2020 Annual report
Desjardins Group Pension Plan

Together for 120 years

Desjardins

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Information

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Notes to the reader

This annual report was produced by the Desjardins Group Pension Plan Division.

This document is for information purposes only. In the event of any discrepancies between this report and the Desjardins Group Pension Plan Regulation, the Regulation shall prevail.

The symbols M and B designate millions and billions respectively.

The returns do not reflect the deduction of investment management fees.

MESSAGE FROM THE CHAIR

120 YEARS AND STILL LOOKING TO THE FUTURE

In 1900, Alphonse and Dorimène Desjardins opened the first caisse populaire in Lévis. Their goal? Improve the lives of people and communities. This lofty goal helped define the organization's mission and values. It also led to the creation of the Desjardins Group Pension Plan ("DGPP" or the "Plan") and helped shape its growth. Today, our organization is proud to offer employees a robust pension plan and the financial security that comes with it.

Yvon Vinet
Chair of the Desjardins Group Retirement Committe

GROWING STRONGER

Despite volatile markets and low interest rates, the Plan posted an outstanding 14.5% return in 2020.

This is proof of the resilience of the Plan's diversified portfolio of high-quality investments. The strategies we rolled out have proven effective, allowing us to seize opportunities that have improved the Plan's financial position.

In spite of the pandemic, the Plan finished 2020 in an even stronger financial position.

The funding ratio stands at 121.9%, an increase of 5.3% in one year, and the solvency ratio is now 96.0%, up 4.6%.

RECOGNIZING THE VALUE OF DEFINED BENEFIT PENSION PLANS

Difficult times such as these really highlight the advantages of a defined benefit pension plan like the DGPP. Because Plan members' pensions are determined by salary and years of contributions, their benefits are protected from market fluctuations. Plus, Plan members have experienced teams working in their best interests to make sure their pensions are secure.

BUILDING A BETTER FUTURE

The Plan follows sustainable development principles and takes a proactive stance on climate action. In 2020, we reached our carbon footprint target for publicly traded portfolios. Moreover, new commitments in renewable energy, including wind and solar farms, total more than $100 milion for the year.

MOVING FORWARD TOGETHER

To support Plan growth and prepare for future challenges, we'll be restructuring our teams to make optimal use of their skills and add new resources starting in early 2021.

ACKNOWLEDGING OUR TEAMS

We'd like to thank the Desjardins Group Retirement Committee and everyone else who contributes to the Plan's success. We'll always work together to support the Plan's long-term health.

HIGHLIGHTS 2020

$17.2B
Net assets

4th
Largest Canadian private pension fund[1]

[1] Source: BenefitsCanada (August 2020), 2020 Top 100 Pension Funds Report

$633M
Contributions
$411M employers
$222M employees

$586M
Benefit payments

DGPP's year in review – Video

14.5%
Return
Beyond the 5.6% actuarial assumption
1.4% added value

10%
10-year average return
$1.4B added value

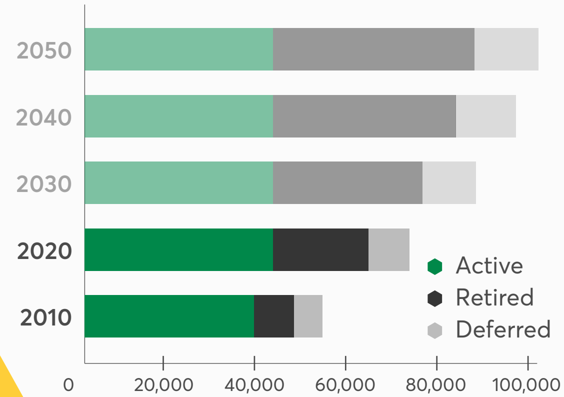
$2.2B
Investment income
and changes in fair market value

121.9%
Funding ratio
A 5.3% year-over-year increase
The Plan's ability to meet its obligations over the long term assuming its sustainability

96.0%[2]
Solvency ratio
A 4.6% year-over-year increase
The Plan's ability to meet its obligations if it were terminated

[2] Updated in May 2021 following a retroactive revision of rates published by the Bank of Canada

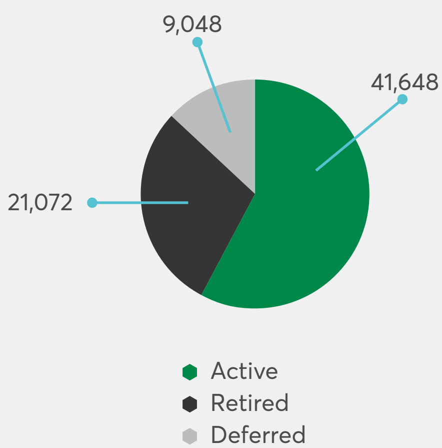
Number of members over time



It is assumed that the number of active members will remain the same in the future.

