



Members do have the option to complete the PSPP extended health survey by phone. They can request this by contacting research@pensionsbc.ca, which is the email address we've directed members to within the communications materials for the survey. I understand at least one member has reached out to take the survey by phone and we've worked with IPSOS to provide them the relevant information to do so.

Members who haven't received the survey can be directed to research@pensionsbc.ca. Some members may have missed the email for various reasons common to large-scale surveys, such as incorrect email addresses in My Account, spam filtering, authentication issues, full inboxes, server outages, high spam-complaint rates, or temporary network problems.