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The Association of Canadian Pension Management
L'Association canadienne des administrateurs de régimes de retraite

October 22, 2020

Caroline Blouin
Executive Vice President, Pensions
Financial Services Regulatory Authority of Ontario
5160 Yonge Street, 16th Floor
Toronto, ON M2N 6L9

Re: FSRA Service Standards (Consultation ID: 2020-012)

Dear Ms. Blouin:

The Association of Canadian Pension Management (“**ACPM**”) is the leading advocate for Canadian plan sponsors and administrators in the pursuit of a balanced, effective and sustainable retirement income system in Canada. We represent plan sponsors, administrators, trustees and service providers. Our membership represents over 400 companies and retirement income plans that cover millions of plan members. The Ontario Regional Council (“**ONRC**”) represents plan sponsors and administrators with hundreds of plans registered, and millions of members reporting to work, in Ontario.

We, the ONRC, commend FSRA’s Service Standards initiative, and agree that providing clear expectations regarding FSRA’s response timeframes, and reporting on its progress towards meeting those expectations, will help improve service delivery and accountability.

Thank you for the opportunity to provide input about FSRA’s draft sectoral and cross-sectoral service standards.

Yours truly,

Danelle Parkinson
Chair, Ontario Regional Council
ACPM

Ric Marrero
Chief Executive Officer
ACPM