71,768

Members



Desjardins Group was once again ranked one of Canada's Top **100** Employers thanks to its **defined benefit pension plan** and **retirement planning resources for employees**[1]

[1] Source: Mediacorp Canada Inc. (November 2020) Canada's Top 100 Employers 2021

43

Average age
of active members

2

Ratio of active to retired
members

60

Average age
of retirement

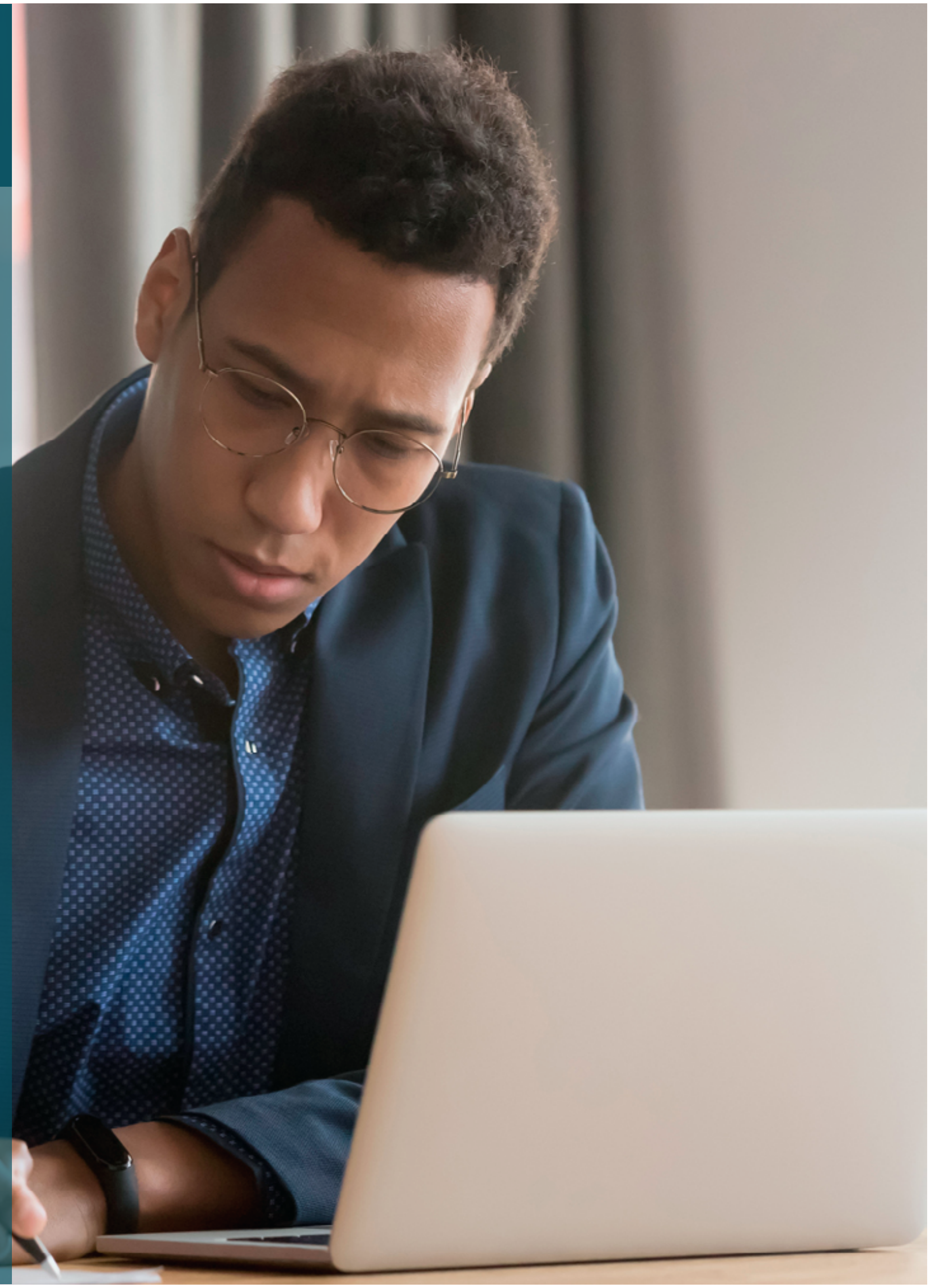
1,282

Number of new retirees

88 and 89

Life expectancies
of Plan members aged 60 years for both men and women

Strategies and performance



ECONOMIC CONTEXT

The COVID-19 pandemic dominated economic and financial news in 2020. The impact of the restrictive measures put in place to reduce the spread of the virus was unprecedented.

In Canada, the United States and elsewhere, extensive aid programs were set up to help households and businesses weather the public health crisis. The scale of Canada's aid program, combined with a drop in consumer spending, even led to a rise in disposable income and savings for households, while governments racked up considerable debt.

