

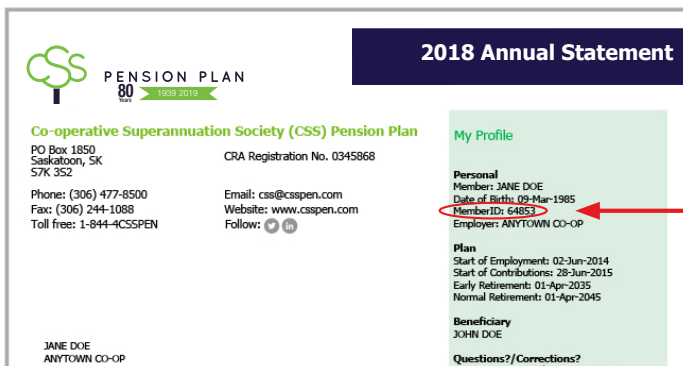
Your Member ID

The CSS Pension Plan is transitioning to a Member ID verification system in order to enhance the security of members' personal information.

You will now be asked for your CSS Pension Plan Member ID number, and other information based on your Plan profile, to verify your identity when contacting the Plan regarding information in your account and for making other transactions.

Where can I find my Member ID?

All CSS Pension Plan members are already assigned a Member ID. You can find your Member ID number on the first page of your annual statement. You can also find it by logging into your myCSSPEN account on the Plan's website (www.csspen.com). If you just joined the Plan and do not have an annual statement yet, your Member ID will be mailed to you.



The image shows a screenshot of a 2018 Annual Statement from the CSS Pension Plan. The document is titled "2018 Annual Statement" and includes contact information for the Co-operative Superannuation Society (CSS) Pension Plan. A "My Profile" section is visible, containing personal information such as Name (JANE DOE), Date of Birth (09-Mar-1985), and Member ID (64853). A red arrow points to the Member ID field, which is circled in red.

Your Member ID number is located on the first page of your annual statement. You can also find it by logging into your myCSSPEN account on www.csspen.com.

I don't know my Member ID. What do I do?

If you do not know your Member ID number, please contact us at **1-844-4CSSPEN (1-844-427-7736)**.

You will be asked specific questions based on your Plan profile to verify your identity before we provide you with your Member ID

I am receiving a CSS monthly pension. Do I need my Member ID?

If you are receiving monthly pension payments from the Plan (excluding Variable Benefit payments), you will not receive a statement that indicates your Member ID. As a result, you may be asked for your pension number (or other information based on your Plan profile) to verify your identity when contacting us.

If you would like to register for myCSSPEN online account access on the CSS Pension Plan website you will have to contact us at 1-844-4CSSPEN for your Member ID number.

New website and Member IDs

Please note that if you registered for online account access on the old Plan website (prior to December 10, 2016), your username and password will not work for myCSSPEN on the new website. **You will need your Member ID to register for secure myCSSPEN online account access on the new website.**

To make accessing your Plan account information online more convenient, the new website uses an electronic registration process.