

The Régie des rentes du Québec

40
years
Proudly building your future



Québec 

Proudly building your future
for 40 years

*Version originale
française disponible
sur demande*

Document produced by the Régie des rentes du Québec

Legal deposit – 4th quarter, 2005
Bibliothèque nationale du Québec
ISBN 2-550-45761-7



Table of contents

Message from the Minister of Employment and Social Solidarity	4
Message from the President and General Manager	7
A diversified mission: the Régie des rentes du Québec.	8
The administration of the Régie	10
Overview — The Régie des rentes du Québec as at 31 March 2005	12
Financial planning for retirement	14
Service quality: a priority!	16
On-line services: increasingly efficient and accessible	18
The Régie over the years.	20

The Régie des rentes du Québec is 40 years old! Created under the Jean Lesage government in 1965, during the Quiet Revolution, it is one of the social and economic pillars of the renewed Québec society that evolved from that period.

A decision was made to set up a public pension plan to ensure basic financial protection for workers and their families at retirement or in the event of disability or death. That plan has greatly contributed to Québec's socio-economic development, along with other major developments of that era, such as the creation of the Caisse de dépôt et placement du Québec, the implementation of the public health care system and the major reform of the education sector.

Over the years, the Régie's programs have been adapted to changing realities in Québec's society. The massive influx of women into the labour force, the drop in the birth rate, the accelerated aging of the population and an ever-increasing life expectancy are some of the realities it has faced in meeting the needs of Quebeckers.

The Québec retirement income security system is one of the most effective, flexible and inexpensive systems in place in any major industrialized country. It is also one of the systems that best looks after the economic welfare of the elderly. It is therefore not surprising that the governments of many countries and foreign public institutions call upon the Régie's expertise.

The Régie's reputation for providing quality services to citizens is firmly established. Its *Service Statement* confirms its commitment to the people. Its accomplishments over the last 40 years are a testimony to the quality and the effectiveness of the organization and, in particular, to the competence of its management and employees. As the Minister responsible for the Régie des rentes du Québec, I would like to congratulate them and thank them for their commitment, their unwavering support and the confidence they inspire.

The Government will continue to promote the growth of this institution, which contributes to the financial security of Quebeckers at important stages in their lives.

Michelle COURCHESNE

**Minister of Employment and Social Solidarity and
Minister responsible for the Régie des rentes du Québec**

“Created in 1965, during the Quiet Revolution, it is one of the social and economic pillars of the renewed Québec society that evolved from that period.”

Michelle COURCHESNE



“In light of its concerns, which include meeting the needs of an aging population, the Régie has broadened its field of activity to include raising public awareness about the importance of financial planning for retirement.”

Pierre PRÉMONT



As President and General Manager of the Régie des rentes du Québec, I am particularly honoured to highlight the 40th anniversary of the creation of the Régie. This event gives us the opportunity to appreciate how the Régie has evolved since 1965.

Over the years, the Régie has successfully met the many challenges related to its mission. Among other things, it has guaranteed long-term funding for the Québec Pension Plan in a context where the number of retirees continues to increase.

In light of its concerns, which include meeting the needs of an aging population, the Régie has broadened its field of activity to include raising public awareness about the importance of financial planning for retirement. In this context, it has stepped up its efforts by establishing partnerships, such as that of Question Retraite, which brings together 18 public and private organizations that are involved in promoting financial security at retirement.

The *Supplemental Pension Plans Act* has also been updated to provide better protection to workers at retirement. Furthermore, to promote greater participation in supplemental pension plans, the Régie has set up the simplified pension plan.

As the supervisory authority for supplemental pension plans, the Régie supports the members of pension committees in performing their duties. That is why the Régie has partnered with Université Laval, the Ministère du Conseil exécutif, the Autorité des marchés financiers and the Caisse de dépôt et placement du Québec in recently creating the Collège des administrateurs de sociétés. One of the objectives of this college is to train administrators of corporations and pension committees in the best practices of good governance.

For over 30 years, the Régie has also had the mandate of providing financial assistance to Québec families with dependent children; it has adapted programs to better meet the needs of families, whose general make-up has changed drastically since the 1970s.

I would like to thank the governments that have supported the Régie over the last 40 years. I would also like to pay homage to my predecessors and highlight their contribution, as well as that of the members of the Board of Directors. All my thanks as well to the Régie's personnel for their motivation and ongoing commitment to providing quality services to the entire population.

Finally, I would like to thank all Quebecers for the confidence they have shown us.

