



**2019 CAP Member  
Survey: A deeper  
dive into your plan  
members'  
retirement  
readiness**

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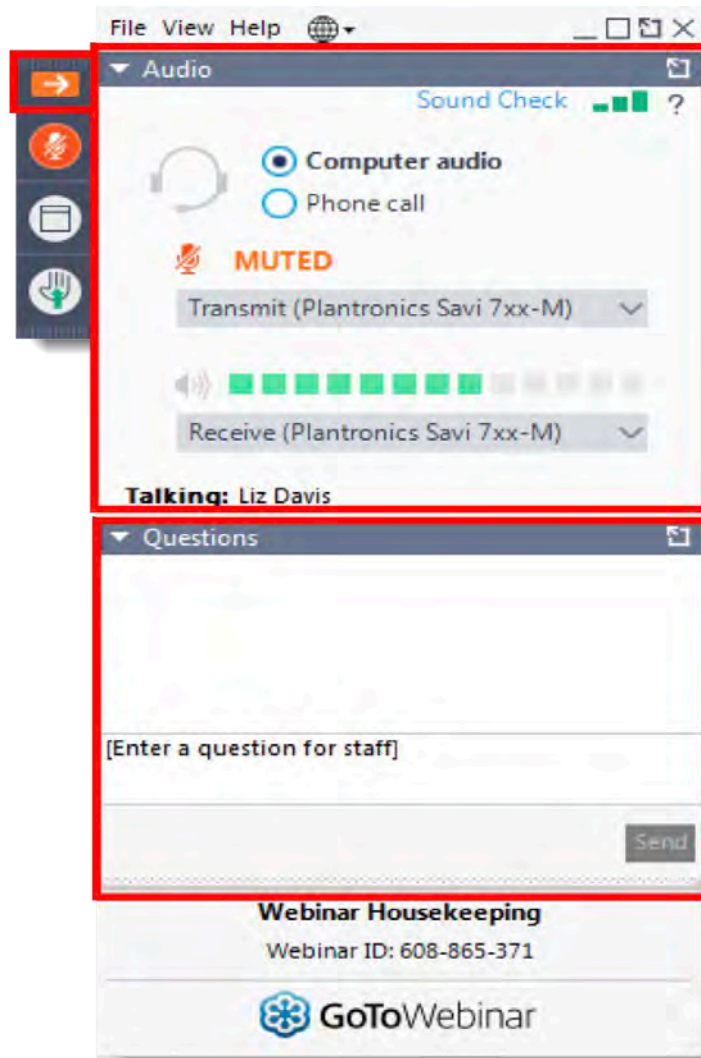
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# Technical instructions 101

- Use the orange arrow to open and close your control panel
- Use the audio tab to select your preferred audio:
- Choose **Mic & Speakers** to use your computer audio OR
- Choose **Telephone** and dial using the information provided
- Submit questions and comments via the Questions panel. We will monitor this for technical Q&A and answer right away. If your question is related to content, we will save this to cover in the designated Q&A period.



# Survey background and methodology

- Launched in 2006 as an industry benchmark on Canadian CAP members
- More than 13,000 plan members have participated in the study in the past 15 years
- 2019 study was conducted online:
  - N=500 Canadians who participate in an employer-sponsored DC pension/group RRSP
- Data was collected in March 2019
- Margin of error:  $\pm 4.4\%$  for participants, 19 times out of 20

Key demographics	N=500
Average age	41.8
Average personal income	\$65,773
Average organization size (# of employees)	8,285
Have a financial advisor	52%
Length of time in CAP	9.4 years



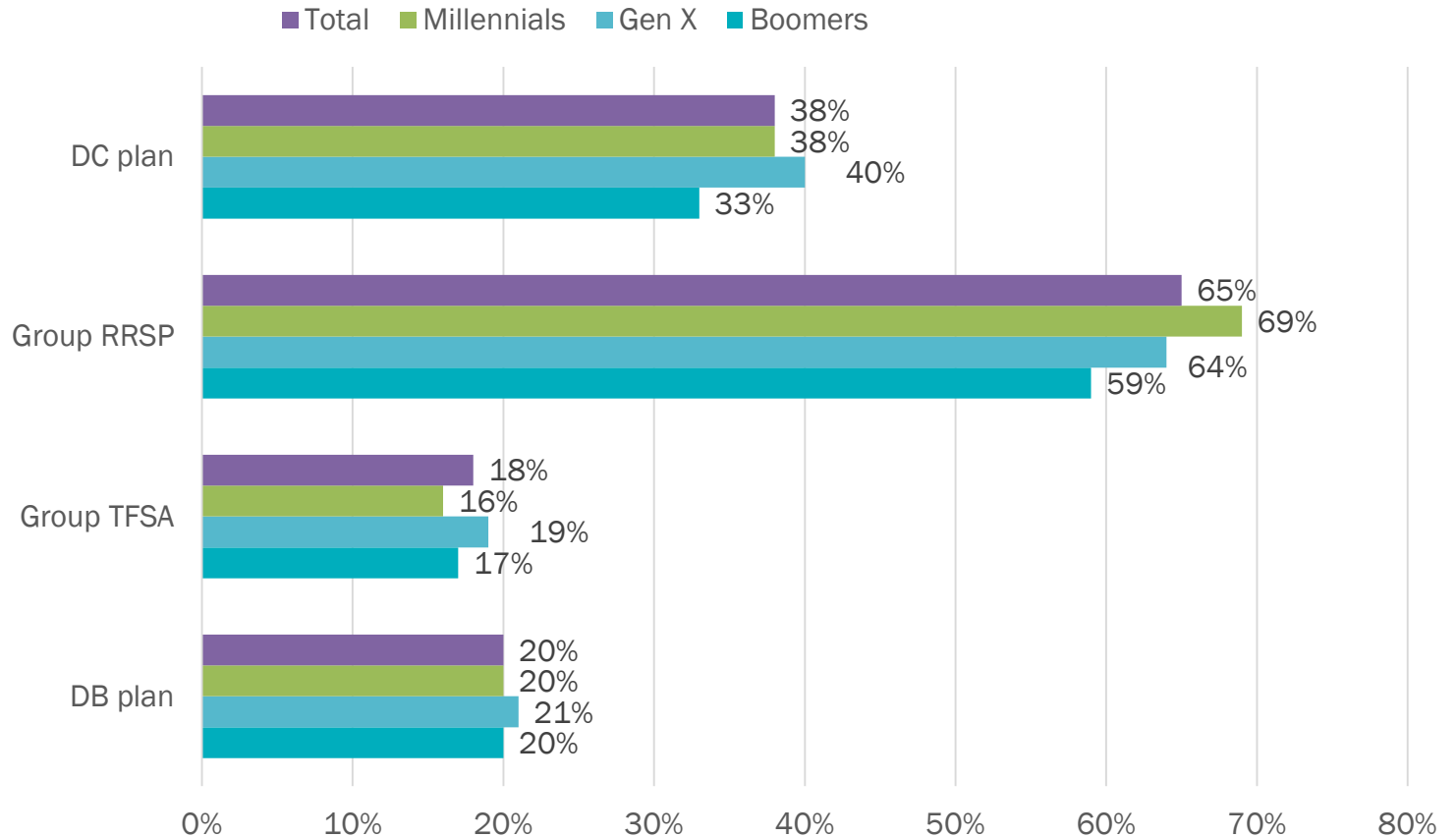
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Participant Sample in Previous Years : 2017 N=502; 2016 N=1008; 2015 N=1209; 2014 N=1,203; 2013 N=1,209; 2012 N=1,209, 2011 N=1,223, 2010 N=1,234; 2009 N=1,271 2008 N=1,501 2007 N=1,516 2006 N=1,513; 2019 N=500

