

# Supporting you with CAPSA Guideline No. 3 requirements



At Canada Life, our goal is to make meeting your plan governance requirements for CAPSA Guideline No. 3 Guideline for Capital Accumulation Plans (CAP Guideline) simple and stress-free.

We're pleased to share this update on how we're enhancing our materials and processes to better support your needs. Our commitment to you remains at the heart of how we design communications, education and experiences for your plan members in accordance with the CAP Guideline.

## CAP Guideline enhancements

### Member experience

- **Member statements** have more information about fees and how they impact rates of return over time. They include details about member responsibilities and reminders to review investments regularly. The statements also show where to go on [mycanadalifeatwork.com](https://mycanadalifeatwork.com) for more information and to make changes.
- **My Canada Life at Work™** updates include the Fund Review & Fees, Personal Rates of Return, Fund Change and Fund-to-Fund Transfer pages. Members will see easy-to-understand wording that better explains fees and impacts on rates of return. Updates also explain financial concepts like frequent trading and market value adjustments. If your plan allows withdrawals, the withdrawal digital transaction now includes a calculator. It helps members understand the long-term financial implications of withdrawals.
- Our new **Saving For Life – Education Resource Centre** is packed with resources you can share with members to boost their financial literacy and help them better understand their plan. Use it to help your organization meet CAP Guideline education requirements.

### CAP toolkit

You have access to the Canada Life capital accumulation plan (CAP) toolkit through [GRS Access](#). On the sponsor resource centre homepage, go to **Menu**, then **Tools & resources**, then **Learning Centre** and finally select **CAP resources**.

We're happy to introduce the following new additions to our CAP toolkit:

- **Member services overview** – created to complement your contractual service schedule, this document describes the services Canada Life offers your plan members.
- **CAPSA Guideline No. 3 member responsibilities** – share this document with your plan members to help them learn more about their responsibilities under the CAP Guideline. It's also available to members on My Canada Life at Work.
- **Certificate of compliance** – created to provide you with confidence that Canada Life is dedicated to supporting your adherence to the CAP Guideline.
- **Governance framework template** – use this easy-to-follow template to:
  - Identify important items.
  - Document and manage risks.
  - Keep track of the timing of your last governance review.

The CAP toolkit also includes:

- **CAP Guideline self-assessment questionnaire** – a questionnaire that can help simplify your plan governance experience by:
  - Providing a high-level review of your responsibilities.
  - Identifying areas that need attention.
  - Offering resources to help you meet your requirements.
- **Governance considerations for CAPs** – a document that can help sponsors with simpler CAPs understand what their governance framework could look like.
- **Setting up a CAP** – a reference guide with useful tips for setting up a CAP in accordance with the guideline.
- **Maintaining a CAP** – a reference guide with tips to incorporate the guideline into plan maintenance.
- **Member education strategy workbook** – a PowerPoint template to document their ongoing education strategy, goals and tactics during your annual review.
- **Sample member letters** – models that can be used to create member letters in response to specific guideline requirements.
- **CAP Guideline** – a copy of the guideline for easy reference.

## Coming soon

- **Watch for the new online enrolment experience.** We're enhancing the online enrolment experience to provide members with a clearer explanation of fees, impact on rates of return and other important financial concepts. If your plan offers Canada Life resources, the enrolment experience will include links to plan details and booklets, so members have all information at their fingertips. This new experience will first be available to existing members who add new products and will eventually rolled out to new member enrolments.