

in concert



Musicians' Pension Fund
of Canada

In Concert provides pension plan updates and explains how your pension plan works.

Comments or questions about this newsletter? We'd like to hear from you! Please email us: info@mpfcanda.ca.

WE ASKED, YOU ANSWERED: Fund Communications Survey Results



Earlier this year, the MPF Canada sent a brief online survey to all Pension Plan members for whom we have a valid email address (**3,800** members) to learn about Plan communications preferences. **750 members responded** — a **20%** response rate, which is strong for this type of survey. **70%** were actives, **27%** retirees and **3%** beneficiaries. Here's what we learned:

Preferred communications channels.

70% of respondents prefer to receive communication by email, **28%** by home mail and **2%** via the Fund's website.



70%



28%



2%

Communications effectiveness. Respondents, on average, rated the effectiveness of communications as a **7** out of **10**.

CONGRATULATIONS!

As a survey completion incentive, survey respondents who included their name and contact information were entered automatically into a drawing to receive one of five **\$100 VISA Gift Cards**. Here are the winners:

- Martin L.
- Brian G.
- Marilyn Z.
- Melody M.
- Ivan M.



DON'T MISS OUT!

To ensure you get future communications via email and post, please visit the Fund's website (www.mpfcanda.ca) to check your email address and contact information.



WE'RE MOVING!

We are downsizing our space to save money on expenses.

On October 1, 2016, the Fund



Regular communications access. 77% of respondents said they read their benefit statement regularly; 70% said they read the Fund's quarterly newsletter regularly; 58% said they read the Annual Fund Report regularly; and 7% said they attend webinars regularly.



Topics to be addressed in future communications.

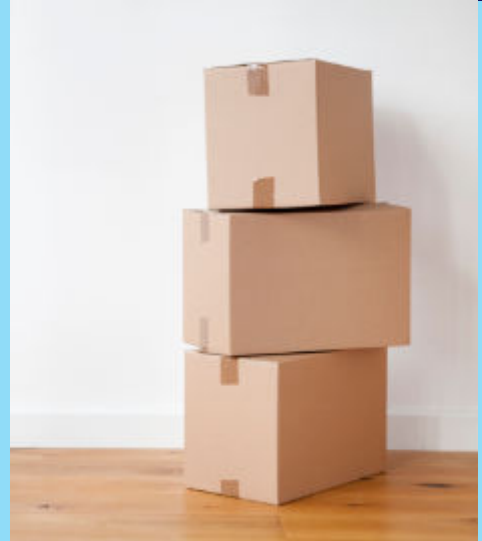
Respondents said they would like to see the following topics addressed in future communications:



Office is moving to:

**200 Yorkland Blvd., Suite 605
Toronto, Ontario M2J 5C1**

We hope to keep our current phone numbers. We'll have more information on the move in the next issue of *In Concert*.



If you responded to the survey, thank you for participating. We'll be taking your preferences into account as we prepare Plan communications throughout the year.

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