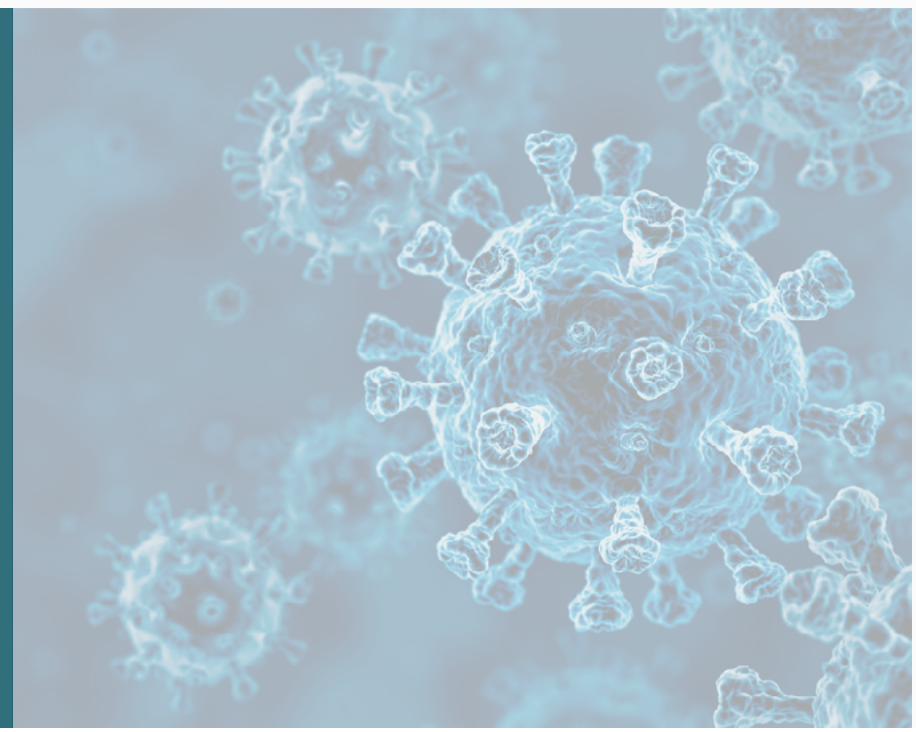
The central banks quickly reverted to interventionist policies, lowering key interest rates and launching asset purchase programs—a first for Canada.

These interventions contributed to lowering bond rates as well as pushing down credit spreads and anchoring them at very low levels. The central banks' actions quickly dispelled fears that the pandemic would bring on a major financial crisis.

The markets rebounded quickly after a shocking downturn in late winter. Encouraging developments on the vaccine front and better-than-expected corporate results breathed new life into the markets as 2020 came to a close.

Thanks to the market recovery and a steep decline in bond rates, 2020 ended up being a good year for investors—especially the Desjardins Group Pension Plan, which finished the year strong.

A strategy designed to withstand economic volatility



RISK MANAGEMENT

The Plan's risk management strategy is constantly evolving to lead with industry best practices, using cutting-edge modelling, projections and simulations to assess risk appropriately.

Risk management is a key part of building the overall portfolio and it informs all investment decisions.

MAIN RISKS

Interest rate risk

Downward fluctuations of interest rates have a direct and substantial effect on the Plan's financial situation.

Market risk

Financial market volatility could lead to negative returns, which would impact the contributions needed to properly fund the Plan.

Longevity risk

Plan members living longer than expected or updates to mortality tables could drive costs up.

Liquidity risk

The Plan must have enough money available to fulfill its financial obligations at all times.

The pandemic caused the markets to fluctuate and interest rates to drop, but the strategies in place worked, and opportunities were seized as they appeared. Therefore, the Plan bolstered its financial standing.

SOLUTIONS

An exhaustive risk register

The main purpose of the risk register is to identify risks to the Plan's administration and financial management. Each risk is assessed and tracked using indicators for which targets and guidelines are determined. The tracking process helps make sure objectives are met by identifying the reasons of the exceedance and correcting the strategy, if necessary.

A resilient asset allocation strategy

Assets are allocated dynamically and based on risk coverage. Such a strategy aims to maximize Plan's resiliency to as many economic scenarios as possible while ensuring low-cost funding.

A targeted investment approach

The investment plan details what role the major asset classes play in the total portfolio and what features investments should have. A rigorous investment process is applied to ensure that investment decisions and objectives are consistent.

A customized mortality table

To better estimate how long Plan members will live, standard Canadian mortality tables are customized on an annual basis using actual DGPP members' experience and socio-economic analyses.

RESPONSIBLE INVESTMENT

The Desjardins Group Retirement Committee (DGRC) believes in the importance of sustainable development to ensure stability and growth for decades to come. To that end, it engages in responsible investment, which allows the Plan, along with Desjardins Group, to proactively address environmental, social and governance (ESG) challenges, including the fight against climate change.

Since ESG risks can have a real impact on business performance, the DGRC believes that incorporating them into traditional financial risk analyses will contribute to maximize the long-term return of DGPP assets and fulfill commitments to Plan members.

THE DGPP'S 5 FOCUS AREAS

ESG integration

when analyzing, deciding and managing investment opportunities

Shareholder engagement

to influence corporate ESG practices

Exclusion

of specific business holdings based on an ESG factor-forward approach

Collaboration

and coordination with other Desjardins Group components, investors and initiatives (like the Principles for Responsible Investment[1])

Reporting

periodically about responsible investment activities and progress

Signatory of:

PRI Principles for Responsible Investment

[1] Principes pour l'investissement responsable (PRI) unpri.org/about.

[2] Tobacco-Free Finance Pledge tobaccofreeportfolios.org/the-pledge

2020 ACHIEVEMENTS

Carbon footprint target exceeded

The carbon footprint for publicly traded securities in DGPP portfolios was 21.2% lower than the stock and bond index average as at December 31, 2020, beating the 20% target.

Exclusion of tobacco and vaping sectors

The DGPP removed these sectors from its investment activities concurrently with Desjardins Group, one of the first organizations in North America to sign the Tobacco-Free Finance Pledge[2].

Historic investments in renewable energy

The DGPP made its first direct acquisition in the US of 4 wind farms that are currently in operation and one 560 MW solar farm that is under construction.

The DGPP made its first incursion into renewable energy in Asia by acquiring a minority interest in a 376 MW offshore wind farm.

Formosa 1 offshore wind farm, Taiwan

ASSET ALLOCATION STRATEGY

The Plan's investment strategy aims to find the best balance between risk tolerance and funding requirements.

