

JANUARY 2009 - LL764 PENSION COMMITTEE REPORT

When any member of the Pension Plan has a question or concern about their personal pension information or status the onus is on them to contact the Company. The contact email addresses and phone numbers for Eservices are eservices@aircanada.ca and 1-877-645-5000. They can be found on the Aeronet portal by selecting My HR>Employee Services>Canada. The contacts are the same for Hewitt Associates who administer payroll and employee benefits and for the Mercer Group who administer the Pension plans and retiree benefits.

On this same page of the portal you will see two printable pdf files that are telephone contact menus. One is for active employees and one is for retirees. They are worth printing or having up on your computer screen when you call as they are flow charts of the various "Press 1 for English" choices you will have to make before you are allowed to talk to a real person about your particular issue.

When phoning you will be prompted to input your employee ID and "Employee Services" password to verify your identity and protect the confidentiality of your information. Your "Employee Services" password is the one you use to sign into the "HR" window of the portal to view your pay stubs and records. If you don't remember it, the reset procedure is on the same page of the portal as the telephone menu files.

For personal pension issues, the process is established such that the employee must make contact with the Company and deal with any problems or concerns they have. The Pension Committee can only become involved on your behalf if you still have problems after having dealt with the Company first. It is at this point in the process that I would ask you to contact me, preferably via email, with the details of your problem if you require any help or assistance.

All telephone calls with Eservices are recorded and the recordings are kept on file for an unspecified period of time. These tapes can be retrieved and reviewed to verify what information was given to the employee. Records of emails are similarly maintained for referral. I always encourage members to keep their own copies of all pension matters as the onus is on you to provide the documentation in any dispute with the Company.

Your pension information is personal and confidential and is treated like all of your other pay and benefit information. The access to this information is highly restricted and limited as you would expect. That is why you, as the employee, must make the initial enquiries about any issues that you may have. The Company needs to ensure that all requests for information are legitimate and authorized.

The job of the Pension Committee is to help you navigate through the process of dealing with the Company and assisting you in obtaining any of your information that you request. We do that by first helping to explain the processes to you and secondly by interceding on your behalf if you encounter difficulties with the process.

Email is the most effective way to reach me. I may be contacted at pres764@telus.net with any questions or concerns that you may have.

Respectfully Submitted,

Christopher Hiscock
Chairman, LL764 Pension Committee