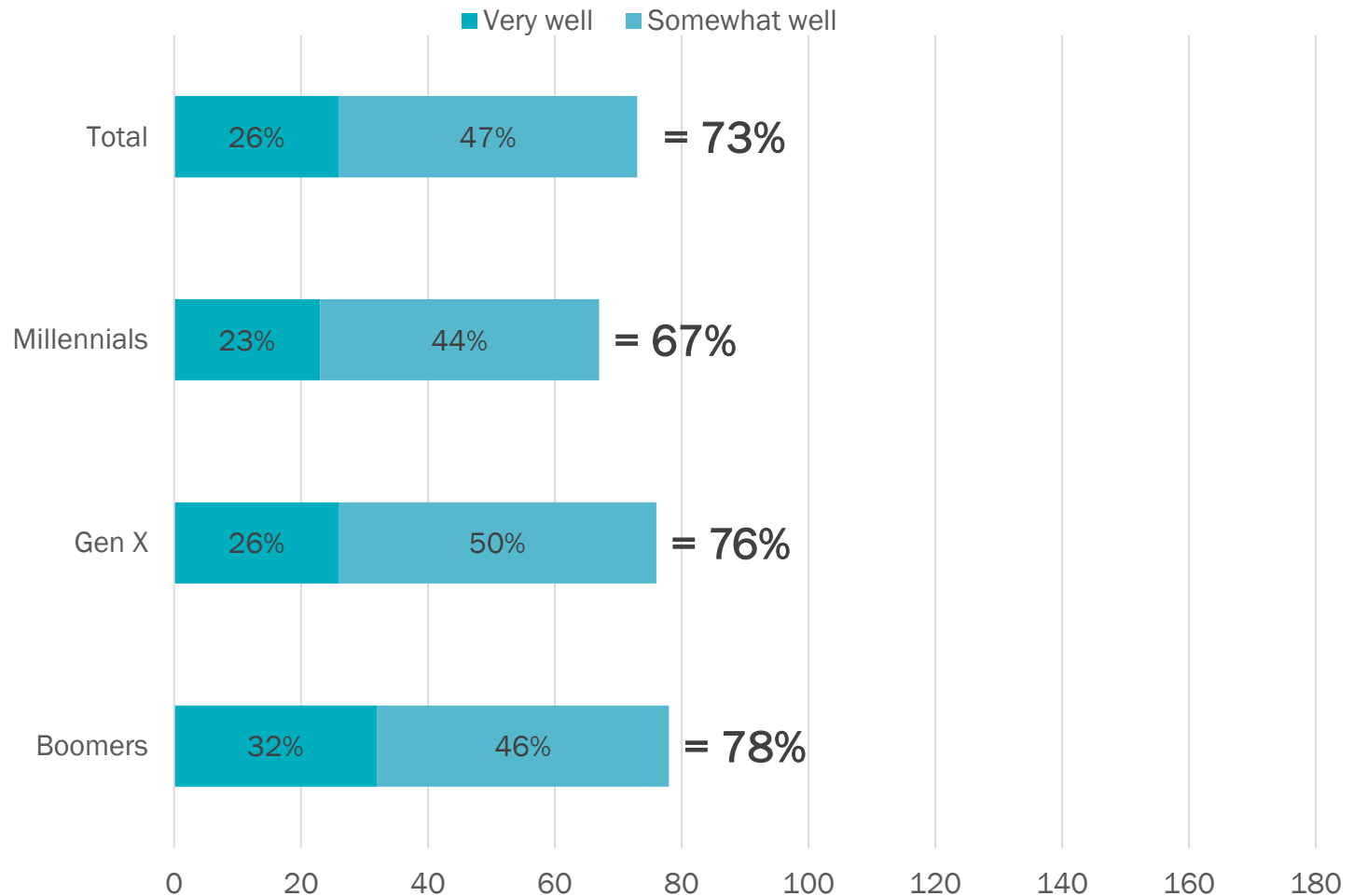
# Most respondents participate in a DC pension and/or a group RRSP, while one in five also have a DB plan

Do you participate in any of the following retirement savings programs through your employer?