STRATEGIC ASSET ALLOCATION

Assets are divided into 2 portfolios: a performance portfolio that aims to generate sufficient returns to pay member pensions, and a matching portfolio that aims to minimize the variation in the gap between Plan assets and liabilities. Since liabilities depend in large part on interest rate changes, the matching portfolio includes fixed-income securities and a bond overlay strategy that rounds out the portfolio by further minimizing the impact of rate variations on the Plan's financial health.

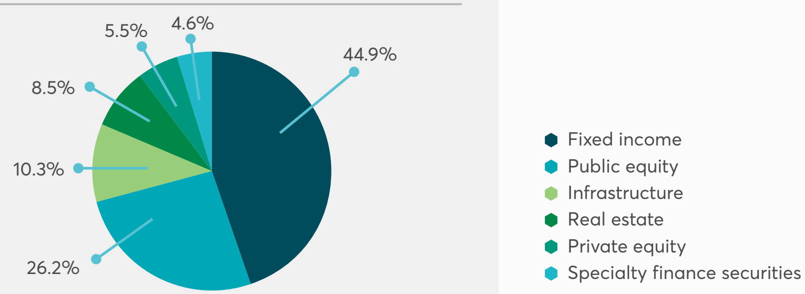
OVERALL PORTFOLIO MANAGEMENT

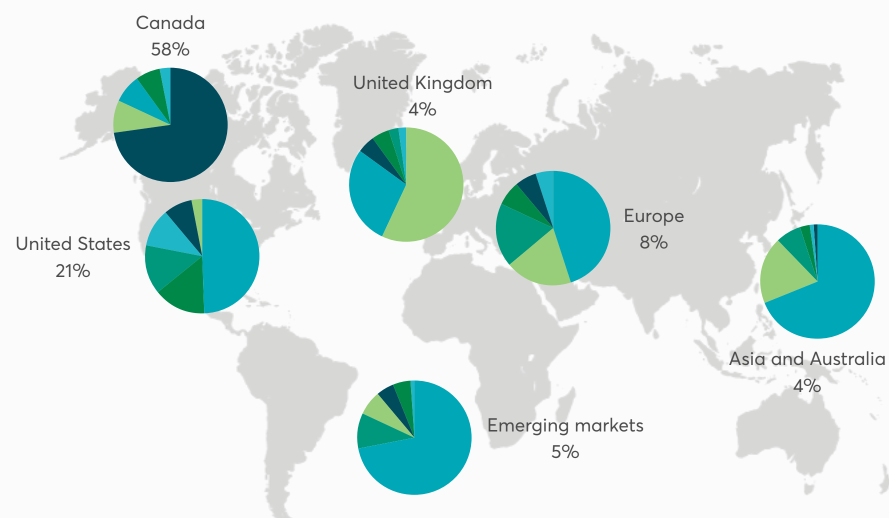
Managing the overall portfolio dynamically makes it possible to adjust the Plan's strategic allocation based on risk indicators and market conditions. Overlay and derivative exposure are also managed at the overall portfolio level. This approach helps manage interest rate, foreign exchange, liquidity and other risks consistently and efficiently.

DIVERSIFICATION

The Plan's portfolio is diversified in several ways, including geographically, in order to seize opportunities around the globe.

Asset allocation as at December 31, 2020





OVERALL RETURN

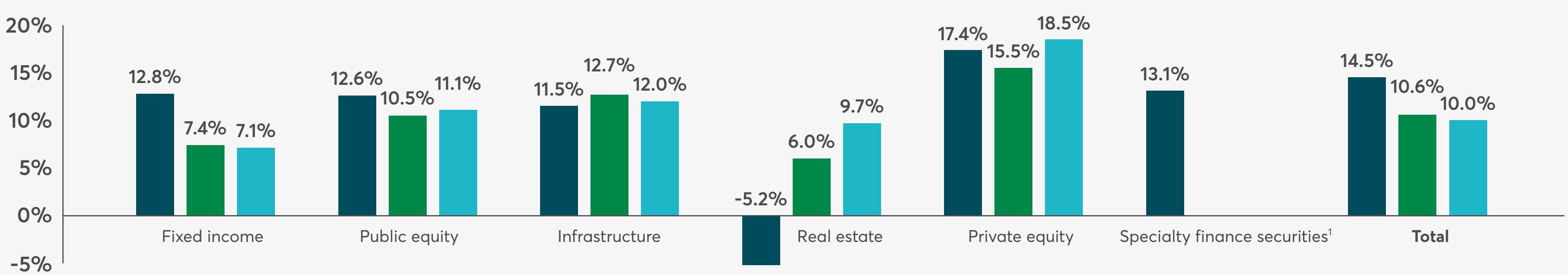
In 2020, the Plan recorded a return of 14.5%. Plan assets climbed by more than $2 billion and totalled $17.2 billion at year-end.

All asset classes posted returns over 10%, with the exception of real estate, which returned negative results for 2020. Long-term performance for the overall portfolio and all asset classes were significantly better than expected, which improved the Plan's overall financial health.


