



June 15, 2022

Dear Friend,

As a reminder, effective September 1, 2022, LifeWorks will begin processing pension payments.

Starting July 12, 2022, RBC Investor and Treasury Services will no longer be available to contact for pensioner payroll inquiries. From this date and forward, please direct your queries about payroll issues to the United Church Benefits Centre (e.g., address change, bank change, etc.).

Two T4As will be issued to you for the 2022 year:

1. January–August 2022 from RBC Investor and Treasury Services
2. September–December 2022 from LifeWorks

We note that you live overseas but your pension is deposited to a Canadian bank account. Going forward, payments to overseas bank accounts will be offered at a reduced rate through Western Union, which is significantly lower than what RBC Investor and Treasury Services charged in the past:

- United States: \$0.10 CDN per payment versus \$3.75 CDN per payment with RBC
- Non-US: \$5 CDN per payment versus \$30 CDN per payment with RBC

If you would like to take advantage of these lower fees and receive your payments to an overseas bank account, please contact the Benefits Centre to arrange payments through Western Union.

From October 1, 2023, the LifeWorks system will allow you to access your own records via a Web portal to manage your information—for example, updating your address or beneficiaries—and obtain copies of communications (e.g., T4As) on a self-serve basis. Online access will be available to all but will be optional. Information about registering for this service, if you wish to take advantage of it, will be sent to you closer to this date.

If you have any questions, please e-mail [pension@united-church.ca](mailto:pension@united-church.ca) or phone the Benefits Centre at 1-855-647-8222.

Sincerely,

David Dawrant  
Senior Manager, Pension and Benefits, Ministry and Employment Unit  
On behalf of The United Church Benefits Centre