

Frequently Asked Questions

<p>PASSWORD</p>	<p>How do I reset my password?</p> <ul style="list-style-type: none"> • Passwords can be reset using the link provided on the Login Page: https://datownley-bcgeu.ollieportal.co • Passwords must be at least 8 characters; any letter (upper case or lower case), number, or symbol. • If you are unable to reset your password, please contact D.A. Townley for assistance (refer to CONTACT section below).
<p>DATA</p>	<p>How is my Pension information displayed in the Member Portal? In the Pension Summary you will see 3 sections:</p> <ol style="list-style-type: none"> 1. Annual Accrued Pension from Required Contributions (payable from age 65) which is split by: <ul style="list-style-type: none"> • Past Service Pension (this is the pension based on your funds that were in the Plan on July 1, 2016 and that you did not elect to withdraw from the Plan when it converted to a target benefit plan) • Post Conversion Pension (this is the pension earned in respect of contributions received after June 30, 2016) 2. Post Conversion Contributions (contributions received after June 30, 2016), which is split by: <ul style="list-style-type: none"> • Required Employer • Required Employee • For each category above, click on the amount to display a breakdown by year, and then click on the year to display a breakdown by month 3. Voluntary Contributions Account Balance <ul style="list-style-type: none"> • Click on the amount to display a breakdown by year, and then click on the year to display a breakdown by month • Value displayed for January 1, 2016 is the value as at Plan conversion (June 30, 2016) • Interest is calculated yearly and will only be shown in the breakdown by year. For 2018 the interest will be determined in 2019. <p>My data is incorrect. How can I correct it?</p> <p>Data is up-to-date up to the last contributions received and entered by D.A. Townley. Please contact D.A. Townley for assistance (refer to CONTACT section below).</p>

PENSION ESTIMATOR	<p>What criteria are used to estimate my future pension?</p> <ul style="list-style-type: none"> • Your age • If applicable, your spouse’s age • Your last working day (end of the month). You can select a date up to the end of November of the calendar year you turn 71. • Start date of your pension (beginning of the month). This cannot be earlier than the first of the month following your 55th birthday, and it cannot be later than December 1 of the calendar year you turn 71. This date cannot be the same month as the month of your last working day. • Projected annual contributions on your last working day (Employer and Employee Contributions). This defaults to the contributions from your last 12 months of work, which you can change.
	<p>Are Voluntary contributions included in estimating my future pension?</p> <p>No, since this is not a consistent nor predictable amount which will introduce complexities in the calculation.</p>
	<p>Are there restrictions in the amounts entered for the Employer and Employee Contributions (in the Projected Annual Contributions on Last Working Day)?</p> <p>Yes, for Grand Villa Members. Based on their collective agreement, these Members have a maximum of 2,080 contributory hours per year (for both Employer and Employee Contributions).</p>
CONTACT	<p>How do I get help?</p> <ul style="list-style-type: none"> • On the Member Portal click on the Can we Help? link (found on the upper right corner), enter your message and click on Send Message to submit it. • Email pensions2@datownley.com • Call D.A. Townley at 1-800-663-1356
OTHER	<p>I got my letter but can’t access the Member Portal.</p> <ol style="list-style-type: none"> 1. The date of birth and/or Member ID may be incorrect and/or not on file. Contact D.A. Townley to update your missing information and you will then be able to access the Member Portal. 2. Your account may not have been created if you did not accept the Member Portal’s Terms and Conditions. 3. If you have withdrawn your benefit from the Plan or have commenced a monthly pension you will not have access to the Member Portal.
	<p>Why doesn’t my browser work with the Member Portal?</p> <p>Chrome is the recommended browser.</p>

I was logged out automatically. Why did this happen?

Members are logged out of the Member Portal automatically after 60 minutes of being idle.

[D.A. Townley](#)