Wesley Place, Canada


Meadow Lake V wind farm, United States


Troutdale fulfillment center, United States



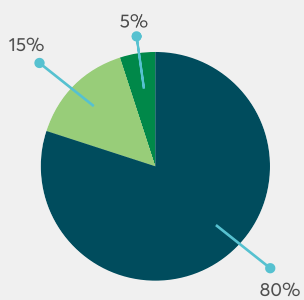
1 year   5 years   10 years

[1] Asset class created January 1, 2017

STRATEGY AND RESULT BY ASSET CLASS

FIXED INCOME					
$7.9B	**44.9%**	**12.8%**	**12.2%**	**0.6%**	**$4.6B**
Net assets	of total assets	Return	Target	Added value	Bond overlay

Strategic allocation



- Long-term bonds
- Short- and medium-term bonds
- Private debt

STRATEGY

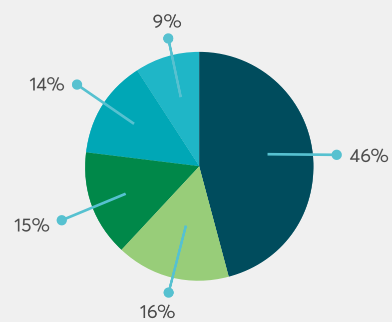
Minimize volatility by achieving the target matching level between Plan assets and liabilities.

RESULT

The Plan's financial position was excellent at the start of the year. The COVID-19 pandemic caused some market volatility in the first quarter, but the Plan's financial position improved even more over the course of the year thanks to the design and execution of a stabilization plan to seize opportunities to improve liability matching. These improvements combined with lower interest rates led to excellent returns for the whole year. Also, active management improved the overall performance.

PUBLIC EQUITY				
$4.4B	**26.2%**	**12.6%**	**12.3%**	**0.3%**
Net assets	of total assets	Return	Target	Added value

Strategic allocation



- Global large-cap equity
- Global large-cap multi-factor equity
- Canadian equity
- Global small-cap equity
- Emerging markets

STRATEGY

Take advantage of the stock market's projected long-term returns to fund the Plan at a lower cost and ensure access to emergency liquidity.

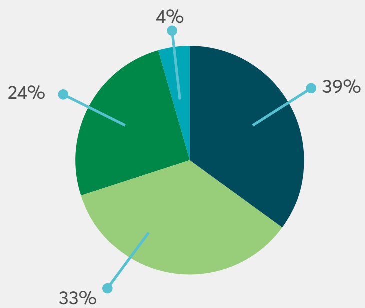
RESULT

The markets had their ups and downs, but the year ended on a positive note with returns that exceeded the long-term targets, topped by positive added value. The excellent return on growth strategies offset the challenges observed in Canadian and value equity.

INFRASTRUCTURE

$1.8B	10.3%	11.5%	6.0%	5.5%
Net assets	of total assets	Return	Target	Added value

Sector allocation



STRATEGY

Generate strong, predictable current income and improve matching between Plan assets and liabilities.

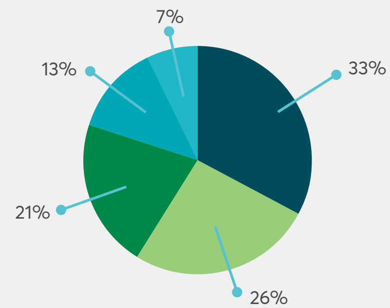
RESULT

In 2020, the infrastructure portfolio showed just how resilient it is. The performance of portfolio assets whose returns are determined by contract (mostly in renewable energy) offset the challenges of other assets that felt the impact of the pandemic more. Overall, the portfolio's performance met expectations in a unique year.

REAL ESTATE

$1.4B	8.5%	-5.2%	-2.3%	-2.9%
Net assets	of total assets	Return	Target	Added value

Sector allocation



STRATEGY

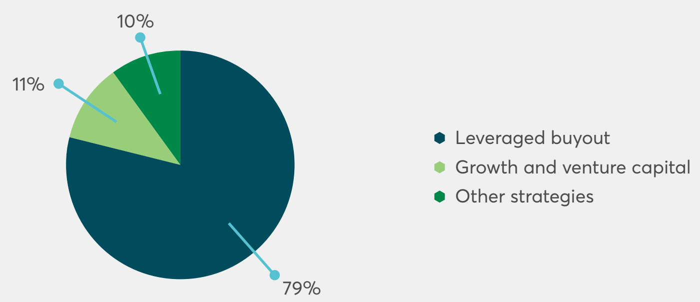
Acquire real estate assets whose net return is mostly based on current inflation-linked income to improve matching between Plan assets and liabilities.

RESULT

The industrial and multi-residential sectors continued to capitalize on historically favourable trends throughout the year, while the retail and office sectors were negatively affected by physical distancing measures to reduce the spread of COVID-19. Despite normally providing stable returns, the portfolio's overall performance was negative in 2020 due to a decline in real estate valuations.

PRIVATE EQUITY				
$0.9B Net assets	**5.5%** of total assets	**17.4%** Return	**13.9%** Target	**3.5%** Added value

Strategic allocation



STRATEGY

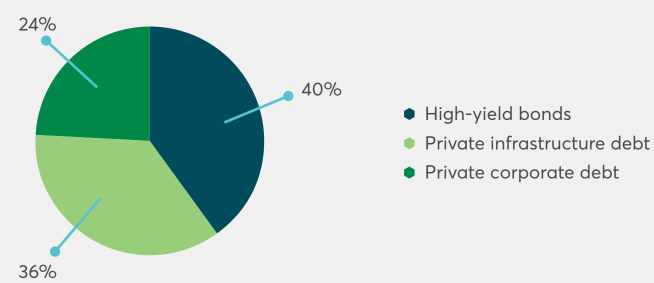
Acquire private companies to take advantage of the private market's equity and illiquidity risk premium to fund the Plan at a lower cost. This asset class is less volatile than public equity.

