



BOILERMAKERS' NATIONAL BENEFIT PLANS (CANADA)

PLAN MEMBER CHARTER

Health Mission Statement

The Mission of the Boilermakers' National Health Plan (Canada), established in 1969, is to promote and support the well-being of Active and Retired Plan Members by providing sustainable health benefits through excellence in governance and service and by prudently investing the Fund's assets.

Pension Mission Statement

The Mission of the Boilermakers' National Pension Plan (Canada), established in 1971, is to fulfill pension obligations to all Plan beneficiaries through excellence in governance and service and by prudently investing the Fund's assets.

Core Values of the Board of Trustees

Integrity

- > We conduct business ethically and honestly
- > We make decisions without bias and after we have carried out the necessary due diligence
- > We make decisions in the best interests of the Members and the Plan

Accountability

- > We take responsibility for our actions and outcomes
- > Outcomes will be measured against stated goals
- > The reasons for our important decisions will be explained

Transparency

- > We act in a clear and open manner in decisions made and actions taken
- > We will provide information on a timely basis
- > Members can access relevant Plan information

Engagement

- > We engage in open, active and honest discussion
- > All opinions are respected
- > We listen to all and are informed about issues affecting the Plan

Plan Member Rights

- You can expect to be treated in a courteous, respectful manner by knowledgeable staff
- You will have your inquiry responded to in a timely manner
- You will be able to access relevant and timely Plan information
- You will be treated in a fair and even-handed manner

Plan Member Responsibilities

- You are expected to treat people at the Plan Administration Office in a courteous and respectful manner
- You are required to inform the Plan Administration Office of any change in your status, beneficiary designation and contact information
- You are encouraged to keep up to date and informed about the Plan by reading your statements and newsletters, attending meetings and seminars and following the Member website

Plan Administration Offices

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General Questions:
Benefit Plan Website:

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www.boilermakersbenefits.ca