

March 23, 2020

## How we continue to serve members

At Nova Scotia Pension Services Corporation, the health and well-being of both our members and our employees are of utmost importance. We are committed to doing our part to stop the spread of COVID-19.

Our top priorities continue to be ensuring that pensions are paid on time each month, ensuring the long-term sustainability of the pension plans we serve, and maintaining the health and wellness of our employees.

To protect you and our employees, we are taking preventative measures, including social distancing, while ensuring we have a comprehensive plan in place to carry out key business activities. We have also taken the following steps:

- Our office is closed to the public effective immediately and until further notice.
- To maximize our resources at this time, we will only focus on key services that are critical to our members, including:
  - processing retirements that start within the next two months;
  - processing survivor pensions that start in the next two months;
  - updating bank information for in-pay pensions.

As always, our Client Services team is available to help. Please understand that our normal response and processing times may be extended for less urgent requests.

In order that we may serve you most effectively, we would appreciate it if you could please email us your request rather than calling. Our email address is: [info@nspension.ca](mailto:info@nspension.ca)

If you do not have access to email, you may call and leave us a message at: 1-902-424-5070 (local) or 1-800-774-5070 (toll free in NS), Monday to Friday, 8:00 am to 5:00 pm. We are monitoring messages and prioritizing them as we receive them.

We continue to do our best to help you through this time. Please be patient and we promise we will take care of your request, in order of priority.

Doug Moodie  
Chief Executive Officer

Kim Blinn  
Chief Pensions Officer