# Two-thirds of millennials say their workplace retirement savings plan was well explained to them

*How well was your workplace retirement savings plan explained to you when you started with your current organization (or when the plan was first established)?*



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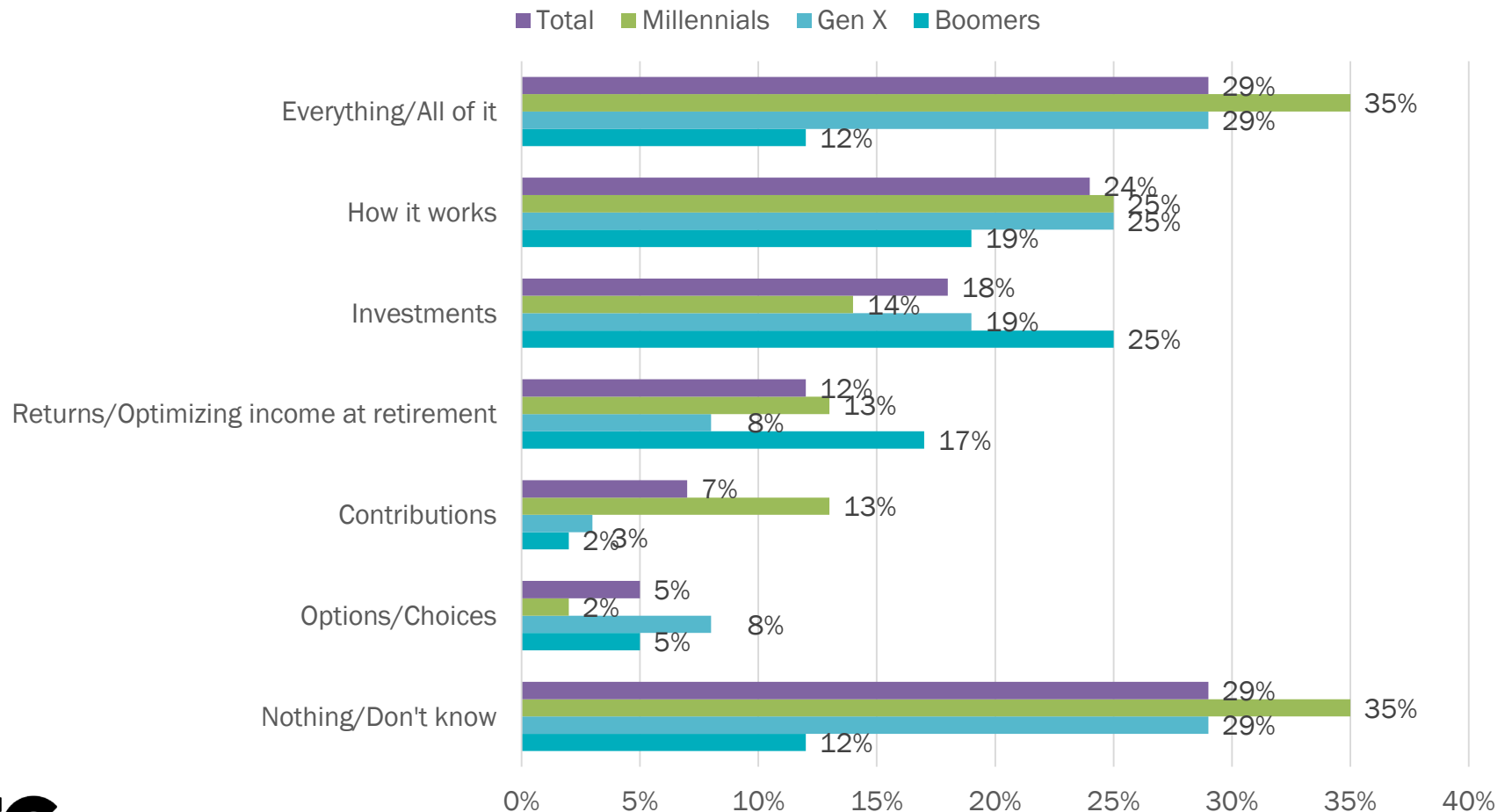
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BASE: Plan participants: 2019 N=500; Millennials n=135; Gen X n=170; Boomers n=195

## Millennials were most likely to say everything could have been explained better, while boomers were more likely to say investments could have been better explained

What specifically about your plan would you have liked to have been explained better?

