



My Pension FAQ

Q1. How do I register for My Pension?

Head to www.caatpension.ca/signin and select that button that says “My Pension.” Select “Sign up now” and follow the prompts on the login screen. You can also [watch this video on how to activate your account for more assistance.](#)

Q2. What can I do on My Pension?

With My Pension, you can easily manage your contact information with CAAT, get a personalized pension estimate, securely message with CAAT and access pension documents like your Annual Statement.

Q3. Can I access my Annual Statement through My Pension?

Yes! Members can access their Annual Statement on the portal as soon as it’s available. If you select electronic communication from the portal settings, you will stop getting mailed statements. Note that if the paper statement is produced before you select electronic communications, we will mail you that Annual Statement, so the sooner you make the selection, the better.

Q4. Does my employer have access to my My Pension account?

No. My Pension is private and secure. Your employer is able to see employer-specific data on the employer portal, but does not have access to anything you do on My Pension. Remember, if you report a change on My Pension, you’ll have to report it to your employer separately.

Q5. If I run a pension estimate, will my employer or CAAT know?

Your employer is not notified when you run estimates in My Pension. The CAAT Pension Plan will have a record of every estimate you run, however this information is not shared with your employer.

Q6. Do I have to update my own information?

Yes. My Pension gives you more control over the personal information we use to administer your pension. You should update your personal information, but your employer will continue to provide CAAT with updates about your employment. Be sure to notify your employer as well if personal information such as your address, name, or spouse information changes.

Q7. I’m having trouble registering. Who can I contact?

Contact the CAAT Pension Plan by email at member@caatpension.ca or by phone at 416-673-9000 or toll free at 1-866-350-2228.