RESULT

The private equity portfolio generated a good absolute return, mainly due to a strong performance by the majority of its underlying assets, most of which weathered the pandemic well. The pandemic affected sectors very differently—some, like tourism and transportation, were hit hard. Others, like technology, gained a lot of momentum. The Plan's private equity portfolio's performance largely mirrored that of the global stock markets.

SPECIALTY FINANCE SECURTIES				
$0.8B Net assets	**4.6%** of total assets	**13.1%** Return	**8.6%** Target	**4.5%** Added value

Strategic allocation



STRATEGY

Take advantage of the subprime market's credit and illiquidity risk premium and improve matching between Plan assets and liabilities.

RESULT

The added value of the specialty finance securities portfolio is mainly due to the spread tightening that occurred over the year, paired with rising stock markets that favoured convertible bond strategies.

Financial position

FINANCIAL RATIOS AND FUNDING

THE DGPP: FINANCIALLY STRONG AND KEEPING ITS PROMISES

As at year-end 2020, the Plan's financial position continues to improve. The Plan is financially strong and keeping its promises. Though falling interest rates are driving up actuarial liabilities, the systematic application of leading-edge matching strategies has offset these downward pressures.

The most recent actuarial valuation dated December 31, 2020, showed that the Plan's funding ratio continued to rise, up from 116.6% in 2019 to 121.9% in 2020. It now far exceeds the stabilization target required by Retraite Québec, which is still the same as last year at 12.6% for the DGPP.

An additional funding would be needed if the funding ratio fell to 5% below target, i.e., 107.6%. Conversely, the Plan's surplus assets could be used only if the stabilization provision is 5% higher than the target, i.e., 117.6%, and the solvency ratio is at least 105%.

The Plan's solvency ratio is also up, from 91.4%. to 96.0%[1] at year-end. As a reminder, it is no longer needed to fund the Plan on a solvency basis since funding on a going-concern basis now includes a stabilization provision.

[1] Updated in May 2021 following a retroactive revision of rates published by the Bank of Canada

Since 2011, when the Plan's health was at its most fragile, the funding and solvency ratios are up 39% and 30% respectively.

A COMPREHENSIVE ACTION PLAN YIELDING CONVINCING RESULTS

The Plan was turned around as a result of innovative, carefully implemented strategies, the excellent returns achieved by investment teams, and continued contributions from employers and Plan members.

Ratio	2011	2019	2020	Variation
Funding	83%	117%	122%	**5% year-over-year increase 39% increase since 2011**
Solvency	66%	91%	96%	**5% year-over-year increase 30% increase since 2011**

APPROPRIATE FUNDING FOR A BALANCED PLAN

For 2021, the minimum contribution required by Retraite Québec, including the stabilization provision and management fees, is $468.7M. Based on the current contribution formula, employers and employees will contribute a total of $668.4M to the Plan in 2021. The difference between actual contributions made and the minimum contribution required will give the opportunity to balance the Plan on a solvency basis.

FINANCIAL REPORT

The enclosed financial information is extracted from the audited financial report of the Desjardins Group Pension Plan for the year ended December 31, 2020, on which PricewaterhouseCoopers LLP/s.r.l./s.e.n.c.r.l. expressed an unqualified opinion dated February 19, 2021.

In order to better understand the financial position of the Plan and the change in net assets available for benefits, the financial information should be read in conjunction with the audited financial report.

DESJARDINS GROUP PENSION PLAN

Statement of net assets available for benefits

As at December 31, 2020

In thousands of Canadian dollars

	2020	2019
Investment portfolio		
Investment assets		
Bonds and bond investment funds	$11,926,821	$9,672,727
Equities and equity investment funds	4,387,746	3,852,816
Real estate investments	1,446,812	1,669,265
Infrastructure investments	1,760,658	1,691,842
Private equity investments	942,531	707,897
Specialty finance securities	769,570	699,252
Other investments	29,560	31,693
Cash and money market securities	419,627	494,589
Securities borrowed or purchased under reverse repurchase agreements	66,338	77,512
Derivative financial instruments	42,471	48,141
	21,792,134	18,945,734
Investment liabilities		
Commitments related to securities lent or sold under repurchase agreements	(4,580,122)	(3,789,029)
Derivative financial instruments	(19,378)	(14,535)
Total investment portfolio	**17,192,634**	**15,142,170**
Employer contributions receivable	30,160	17,916
Employee contributions receivable	16,312	9,676
Other assets	139,878	90,997
	186,350	118,589
Other liabilities	(133,424)	(137,801)
Net assets available for benefits	**$17,245,560**	**$15,122,958**

Approved by the Desjardins Group Retirement Committee,

_________________, member _________________, member

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DESJARDINS GROUP PENSION PLAN