Pierre PRÉMONT

President and General Manager

A diversified mission

The Régie des rentes du Québec

The Régie des rentes du Québec is a government agency that falls under the authority of the Minister of Employment and Social Solidarity. Its mission is to contribute to the financial security of Quebecers at retirement and to encourage financial planning for that period. Its mission also includes compensating Quebecers in case of disability or death and providing financial assistance to families with dependent children.

The Régie carries out several mandates that affect the core life stages of its clients. It is responsible for applying the *Act respecting the Québec Pension Plan* and the *Supplemental Pension Plans Act*. In this capacity, it comes under the authority of the Minister of Employment and Social Solidarity. It is also charged with applying the child assistance measure. For this purpose, it comes under the authority of the Minister of Families, Seniors and the Status of Women. The Régie also represents the Québec government with regard to social security agreements negotiated with various countries, and it is responsible for applying those agreements.

The Québec Pension Plan

The Québec Pension Plan is intended to provide **basic financial protection** to workers and their families at **retirement** or in **case of disability** or **death**.

It is a **compulsory insurance plan** for everyone who works in Québec.

Workers aged 18 or over contribute to the Plan on the portion of their employment earnings that exceeds 3 500 \$, up to a maximum of 41 000 \$ in 2005.

The contribution rate has been 9,9% since 2003. Employees contribute half, that is, 4,95%, and their employers contribute the other half. **Self-employed workers** also contribute to the plan. Since they are at once both employer and employee, they contribute the total 9,9%.

The amount of the retirement pension is based on the earnings on which contributions are made. Any one of the following benefits will be paid upon request if the worker has contributed for the required number of years and meets the related conditions of eligibility:

- Retirement pension;
- Disability benefit*;
- Surviving spouse's benefit.**

Since 1998, a provision of the *Act respecting the Québec Pension Plan* provides that a **public consultation** must be held every six years and that an **actuarial analysis** must be performed every three years, thus ensuring the sound financial health of the Plan.

* Disability pension, pension for a disabled person's child

** Death benefit, surviving spouse's pension, orphan's pension

Supplemental pension plans

The Régie des rentes du Québec has a double mandate with regard to supplemental pension plans under the *Supplemental Pension Plans Act*.

Under the first mandate, the Régie must ensure that the administration and operation of supplemental pension plans are in conformity with the Act. It supervises three aspects of plan administration:

- Plan funding;
- Protection of the rights of plan members and beneficiaries;
- Sound administration.

Under the second mandate, the Régie promotes financial planning at retirement, in particular:

- by disseminating information, and
- by encouraging the establishment and enhancement of private pension plans.

Child assistance measure

One of the Régie's important mandates is to manage financial assistance intended for families with dependent children. For over 30 years, the Régie has administered various financial assistance programs designed to help families.

Since January 2005, the Régie has administered the refundable tax credit for child assistance, which replaces and improves the following three measures: family benefits (family allowance and allowance for handicapped children), the non-refundable tax credit for dependent children and the tax reduction for families. Two types of benefits are offered:

- The child assistance payment, which is universal assistance for families with a dependent child under age 18;
- The supplement for handicapped children, which is intended to provide financial assistance for families to help with the care and education of a handicapped child. The physical or mental handicap must be serious.

The Bureau des ententes de sécurité sociale

The Régie is the agency that represents the Québec government within the framework of social security agreements negotiated with 29 foreign countries. For this purpose, the Bureau des ententes de sécurité sociale issues certificates of coverage for work done abroad and sends forms and information related to foreign pensions.

The Régie des rentes du Québec's Web site contains all the relevant information about its programs and services. Simply go to

www.rrq.gouv.qc.ca



The administration of the Régie

The Régie des rentes du Québec is administered by its Board of Directors, which comprises the President of the Régie and 11 members appointed by the Government. The Board is responsible for the management of the Régie before the government, represented by the Minister of Employment and Social Solidarity. It determines the Régie's main orientations and monitors its performance. Its members represent the employment, business and employee benefit sectors, socio-economic groups, beneficiaries and public employees working for the government and its agencies.

The organization of the Régie

The Régie has more than

1 200

employees

serving the people.

It has a head office in Québec

and nine client service centres in cities across the province :

Drummondville
Gatineau
Montréal
Québec
Rimouski

Rouyn-Noranda
Saguenay
Sherbrooke
Trois-Rivières

Administration costs of

117

million

dollars

Funding of the Québec Pension Plan

Funding of the Plan is ensured through the contributions of workers and their employers and investment income generated by the Plan fund. Contributions are collected by Revenu Québec and remitted to the Régie. The funds received are administered by the Caisse de dépôt et placement du Québec.

The Régie's values

Integrity

We serve all people fairly and honestly.

