



Strength Today.
Growth for Tomorrow.

Summer 2008

NOVA SCOTIA TEACHERS' PENSION PLAN

Serving our Retired Members

PENSION NEWS

PLEASE READ THIS FIRST:

Pension News is sent to you for your information only. You are NOT required to respond to any of the articles or information in this newsletter. You only need to contact us if you have questions or comments about your pension benefit that you would like to discuss with us. You will receive this newsletter twice annually. We hope it fulfils its purpose and provides you with some useful information you may not otherwise be aware of.

Our New Telephone System

We pride ourselves in that we are not like a call center here at the Agency. Our new telephone system was recently installed to ensure just that. At certain times of the year our telephone lines are much busier than usual. At those times you may be asked to wait for a short period of time until you reach one of our Client Services staff members. Our goal, is that you will reach a "real person" on your first try with very little wait time.

Survey Results

The Nova Scotia Pension Agency conducts Client Satisfaction Surveys every two years to determine the level of satisfaction our Plan members and pensioners experience in dealing with us, their pension plan administrator. In the 2007 survey we reached a random sample of 3,138 members and pensioners. The results showed that overall satisfaction with our service was 80.1% out of 100%.

We received some valuable feedback regarding our website. With this information in mind, we launched a brand new website in November 2007 which we believe provides the enhancements that our clients are looking for.

Despite increased use of email as a form of communication, members and pensioners much prefer to contact the Nova Scotia Pension Agency by telephone. The survey revealed that we fell short on our scores relating to client use of our telephone system. In an effort to correct this problem we have installed a new telephone system which we believe will better meet the needs of our clients.

Our New Website

Please visit our new website. We have worked hard to provide you with improved navigation and overall site layout and design, and user-friendly language. Each Pension Plan under our administration has its own specific tier of pages including information for new members, members, pensioners, Plan updates, frequently asked questions, reports and publications. The website address is: www.novascotiapension.ca.



Pensions in Pay and Cost of Living Adjustment (COLA)

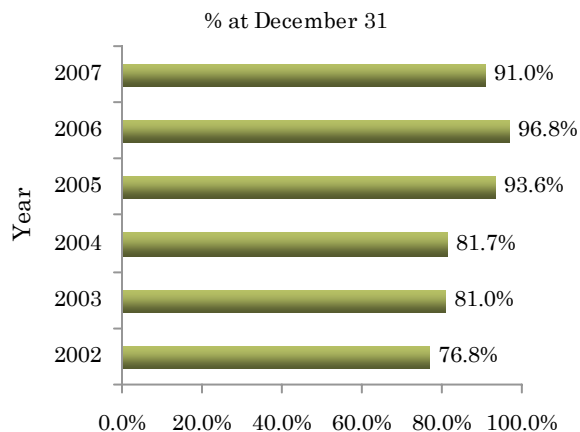
Pension payments made in 2007 totaled \$305.4 million compared to \$286.4 million in 2006. This increase is due to an increase in the total number of pensioners, as well as the Cost of Living Adjustment (COLA or Indexing).

The COLA for retired teachers is effective July 1 of each year and will be included in your July 2008 pension benefit. The amount of the COLA under Variable indexing method is 1.0%. The amount of COLA under the CPI Minus 1% Method is 1.1%. In July 2008 you will receive a letter from us indicating the amount of your COLA and an explanation of how it is calculated.

Unfunded Liability of the Pension Plan

The funded ratio is equal to assets divided by liabilities, expressed as a percentage. A funded ratio of 100% or more means that the Plan is fully funded, i.e. the Fund's assets are sufficient to cover liabilities, based on current market values and actuarial assumptions. The surplus is equal to the Plan's assets less its liabilities. If liabilities are greater than assets, the Plan has an unfunded liability.

The Fund's assets are based on current market value. The Plan's liabilities are equal to the present value of what the Fund is expected to pay out in future benefits for service accrued to date, based on actuarial assumptions. The following chart shows the funding levels as at December 31 for the past 6 years. Despite a challenging year for the markets in 2007, the health of the plan remains strong, with a funding level of 91.0%. By way of comparison, the funding level just three years ago was 81.7%.



E-mailing Us from "Hotmail"?

Please note that we have been experiencing some issues in receiving e-mails from hotmail addresses. If you send us an e-mail from your hotmail address and don't receive a response from us within one week of your e-mail, please call us at the numbers below to verify its receipt.

32 Years of Service for Dianne Woodley ... & still going strong!

We'd like to recognize the significant contributions that Dianne has made not only to our team here at the Agency, but most importantly to the lives & retirements of our members. Many of you may already be familiar with her, as you may have dealt with Dianne over her career in pensions. Please join us in congratulating Dianne on this milestone and wishing her continued success with us!

Who are We?

The Nova Scotia Pension Agency (NSPA) is a special operating agency of the Government of Nova Scotia. It is located in downtown Halifax at Purdy's Landing, 1949 Upper Water Street, 4th Floor, Halifax, Nova Scotia. We serve active and retired members of the Teachers' Pension Plan and Public Service Superannuation Plan, as well as other smaller plans.

The Agency has two major divisions, the Investments and the Pensions Divisions. Both areas work closely with the Plan Trustees to ensure optimal results for you. The Investments Division actively manages the associated investments of the Pension Plans to the highest professional standards. Their goal is to ensure the security of Plan investments by generating a long-term rate of return which will provide you with the pension you have worked for. Our Pensions Division is the first contact for our Plan members. It is manned by customer service professionals who come from both the public and private sectors to bring the best of both worlds to serve you.

Nova Scotia Pension Agency

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