[CODED OPEN-ENDED RESPONSES] NOTE: SMALL BASE SIZES







**35%**  
of **millennials**  
want everything  
to be better  
explained



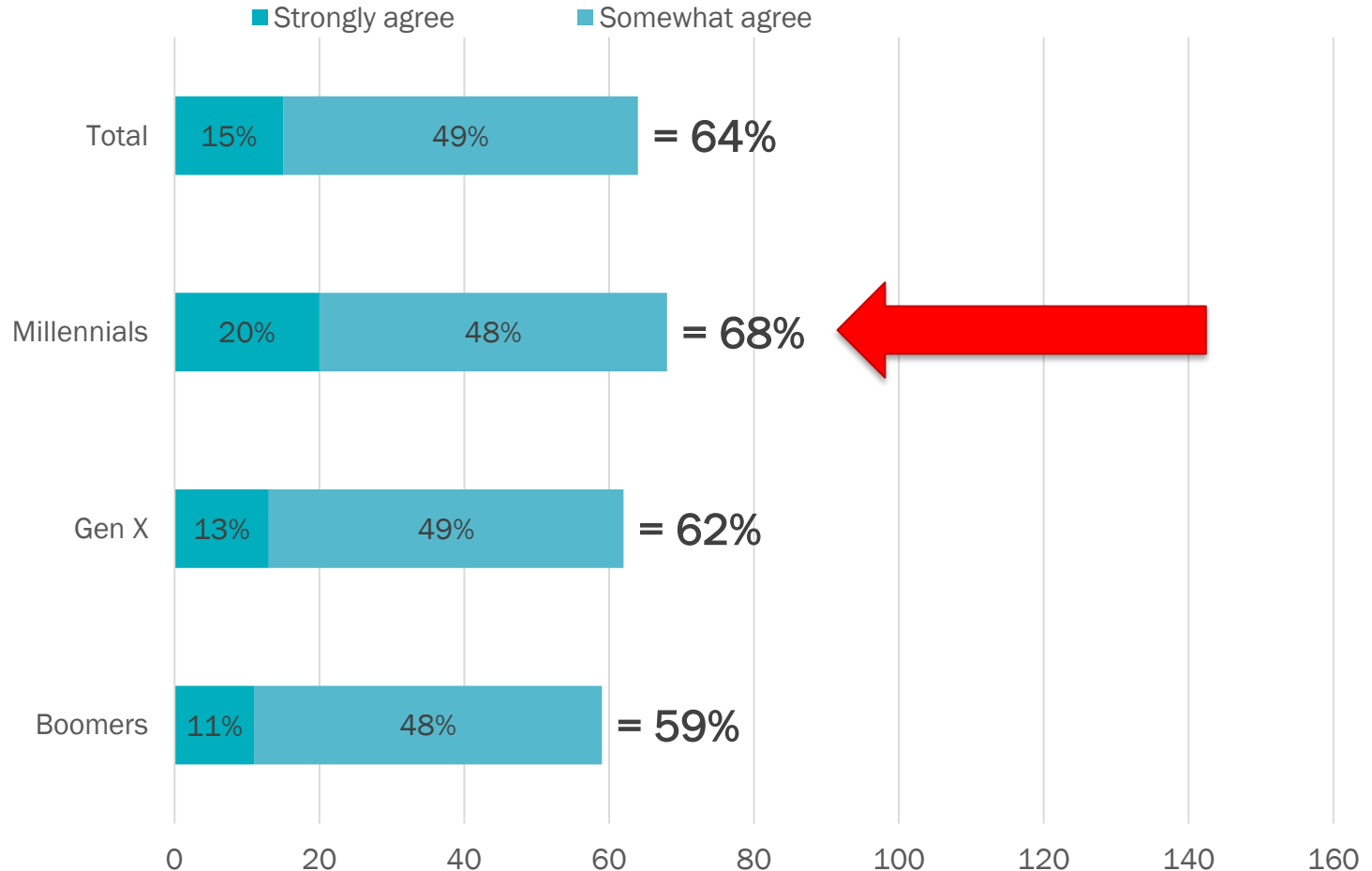
**25%**  
of **baby  
boomers** want  
investments to  
be better  
explained



**17%**  
of **baby  
boomers** want  
returns/optimizing  
income at  
retirement to be  
better explained

# Millennials are slightly more likely to look for sustainably responsible investments

Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following . . . . When choosing investments for my workplace retirement savings plan I actively look for sustainability or environmentally responsible investments.

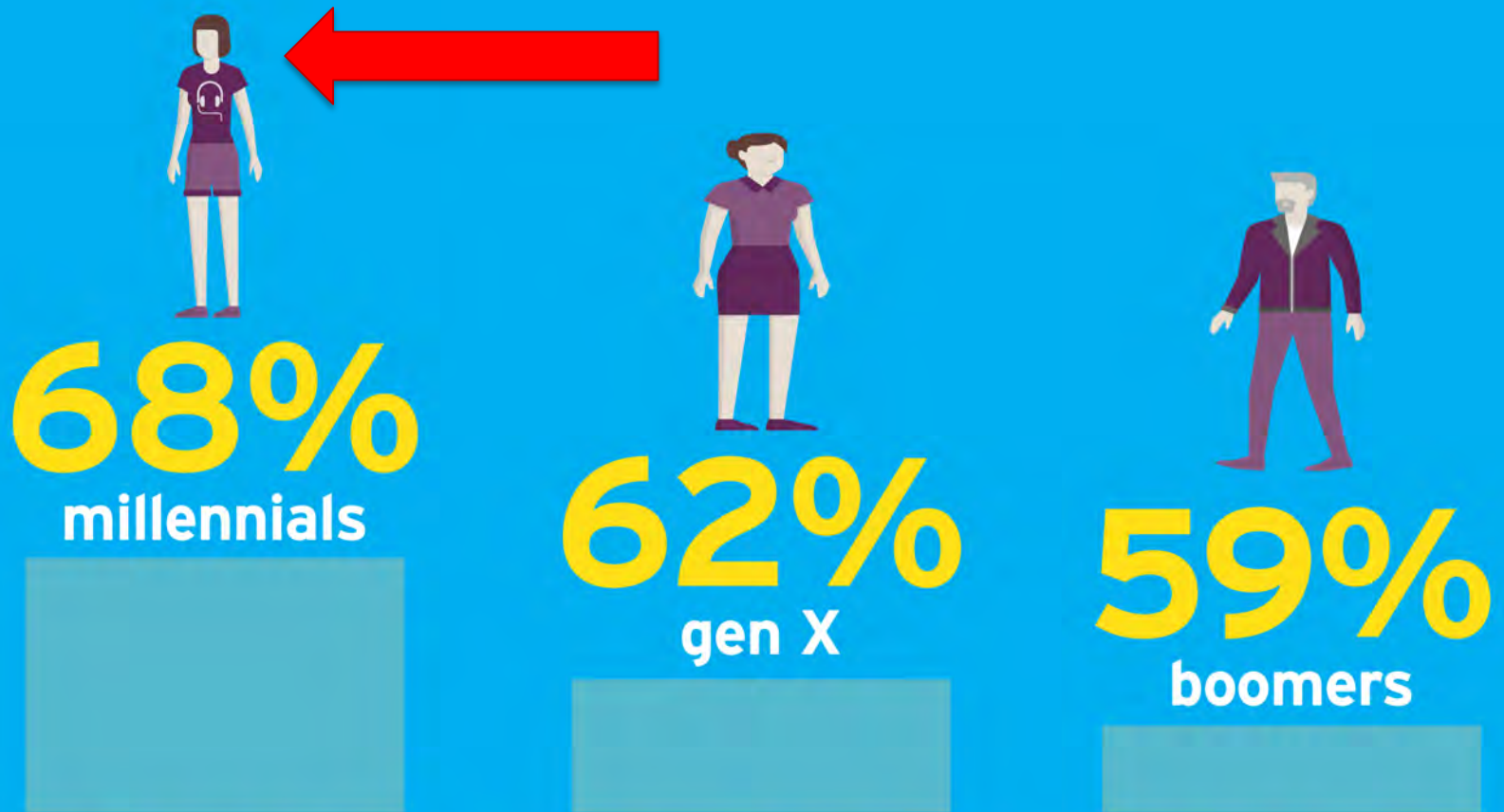


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BASE: Plan participants: 2019 N=500; Millennials n=135; Gen X n=170; Boomers n=195