Excellence

We constantly strive to improve our services, to work better together and to innovate.

Service to citizens

We are sensitive to people's needs and expectations and constantly adapt our services accordingly.



Overview

The Régie des rentes du Québec as at 31 March 2005

The Québec Pension Plan

3 600 000

contributors paid

8,5 billion \$

in contributions

1 350 000

beneficiaries* received

7,6 billion \$

in benefits

1 104 485

beneficiaries

received an average monthly **retirement** pension of 411 \$.

327 536

beneficiaries

received an average monthly **surviving spouse's** pension of 360\$.

64 133

beneficiaries

received an average monthly disability pension of 780\$

19 124

beneficiaries

received a monthly orphan's pension of 62 \$

7 843

beneficiaries

received a monthly pension for a disabled person's child of 62 \$

* Beneficiaries who receive more than one benefit are counted only once.

A reserve of 23,3 billion \$

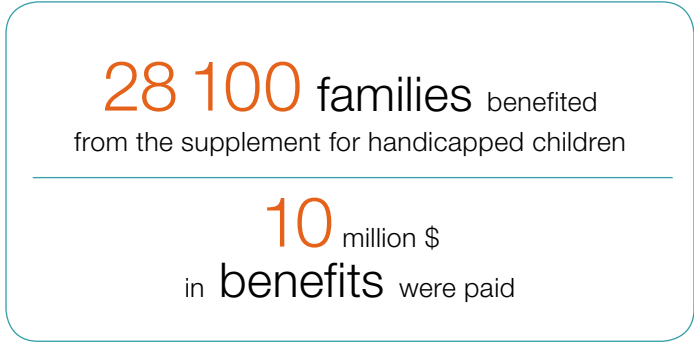
is administered by the Caisse de dépôt et placement du Québec



Supplemental pension plans



Child assistance (1st quarter of 2005)



Financial planning for retirement

What are the sources of retirement income?

Retirement income sources are often compared to a three-storey house:

Income from other sources

Supplemental pension plans
(employer's pension fund),
registered retirement savings plans
(RRSPs) and personal savings

3rd
floor

Retirement pension

Québec Pension Plan

2nd
floor

Pension

Federal government Old Age
Security

1st
floor

Advice on financial planning for retirement

Promoting financial planning for retirement is part of the Régie's mission. The Régie's Web site includes a number of sources of information intended to help readers better understand the Québec retirement income security system and the importance of financial planning for retirement:

Retirement stakes

An entertaining interactive questionnaire

flash Retirement Québec

Self-service financial information capsules

The Régie's Web site offers visitors a number of tools for calculating the retirement savings they will need:

CompuPension

A comprehensive tool for simulating retirement income

Planning your retirement

in 5 steps

A profitable exercise that will make things clear

ÉducRetraite

(in collaboration with Question Retraite)

A playful and interactive activity to help you plan your retirement

Partnership with Question Retraite

In 2003, the Régie des rentes du Québec joined with a number of organizations to create Question Retraite, a non-profit group of 18 public and private partners. Its mission is to promote financial planning for retirement. The group comprises 18 partners from the union, employer, financial, university and government sectors. Question Retraite makes its expertise available to inform the public and encourage people to begin financial planning for retirement as early as possible with the following tools:



www.questionretraite.qc.ca

Guide to financial planning for retirement

This guide contains useful calculation tables.

Financial Planning for Retirement Month

Each October, workers are encouraged to begin their financial planning for retirement as early as possible.

Service quality a priority!

In 1998, the Régie implemented its first service quality initiative, the SACLIQ (satisfaction of clients through quality) program, in which it invited all its employees to take part. In 1995, a service strategy was implemented, based on knowledge about our clients and their expectations, needs and satisfaction. This approach resulted in the publication of the Client Services Charter. In 1997, the Régie published a client service master plan, which set out guidelines and lines of action. In 1999, the Régie completed its quality assurance program, which consisted of four components: quality control and compliance (1995), the Eureka employee suggestion system (1998), service delivery observation (1998) and client feedback (1999).

The Régie des rentes du Québec is highly committed to providing quality services to its clients. Services must follow strict performance standards and must meet the needs of a burgeoning and increasingly sophisticated clientele. The Régie has many quality control measures at its disposal, all of which contribute to the ongoing enhancement of service delivery.

The Régie would not be able to offer such high quality services without the help of computer systems and technology. In 1982, The Régie innovated by being the first government agency in Canada to offer a direct deposit service. It strengthened client relations by modernizing its call centre, which handles more than 1,2 million calls a year, by putting its first Web site on-line in 1997, and by creating RégieNet, a series of electronic services that allow the public to carry out transactions on-line with the Régie, in 2004.