Statement of changes in net assets available for benefits

For the year ended December 31, 2020

In thousands of Canadian dollars

	2020	2019
Increase in net assets		
Net investment income		
Bonds and bond investment funds	$168,369	$131,372
Equities and equity investment funds	77,884	77,326
Real estate investments	32,750	43,286
Infrastructure investments	61,311	74,475
Private equity investments	3,939	2,572
Specialty finance securities	37,762	36,438
Cash and money market securities	1,178	3,528
Other income	6,141	3,359
	389,334	372,356
Change in fair value of investments and derivative financial instruments	1,796,237	1,878,913
	2,185,571	2,251,269
Contributions		
Employer contributions	410,892	378,249
Administrative expenses	(15,385)	(14,999)
	395,507	363,250
Employee contributions	222,444	204,753
Contributions, net of administrative expenses	617,951	568,003
	2,803,522	**2,819,272**
Decrease in net assets		
Pension benefits		
Annuities	504,395	463,054
Reimbursements	70,445	79,833
Death benefits	10,778	14,853
	585,618	557,740
Investment management, custodial fees, transaction and other costs	77,079	62,651
Performance fees	18,223	23,555
	680,920	**643,946**
Net increase in net assets	**2,122,602**	**2,175,326**
Net assets available for benefits at the beginning of the year	**15,122,958**	**12,947,632**
Net assets available for benefits at the end of the year	**$17,245,560**	**$15,122,958**

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Governance

GOVERNANCE STRUCTURE

FÉDÉRATION DES CAISSES DESJARDINS DU QUÉBEC (FCDQ)

Through its Board of Directors, the FCDQ assumes the responsibilities of Plan sponsor. The FCDQ's Board of Directors has decision-making power in certain areas, including:

- changes to the DGPP Regulation,
- the nature and terms of benefit payments to Plan members,
- contribution rates,
- use of any surplus, if any.

The FCDQ stands surety for the obligations resulting from the participation of all Desjardins employers in the DGPP.

DESJARDINS GROUP RETIREMENT COMMITTEE (DGRC)

By virtue of the powers vested in it by the Supplemental Pension Plans Act and by the DGPP Regulation, the DGRC is in charge of:

- administering the DGPP in the best interests of Plan members,
- paying Plan members and their survivors the benefits they are entitled to.

The DGRC is the trustee of the pension fund. It must act with good judgment, diligence and competence, as could be expected from any reasonable person in similar circumstances.

In 2020, the DGRC held 7 meetings with 99% attendance.

Practices that reflect the DGRC's commitment to sound Plan governance

Training for members

- Training is offered to all new DGRC members to help them fulfil their responsibilities,
- Several other presentations and training are available to members during their term of office.

Collective profile

- Identification of a collective skill set required for persons designated to sit on the DGRC in a collective profile.

Rules of professional conduct

- Adoption of a code of professional conduct to make sure that DGRC members act with integrity and responsibility as they carry out their duties,
- Annual members' declaration of interests.

INVESTMENT COMMITTEE

The Investment Committee is made up of 7 members appointed by the DGRC for their skills and expertise. The DGRC delegates responsibility for managing DGPP assets to this committee. Part of the it's mandate is:

- to ensure the implementation, respect and follow-up of the investment policy adopted by the DGRC,
- to select different investment vehicles,
- to grant mandates to portfolio managers,
- to ensure that each investment meets expectations.

Given the strong growth of the Plan's assets in recent years and the increasing complexity of investing, this committee meets weekly, which allows the agility required as well as it ensures a rigorous monitoring.

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DESJARDINS GROUP RETIREMENT COMMITTEE

The DGRC is made up of 11 members, including 7 designated by the FCDQ's Board of Directors. Also serving on the DGRC are 4 individuals elected by Plan members. The names of the elected members are announced at the annual meeting.

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Members designated by the FCDQ's Board of Directors

1	**Yvon Vinet** **Chair** Caisse Desjardins de Salaberry-de-Valleyfield
2	**Roch Ouellet** **Vice-Chair** Caisse Desjardins d'Amos
3	**Stéphane Trottier** **Secretary** Caisse Desjardins Ontario
4	**Jean-François Laporte** Caisse Desjardins de la Pommeraie
5	**Bernard Morency** Adjunct Professor HEC Montréal, Retirement and savings institute
6	**Marie-Eve Tremblay** Caisse Desjardins du Quartier-Latin de Montréal

External member appointed by the FCDQ's Board of Directors

7	**Marc St-Pierre** President, MSP & Associés

Member designated by active members

8	**Dominic Laurin** Development Advisor, Guaranteed Product Development and Financial Modelling Department Wealth Management and Life and Health Insurance, Desjardins Investments

Member designated by retirees, beneficiaries and Plan members with deferred pensions

9	**Jacques Dignard** Desjardins retiree

Non-voting member designated by active members

10	**Brigitte Chabarekh** Director, Financial Operations Centre Department, PVP Finance, Treasury and Administration Fédération des caisses Desjardins du Québec

Non-voting member designated by retirees, beneficiaries and Plan members with deferred pensions

11	**Robert Desbiens** Desjardins retiree

DGPP DIVISION AND OTHER PARTNERS

The DGRC has mandated the DGPP Division to assist in its responsibilities.

This team has more than 50 employees whose expertise contributes to ensure Plan's financial management and administration in order to fulfil their commitments to you, Plan members.

DIVISION MAIN GUIDELINES

- Improve the Plan's financial situation while maintaining balanced capitalization
- Follow best practices for risk management and governance
- Get the return and added value needed to deliver on the Plan's commitments
- Promote a better understanding of the Plan and its challenges
- Maximize employee productivity and do succession planning

DIVISION TEAMS

Liability Management, Risk and Asset Allocation
Ensures the Plan's overall financial health by developing the asset allocation strategy and action plans and by identifying and managing risks faced by the Plan.

