



Service Is Our Cornerstone

Montreux TPA™, Penad's third-party pension plan administration solution, is backed by our "no excuses" Service Guarantee. When the company was founded in 1983, we adopted a "customer first" philosophy and have backed this up ever since with a team of highly competent administrators and leading-edge computer systems and technology. We are grateful that our customers consistently give us top marks for the service we provide, and we make it our business to improve our level of service wherever possible.

This Service Guarantee reflects our ongoing commitment to providing a level of service that is second to none.

Zero Errors

Pension plan sponsors consistently rank the need for absolute accuracy of pension calculations as the primary concern. No wonder, considering that the retirements of plan members are at stake. We have designed our systems and procedures to be as error-proof as is humanly possible. All transactions are peer reviewed, and our computer systems contain numerous error checks. Simply put, we don't tolerate mistakes.

Privacy

We have always held that privacy is a fundamental expectation of the plan members under our administration and therefore have created a "Privacy Policy" detailing our commitment to the privacy of information and our compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA).

Data Security

Given the long-term nature of pension plans and the confidential nature of plan information, the security of your plan's data is clearly critical. We have many measures in place to ensure that (a) your data is protected from unauthorized access and (b) is fully recoverable in the event of computer failure or physical disaster. These measures are documented in our "Security and Disaster Recovery Plan".

Prompt Turnaround

We guarantee that standard day-to-day transactions such as processing of new entrants, terminations, and retirements will be handled within five working days of receipt of all necessary information. Should you require a transaction to be done more quickly, please let us know. We will make every effort to accommodate your needs.

Larger "plan level" activities, such as year-ends, member benefit statements, calculating pension adjustments, as well as any special project work, will be processed by a mutually acceptable target date. Should we be unable to meet that date, we will let you know well in advance. In short, there will be no surprises.

Personal Service

We guarantee that when you or one of your plan's members needs to talk to us during regular business hours, we will be there in person. We will deal with your questions or concerns efficiently and professionally. Any messages left on our voicemail after business hours will be promptly returned the following business day.

We further guarantee that we will meet with you face to face, whenever needed.

Unbiased Advice

We guarantee the utmost integrity and quality of the advice we may be asked to give you. You can rely on us to provide you with the information and advice that meets your needs, not ours or those of someone else.

The Bottom Line: Your Satisfaction

All of the above is aimed at ensuring that you, the customer, are satisfied with our performance. If we fail to meet any of your expectations, please talk to us. We promise to set it right. We will not charge a fee for any transaction or activity that does not meet the above standards. All you need to do is tell us.

On Behalf of the Shareholders and Staff of Penad Pension Services Limited

Frank Price, Chairman & CEO