Services Commissioner

Anyone who is dissatisfied with a decision rendered or with the actions of a Régie representative can submit complaints and comments to the Services Commissioner, who can make recommendations for settling specific cases and improving client services. Complaints are handled independently and confidentially, with no risk of reprisals for citizens.

Recognition of the quality of the Régie's services

In 2001, the Régie received the Grand prix Québécois de la qualité for quality services in the "public sector" category. This prize recognizes private and public organizations that have attained the highest quality standards in all aspects of their operations. The award underlined the Régie's efforts over the years to better manage Québec Pension Plan contributions and the various pensions and benefits under its responsibility, to better serve its clientele and to better contribute to the financial security of Quebecers at various stages in their lives.



Service Statement

The Régie is committed, both qualitatively and quantitatively, to adequately meeting its clients needs and expectations. This is born out in services that are reliable, courteous, personalized, accessible and fast. In the same vein, the Régie is committed to keeping procedures simple, providing adequate information about rights and responsibilities, managing its operations effectively and ensuring its employees are competent.

The following table specifies the commitments made in the *Service Statement* in terms of response times (quantitative commitments). The Régie is committed to replying within the maximum allotted time, specified in the column on the right. The usual response time is also indicated for information purposes, since it reflects the client's experience three times out of four. If, exceptionally, the Régie cannot respect the maximum time allotted, it will inform the client.

Type of service	Usual response time	Commitment - Maximum time
Reply to an e-mail		2 days*
Telephone – Waiting time to speak with an employee**	30 seconds	3 minutes
Telephone – The Régie is also committed to making sure that the lines are very rarely all busy (less than 5% of calls during the year)**		
Waiting time to meet with an employee***	10 min.	20 min.
Processing time		
Application for a retirement pension	30 days	60 days
Application for a surviving spouse's pension	30 days	90 days
De facto spouses must provide information to prove their status, which could require more time.		
Application for a disability pension	75 days	150 days
We begin counting from the time we receive the application and the medical report completed by the attending physician. Our commitment applies only in those cases where the information provided initially is sufficient to render a decision.		
Application for a supplement for handicapped children	60 days	115 days
We begin counting from the time we receive the application and the report completed by a health professional. Our commitment applies only in those cases where the information provided initially is sufficient to assess the handicap and render a decision.		
Telephone request submitted to the Services Commissioner		2 days*
Written request submitted to the Services Commissioner	7 days	30 days
* Working days		
** For the <i>Act respecting the Québec Pension Plan</i> , the <i>Supplemental Pension Plans Act</i> and the child assistance measure		
*** For the <i>Act respecting the Québec Pension Plan</i> and the child assistance measure		
Our ability to meet our commitments is measured in a number of ways, including polls and discussion groups on client satisfaction.		



On-line services

Increasingly efficient and accessible

On its Web site, the Régie des rentes du Québec puts at the public's disposal publications and forms related to its various programs, the texts of the laws and regulations it applies, as well as an array of on-line services, grouped under the RégieNet banner, that are available every day, around the clock.



CompuPension

This retirement income simulation tool provides clients with a clear idea of what their financial situation will be at retirement. It evaluates retirement incomes from public and private retirement plans, and personal savings. Its strength lies in its personalized service: it obtains information from the client's personal file to do its calculations.

 **CompuPension**
A tool for simulating retirement income

Application for a retirement pension

The on-line application for a retirement pension makes the client's task easier. Contrary to a paper form, the on-line application takes into account the client's age and situation. This tool informs clients of the starting date of pension payments and the amount that will probably be paid.

 **Application**
for a Retirement Pension

Statement of participation

The statement of participation indicates the employment earnings recorded under the person's name in the Québec Pension Plan. It enables workers to know the amount that could be paid to them and their family at retirement or in the event of disability or death.

 **Statement**
of Participation

Other useful services:

- Change of address;
- Direct deposit;
- Request for a income tax slip duplicate;
- Request for income tax deductions.

RégieNet also offers on-line services related to supplemental pension plans.

Financial institutions that offer LIRAs or LIFs

This service provides information on the financial institutions that offer locked-in retirement accounts (LIRAs) or life income funds (LIFs). Search criteria, such as the name of a financial institution, a registration number or a type of product, can narrow the search.

LIF Quick Calc

This tool is intended to simulate life and temporary incomes. It calculates the amounts that can be withdrawn from a life income fund (LIF), provides information about the eligibility criteria for withdrawals from an LIF and helps clients weigh their withdrawal options based on their age.



