



Happy New Year  
from all of us at  
The Credit Union!

*“Recently, one of our members was ready to retire and needed help sorting out her retirement options. With conflicting information about deferring severance income, she was confused and worried that she would owe a significant amount of income tax. We worked with her company’s Pay & Benefits Advisor to obtain clarification on her options. As a result, her tax situation was resolved and she was able to retire with peace of mind.”*

— As told to a Financial Planner

## Online Tax Returns

TurboTax will be available January 30, 2012 to start your 2011 tax return. As a member of The Credit Union, you’ll receive 20% off the TurboTax Standard single return price of \$17.99. The RSP deadline for this year is February 29, 2012.

## We want to make sure we are doing the best job... but we need YOUR help!

Listening to our members is a critical step in how we serve you. After all, if we do not know how you are feeling, how can we affect change?

Each month we send out surveys to members who have completed specific transactions in the previous month. We ask questions about the transaction and some general questions related to your satisfaction and advocacy. Over the course of the year we analyze the results and look for trends and once a year we let you know what you have been saying to us.

### Survey says...

One of the key statistics we look at is a Net Promoter Score (NPS) which measures how likely you are to promote us to your family and co-workers. In other words are you an advocate for The Credit Union. Research studies have shown a relationship between NPS and satisfaction, which just makes sense. If you are satisfied with us as your financial institution you are more likely to recommend us. Based on the NPS we give each transaction a letter grade.

We earn an ‘A’ when we get the chance to see you in person; when you are in the branch completing a transaction, opening a loan or having your mutual fund portfolio reviewed. When you are completing an automated transaction much is dependent on whether technology is working properly. Once you step up to an ATM, Credit Union or Exchange or sign on to home banking, you have every right to expect it to work. Over the past two years the percentage of members reporting that the Credit Union ATM always worked properly, ATM card worked every time and that they were always able to access their money has increased significantly. That is great news and we are on the way to earning a ‘B’. Likewise, our score when it comes to statements is almost a ‘B’ too.

### But we needed more...

Our thanks to each and every member who took the time to complete a survey. We also sent surveys for new membership, chequing, term investment, mutual fund opening and closed memberships. Unfortunately, we did not generate enough responses for these surveys to get the information needed to facilitate change.

### It’s time...

In 2012 our monthly surveys will stop. We have not completed a full membership survey since 2006 and we have lots of things we want to get your feedback on. It is not finalized yet but later this spring we will announce our 2012 Membership Survey. Again a random sample of our members will be asked to complete a survey and we hope we can count on your support. We C.U.™ so together we can make The Credit Union better.

It’s time to start thinking about your 2011 RRSP contribution. We C.U.™ so contact us to plan your retirement and we’ll help you make the right RRSP choices to meet your financial goals.

# Understanding Changes to the Canada Pension Plan

Go to [mycreditunion.ca](http://mycreditunion.ca) for:

- The Personal – Driving simulator illustrates texting dangers
- News Canada – Five ways to plan your winter vacation safely and economically

The Canada Pension Plan (CPP) is a taxable, inflation-protected public pension for wage earners and their families. It provides retirement, disability and survivor pensions. Payments from the plan are determined by contributions from earned income. The normal age for the CPP Retirement Pension is age 65, for which the maximum benefit in 2011 was \$960 per month. You may apply to start receiving the benefit as early as age 60. If you start in a month other than your 65<sup>th</sup> birthday, the benefit is adjusted for each month prior to or after that date.

## What is changing?

The CPP Retirement Pension is changing and below are some of the changes that may affect our members.

**Change #1:** From 2011 to 2016, the monthly payment is being adjusted according to the following table:

### CPP Retirement Pension Adjustment – Monthly Percentage Increase

YEAR	BEFORE AGE 65	AFTER AGE 65
Up to 2010	0.50%	0.50%
2011	0.50%	0.57%
2012	0.52%	0.64%
2013	0.54%	0.70%
2014	0.56%	0.70%
2015	0.58%	0.70%
2016+	0.60%	0.70%

The following table illustrates how these adjustments may affect a contributor's CPP Retirement Pension, depending on his or her age and the year in which the pension starts.

### CPP Retirement Pension Starting Amounts (Based on 2010 Average Benefit)

YEAR	60 <sup>th</sup>	65 <sup>th</sup>	70 <sup>th</sup>
Up to 2010	\$359	\$512	\$666
2011	\$337	\$512	\$668
2012	\$316	\$512	\$709
2013	\$297	\$512	\$728
2014	\$297	\$512	\$728
2015	\$297	\$512	\$728
2016+	\$297	\$512	\$728



The amounts are based on the average 2010 CPP Retirement Pension of \$512.33 per month. They do not include any adjustments for inflation.

**Change #2:** Prior to 2012, a contributor's **earned income** had to be below the age-65 CPP maximum amount to qualify for the Retirement Pension. As of January 1, 2012, this rule is removed.

**Change #3:** Prior to 2012, once a contributor started receiving the CPP Retirement Pension, he or she could not make contributions to the plan. As of January 1, 2012, contributions will be mandatory for wage earners until age 65, whether or not they are receiving a CPP Retirement Pension. From age 65 to 70, wage earners may elect not to make contributions. These contributions will create a "Post Retirement Benefit" (PRB) – an additional payment of up to 2.5% of the normal (age 65) maximum per year of contribution.

## Why is the CPP Retirement Pension changing?

The average age of the Canadian population is increasing: each year, greater numbers of people are retiring and living longer. Therefore, CPP is paying more retirees while receiving fewer contributions from wage earners. These changes are necessary to help manage the plan's increasing liabilities.

## Why is this important?

For many people, the CPP Retirement Pension is a key source of income in retirement. These changes may affect your choices about when and how to use this benefit effectively. Consult a Certified Financial Planner or your Credit Union financial advocate to learn more about the CPP Retirement Pension, assess your retirement options, and make informed decisions. We C.U.™ so you can make the best out of your retirement.

For your **home and auto insurance**, being in the right place has its benefits.

The Credit Union  
for All Government Employees  
We C.U.™

thePersonal  
Home and Auto Group Insurer

GET A QUOTE  
1-888-476-8737  
[thepersonal.com/mycreditunion](http://thepersonal.com/mycreditunion)  
Your exclusive group rate  
in as little as 10 minutes.

10 min

Certain conditions apply. Auto insurance is not available in Manitoba, Saskatchewan or British Columbia due to government-run plans.