Member Services
Ensures the Plan's sound administrative management, informs Plan members of their rights and obligations and how the Plan works, and provides assistance to Plan members and employers.

Governance and Legal Affairs
Provides guidance and advice on legal, taxation, compliance and governance issues impacting operations and activities (e.g., investment transactions).

Investment Management
Implements the investment plan strategy, monitors the investments under its responsibility as well as the financial performance of the Plan.

Alain Leprohon
Executive Vice-President
Finance, Treasury and
Administration, and
Chief Financial Officer
Desjardins Group

Sylvain Gareau
Vice-president
Desjardins Group
Pension Plan

OTHER DGRC PARTNERS

Finance Division
Financial management, accounting and financial disclosure

Desjardins Financial Security
Administrative manager of the Plan and investment partner

Desjardins Trust
Asset custodian

HR Solutions Development Division
Representative of the Plan sponsor

Desjardins General Insurance Group Inc.
Investment partner

Desjardins Global Asset Management
Investment manager

Fédération des caisses Desjardins du Québec
Banking services

In addition, as part of the investment management and compliance, the Plan calls on several external collaborators whose rigorous work allows its administrative and operational efficiency.

Plan assets are growing, and operations are becoming more complex.

In early 2021, we'll set in motion a plan to expand and develop work teams so we're ready to face whatever the future holds.

Member services

MEMBER SERVICES TEAM

The Member Services team is committed to providing proactive, people-focused service to all Plan members.

No matter what stage of your career you're in, the Member Services team is here to help you make informed decisions about a key piece of your financial planning: the Desjardins Group Pension Plan.

2020 ACHIEVEMENTS

Simple

Easier access to our services

- Eliminated some phone options so you can talk to an advisor faster
- Replaced our email address with one that's easier to remember: dgpp@desjardins.com

People-focused

Outstanding service for Plan members during the whole year, without any interruption

New information added to the DGPP website to keep you up to date

- Added the "News and communications" section and posted 5 articles
- Posted first 2 quarterly reports for Plan members

Modern

New and improved custom group presentation offer

- Updated content for employers and employees, from new hires to pre-retirees
- Put together free Teams presentations delivered by experienced advisors who explain concepts in plain language
- Used interactive online tools to make presentations even more engaging

100% online retirement planning program

- Updated content and format for virtual delivery
- Plan members can run pension simulations during the program

High-performing

10 dedicated advisors who are here for you

- 97% satisfaction with the overall service experience
- Processed 12,500 requests by phone
- Processed 13,000 requests by email
- Gave 50 training sessions and presentations for 800 Plan members

The Member Services team is here for you

We're here for you

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

DGPP Member Services team

1-866-434-3166

dgpp@desjardins.com

FEATURES OF THE PLAN

You can sleep soundly, the DGPP is a **defined benefit** pension plan.

OBJECTIVE

Provide you with retirement income that will be paid throughout your lifetime

PENSION FORMULA

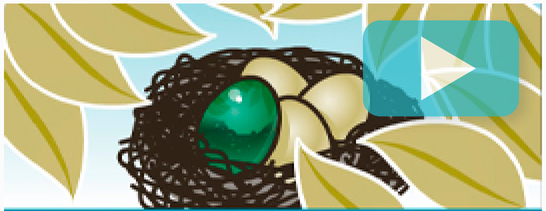
According to a pre-established formula taking into account your number of years of membership in the Plan and the average of your highest salaries in your career

Plan features	For service before 2009	From 2009 to 2012	From 2013
Pension formula	(1.3% from Salary 5 up to MPE 5 + 2% du Salary 5 over MPE 5) x Credited years	(1.5% of Salary 5 up to MPE 5 + 2% du Salary 5 over MPE 5) x Credited years	(1.5% of Salary 8 up to MPE 5 + 2% du Salary 8 over MPE 5) x Credited years
Early retirement adjustment	The lesser of 3% per year before age 65 or 85-points rule at age 57	4% per year before age 62	4% per year before age 62
Normal form	**With spouse** Life annuity, 60% joint and survivor, guaranteed 10 years **Without a spouse** Life annuity, guaranteed 15 years	**With spouse** Life annuity, 60% joint and survivor, guaranteed 10 years **Without a spouse** Life annuity, guaranteed 15 years	**With or without a spouse** Life annuity, guaranteed 10 years
Indexation	CPI maximum 3% per year (starts in January following retirement and lasts throughout retirement)	CPI maximum 3% per year (starts in January following retirement and lasts throughout retirement)	CPI maximum 1% per year (starts in January following the 65th birthday and lasts for 10 years)

Salary 5: Average salary of 5 best-paid years
Salary 8: Average salary of 8 best-paid years
MPE: Maximum pensionable earnings eligible for the Québec Pension Plan or Canada Pension Plan, which was $58,700 in 2020
MPE 5: Average of the maximum pensionable earnings eligible for the Québec Pension Plan or Canada Pension Plan for the year of retirement and the previous 4 years
85-point rule: Reduction of 3% per point missing to reach 85 (age + years of continuous service) and 3% per year before age 57
CPI: Consumer Price Index

Visit the DGPP website at rcd-dgp.com/en for more information

For every **$1**
you contribute plus interest, you're assured **at least**
$1.75
in pension value
(for service from 2009)



MY PENSION PLAN

Watch other capsules online to learn more about your pension plan!

Desjardins