

# Effectively Planned. Efficiently Managed.

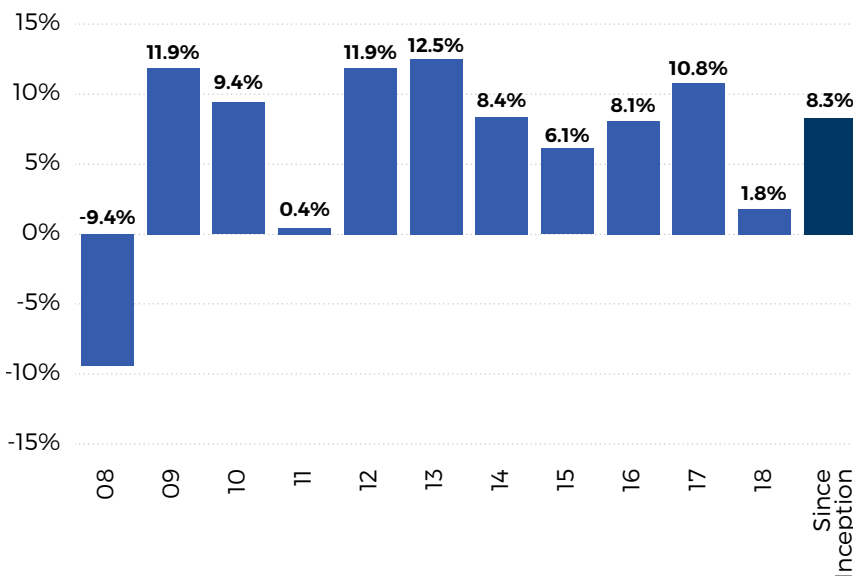
In 2018, we remained focused on protecting the pension promise for you during a challenging investment environment and on continuing to deliver quality client service. Pensions are planned and managed for the long term, and we expect volatility from time to time. We have a strong track record of recovering from these periodic downturns. For example, after the 2008 recession, we altered our investment strategies to ensure the Plan fully recovered. The Plan remains well funded, and, over the long term, we are confident in our ability to continue delivering on the pension promise for our current, retired and future members and providing them with a secure retirement.



## 2018 Investment Performance

While the Plan returned 1.8%, down from 10.8% in 2017, we're confident in our ability to successfully manage challenging investment environments like we have in the past.

### TOTAL RETURNS



At the end of 2018, the Plan had a funded status of

# 93%,

down from 97% at the end of 2017. Despite the decline in funded status, the Plan's financial status remains strong.

# 2018 Pension Highlights

We launched our new **mobile- and tablet-friendly website**, providing members with a better user experience and greater accessibility.



## Ranked 2nd in Canada and 4th globally

for our focus on service by CEM Benchmarking with a score of 91/100.

Responded to

# 49,382 member calls

with 97% of calls answered within 10 seconds by a live agent.



Client satisfaction at

# 8.7/10

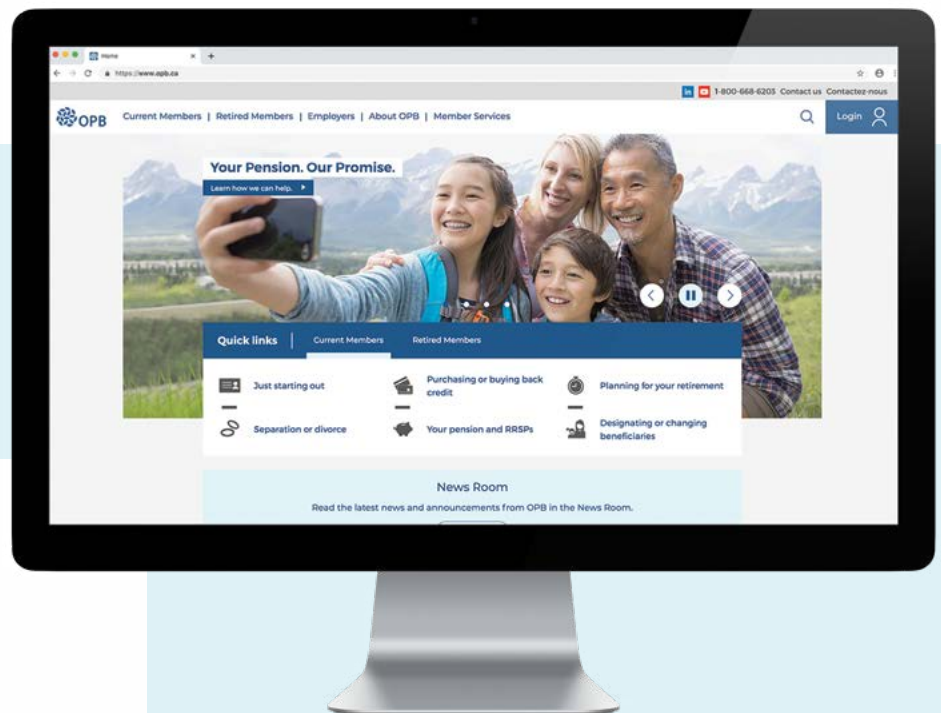
## Don't Miss Out!

Learn more about your Plan and our performance this year by visiting:

[reports.opb.ca](https://reports.opb.ca)

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