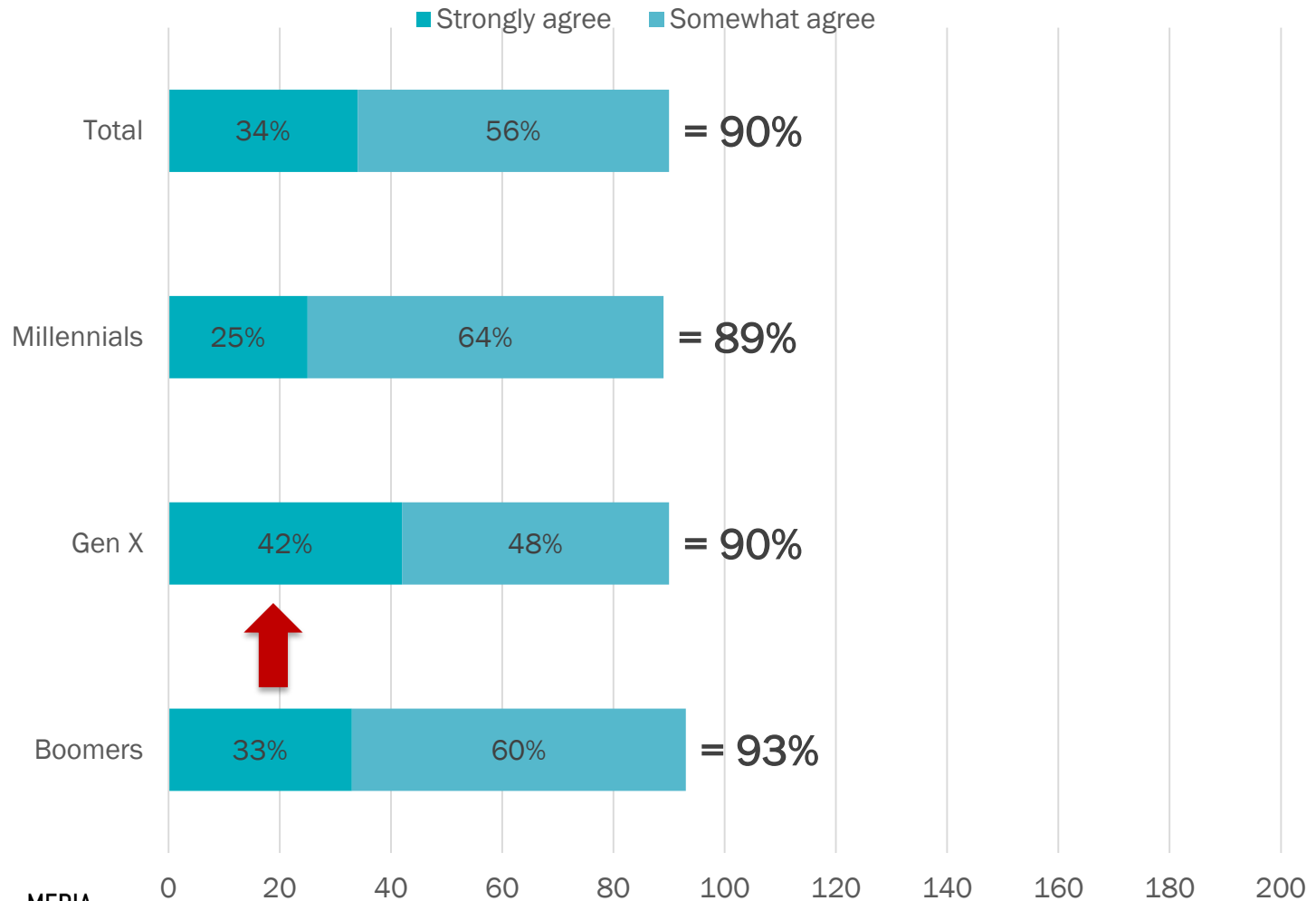




**Feel strongly about sustainable or environmental responsible investments**

# But all generations indicate return is top priority ... Gen X most intensely

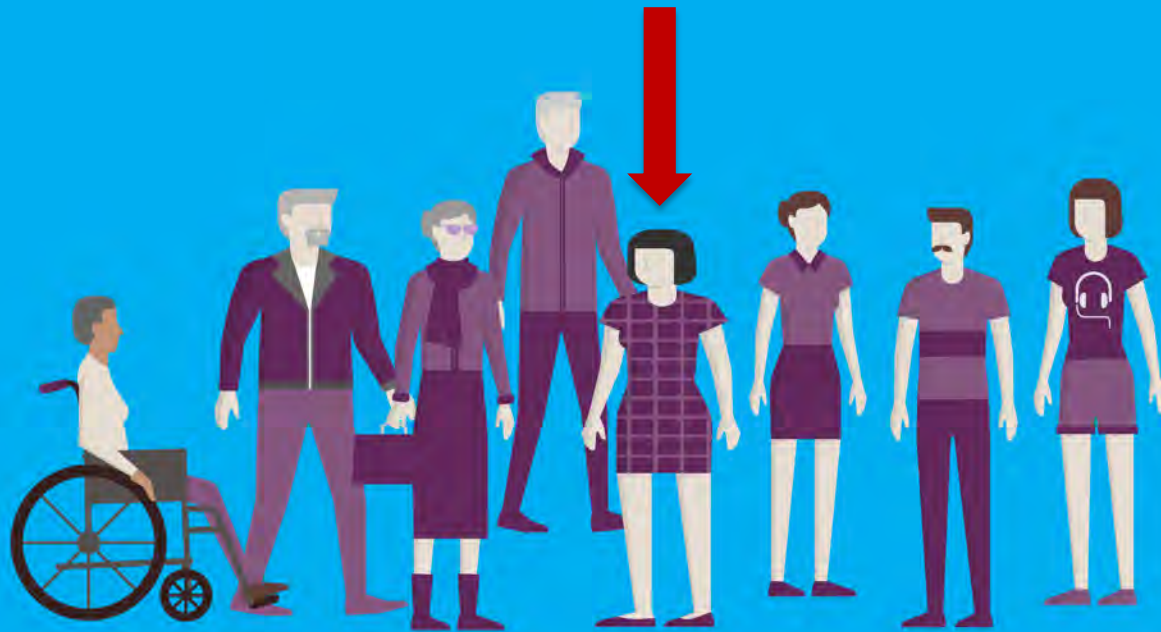
Please indicate if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement . . . . **When making investments choices for my workplace retirement savings plan my top priority is the return on investment.**



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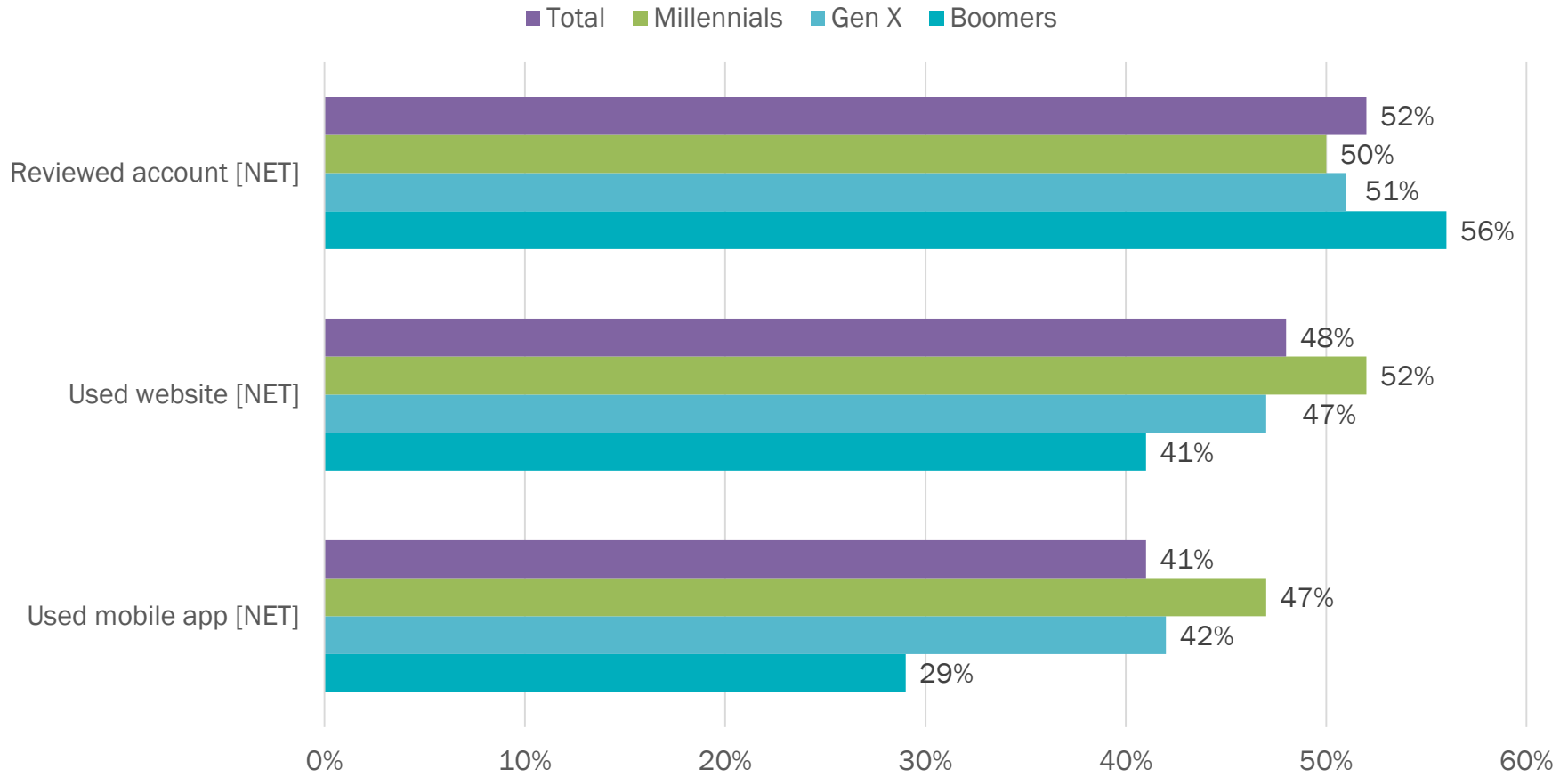
BASE: Plan participants: 2019 N=500; Millennials n=135; Gen X n=170; Boomers n=195



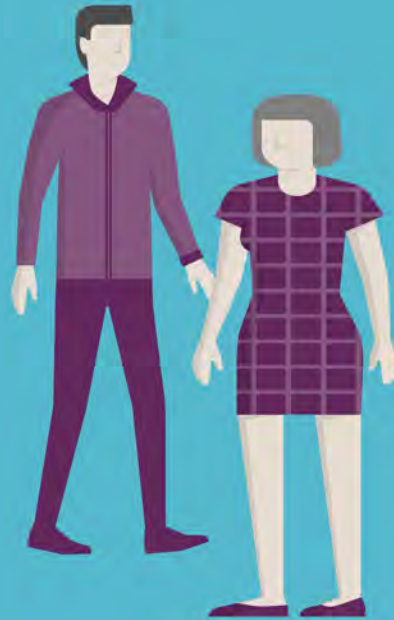
**All generations indicate return is top priority  
... Gen X most intensely**

# Majority report reviewing account in last year

*Most companies provide various services and tools around their employee retirement savings plan(s). Have you done any of the following with your workplace retirement savings plan(s) within the past year?*



Millennials were most likely to review their account online or using a mobile app . . .



