension information stored in paper files and outdated filing system



Lack of online access to pension information



Delayed access to information due to paper files and multiple systems

AFTER



One contact number directs to the Government of Canada Pension Centre in Shediac, NB (or Ottawa, ON for members of the Canadian Armed Forces)



Calls are answered in three minutes or less



Immediate routing to a subject matter expert



Pension information entered into a centralized electronic system



Access pension information online using the personal pension calculator



Immediate access to information via electronic system files

For more information on the Government of Canada's Transformation of Pension Administration initiative, visit the <https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/projets-projects/tpa/index-eng.html>