Protection of personal information

Some RégieNet services require strict controls to ensure the security and protection of user information. Effective strategies were used to develop the Régie's authentication procedures and computer infrastructure to take into account every possibility.

Consultation of pension plans supervised by the Régie

This service enables clients to search the list of plans supervised by the Régie to obtain the plan registration number and the plan administrator contact's name.

Other services are offered only to pension plan administrators:

- Annual information return;
- *Supplemental Pension Plans Act and Regulations – excerpts with commentary (in French only);*
- A question of knowledge (on-line quiz).

The client's personal file must be accessed to offer services such as CompuPension, the statement of participation and the application for a retirement pension. To ensure the confidentiality of client information, the Régie requires users to confirm their identity with a personal identification code.



The Régie over the years

The Régie's history has been marked by a number of events that have greatly affected the delivery of services to citizens.

1965

1966

1967

1968-1969

1970

1971-1972

1973

1974-1976

1977

1978-1983

15 July 1965

Creation of the Régie des rentes du Québec

January 1967

Beginning of retirement pension payments to workers aged 68 to 70 who contributed to the Québec Pension Plan

May 1970

Beginning of disability pension payments and pension payments for a disabled person's child

1973

The Régie is administered by a Board of Directors.

1977

Years spent at home caring for young children are taken into account in pension calculations.

1980

Addition of the allowance for handicapped children

1 January 1966

Two laws take effect:

- *Act respecting the Québec Pension Plan;*
- *Act respecting Supplemental Pension Plans.*

for at least one year; pensions averaged 8\$ a month based on an average annual work income of 4 400\$.

February 1968

Beginning of death benefit, widow's pension, disabled widower's pension and orphan's pension payments

April 1971

The Régie is mandated with the application of the *Act respecting family allowances* and the *Act to institute schooling allowances*, which were replaced in 1974 by the Québec Family Allowances Plan.

1975

Payment of surviving spouse's pension to widowers, even if they are not disabled

1982

The government abolishes compulsory retirement at age 65.

1970

Retirement pension paid at age 65

1976 à 1979

Administration of the school tax refund program

1982

The direct deposit service is offered.



1984-1988

1989

1990-1991

1992

1993-1996

1997

1998

1999

2000-2004

2005

1984

Possibility of early retirement at age 60

1990

The *Supplemental Pension Plans Act* takes effect and replaces the *Act respecting supplemental pension plans*.

1996

Publication of the *Client Services Charter* and implementation of the first service quality standards; in 2001, the charter became the *Service Statement*.

1998

Reform of the Québec Pension Plan, including an increase in the contribution rate to ensure plan longevity; the contribution rate of 6% in 1997 is progressively increased to 9,9% in 2003.

2000

The *Supplemental Pension Plans Act* is amended to take into account surplus assets in defined benefit pension plans.

2005

Administration of the refundable tax credit for child assistance

1986

First contribution rate increase, from 3,6% to 5,6% in 1996

1989

The Allowance for Young Children is implemented.

1992

New complaints management policy under the responsibility of the Services Commissioner

1997

The Régie is recognized as an independent service unit.

1999

The Québec Pension Plan grants same-sex couples the same rights as opposite-sex couples. In 2002, the *Act* provides for retroactivity of this measure for deaths since 4 April 1985.

2005

Passage of the *Act respecting the funding of certain pension plans* that provides for two temporary measures to ease the burden of funding defined benefit pension plans and organization of a consultation on the topic

1988

The Allowance for Newborn Children is implemented.

1997

Introduction of the new family benefits plan, based on family income

2004

Government consultation, *Adapting the Pension Plan to Québec's new realities*



To reach the Régie



By telephone

Monday to Friday, 8:00 a.m. to 5:30 p.m.

Québec Pension Plan and general information

Québec region: (418) 643-5185
Montréal region: (514) 873-2433
Toll-free: 1 800 463-5185

Child assistance

Québec region: (418) 643-3381
Montréal region: (514) 864-3873
Toll-free: 1 800 667-9625

You can also use our automated information service
24 hours a day, 7 days a week.

Supplemental pension plans

Monday to Friday, 8:30 a.m. to noon and
1:00 p.m. to 4:30 p.m.

A single number: (418) 643-8282

Monday to Friday, 8:00 a.m. to 5:30 p.m.



Service for the hearing impaired
(TDD/TTY): 1 800 603-3540



Through our Web site

www.rrq.gouv.qc.ca



By mail

Régie des rentes du Québec
Case postale 5200
Québec (Québec) G1K 7S9



In person

Visit one of our client service centres

Call us before you come. In most cases, you can obtain the
information you are seeking over the telephone.



Régie des rentes
Québec 

40
years
Proudly building your future