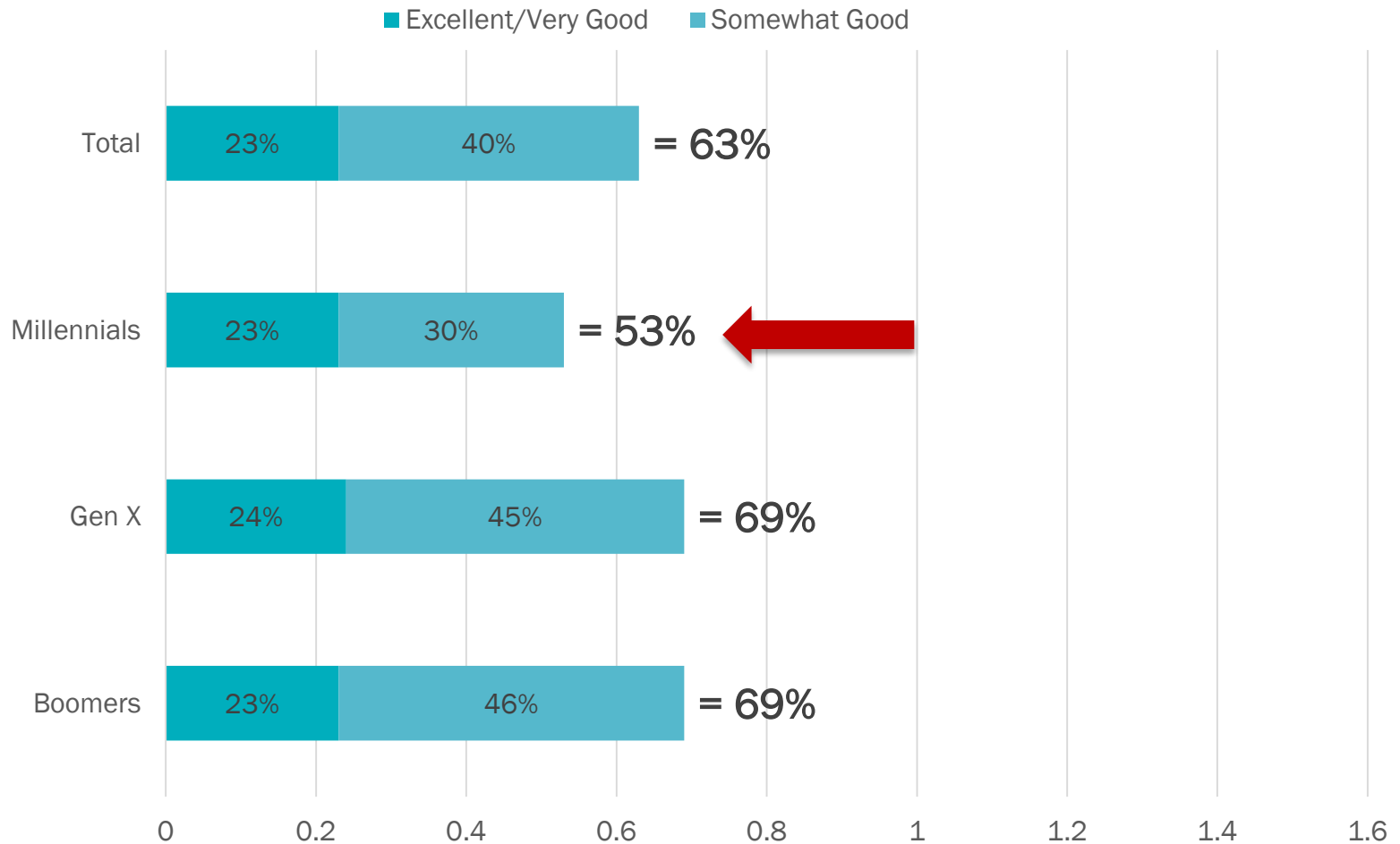
. . . Followed by Gen X.

And 56% of boomers reviewed their account in the last year.



# 7 in 10 gen X and boomers say they have a good understanding of how to convert CAP funds into a retirement income stream

Please indicate if your understanding is excellent, very good, somewhat good, somewhat poor, very poor or you have no understanding of . . . *How to convert your workplace retirement savings plan funds into an income stream when you retire.*





69%

boomers



69%

gen X



53%

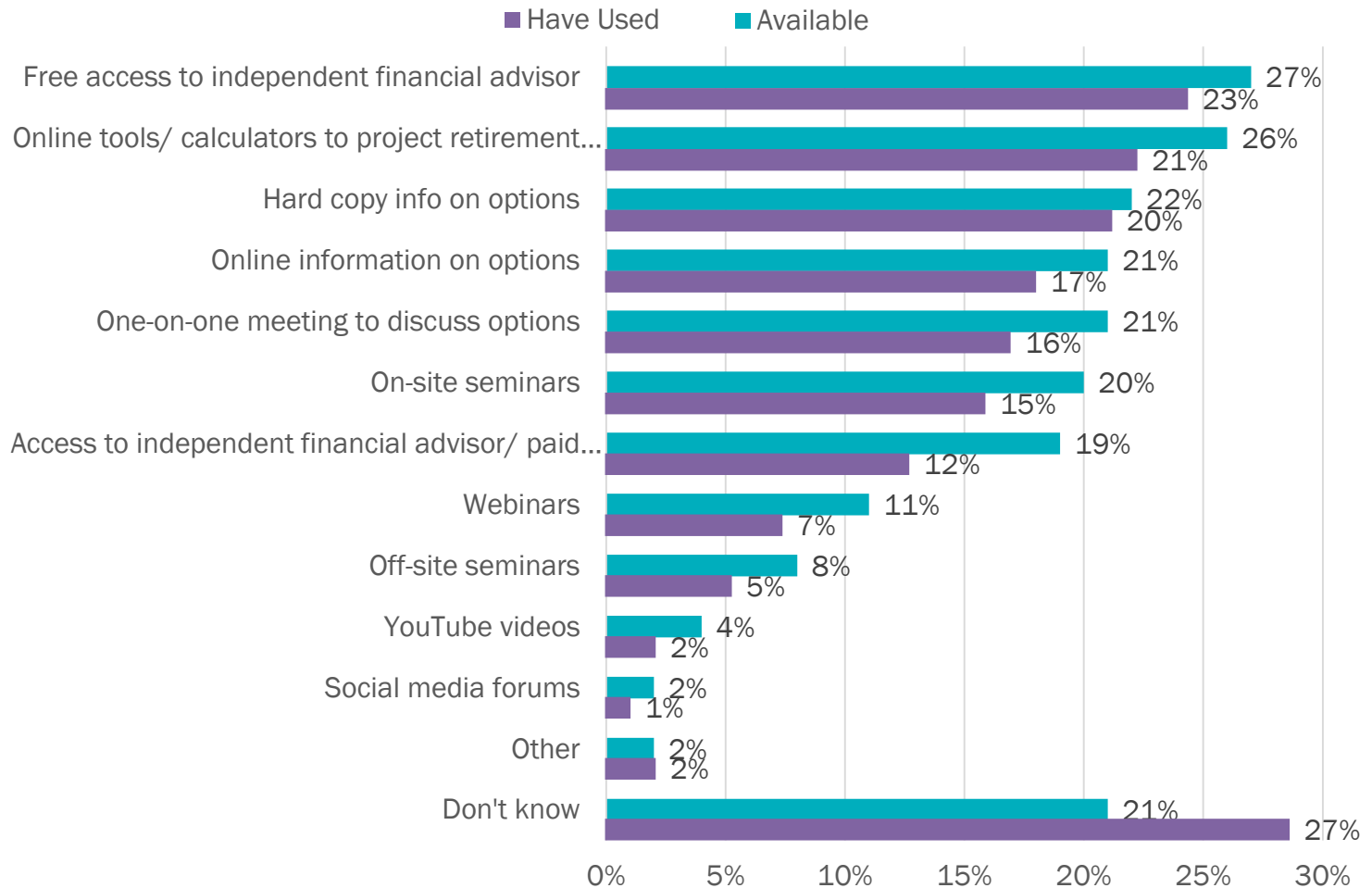
millennials

Millennials are lagging when it comes to understanding how to convert their CAP funds into a retirement income stream



# Free access to a financial advisor, online tools and calculators the most available services to transition into retirement

[BOOMERS ONLY] What types of services or assistance are currently available to you for your transition into retirement?



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BASE: Plan participants 55 or older: Boomers n=195

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Please contact Alison Webb at [alison.webb@tc.tc](mailto:alison.webb@tc.tc)

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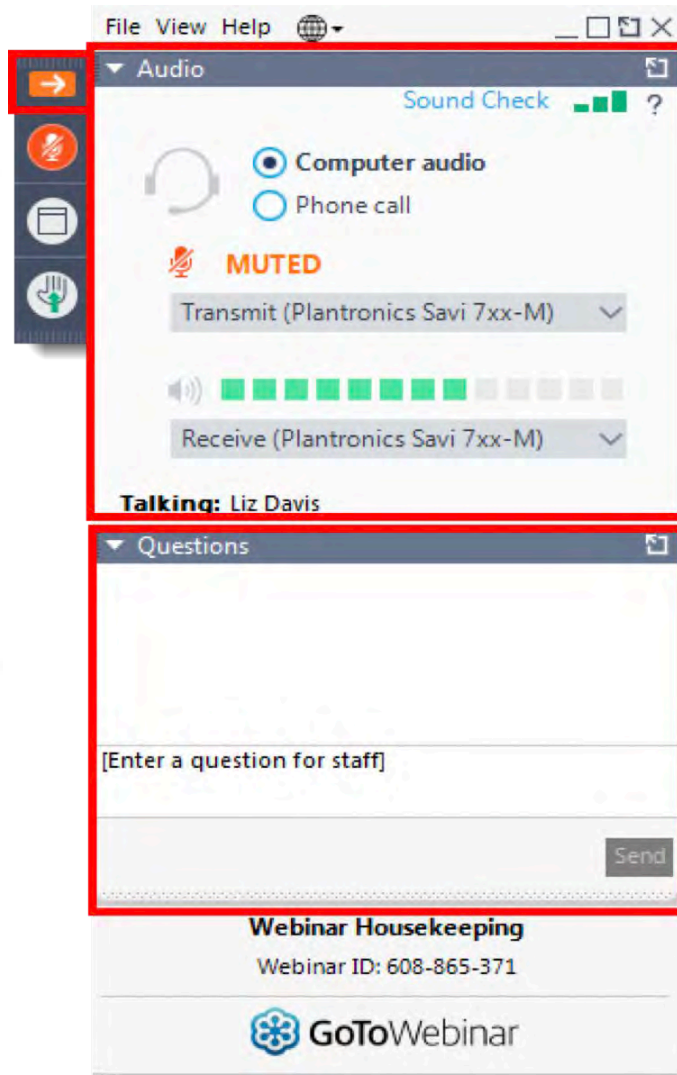
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# Q&A Instructions

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# Thank you!

If you have any other questions,  
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