

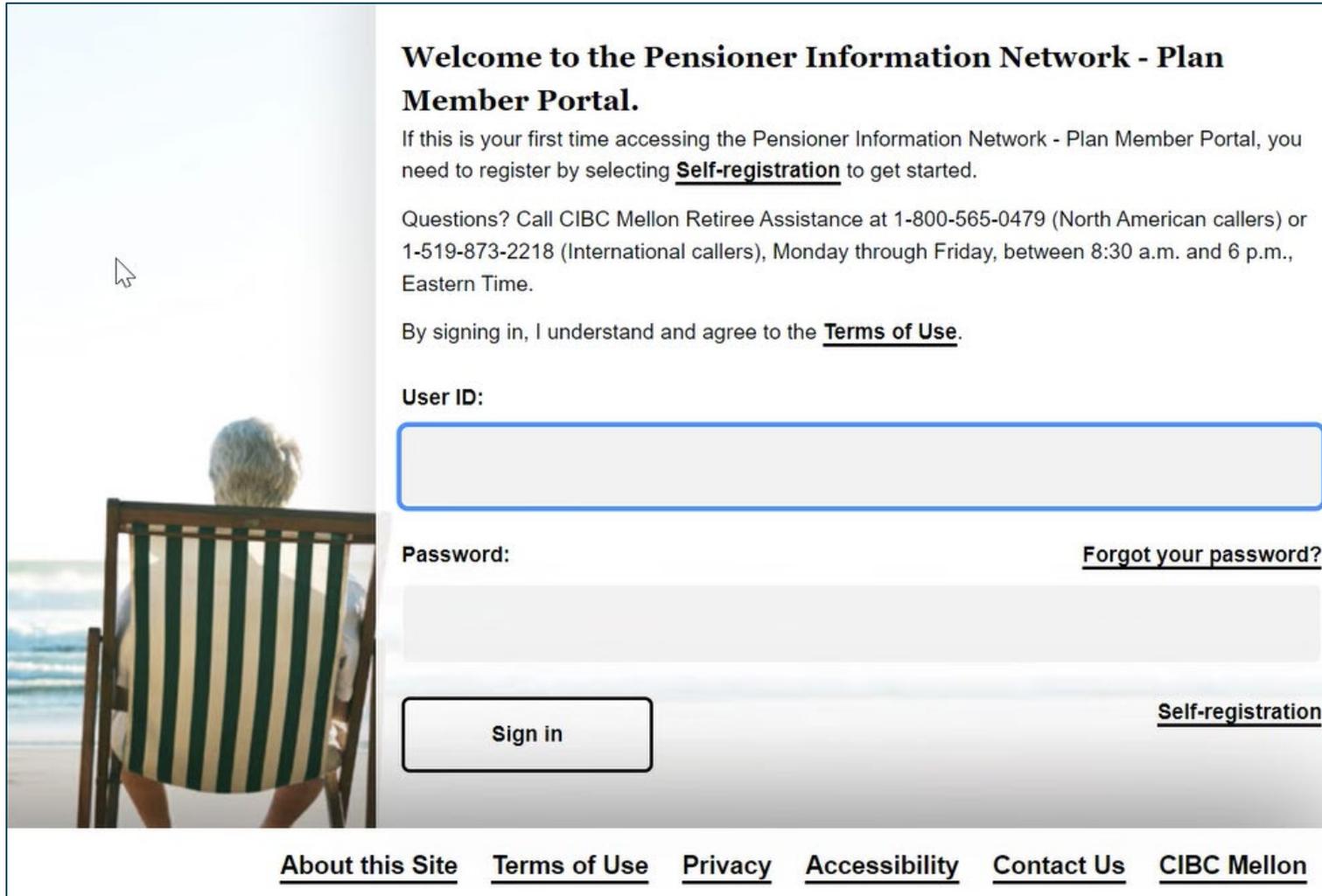


**PIN**

**Plan Member Portal  
Site Navigation**

# PIN Plan Member Portal

Login



**Welcome to the Pensioner Information Network - Plan Member Portal.**

If this is your first time accessing the Pensioner Information Network - Plan Member Portal, you need to register by selecting [Self-registration](#) to get started.

Questions? Call CIBC Mellon Retiree Assistance at 1-800-565-0479 (North American callers) or 1-519-873-2218 (International callers), Monday through Friday, between 8:30 a.m. and 6 p.m., Eastern Time.

By signing in, I understand and agree to the [Terms of Use](#).

**User ID:**

**Password:** [Forgot your password?](#)

[Self-registration](#)

[About this Site](#) [Terms of Use](#) [Privacy](#) [Accessibility](#) [Contact Us](#) [CIBC Mellon](#)

- Secure Site Login
- Retiree Assistance information
- Links to
  - Terms of Use
  - Site information
  - Privacy
  - Accessibility
  - Contact Us
  - CIBC Mellon corporate website

# PIN Plan Member Portal

Home Page

Welcome

Home

My Information

**MY PENSION**

**\$2,327.02**  
Per month

Above is your most recent pension payment. Please note, this amount may reflect a payment adjustment.

[Details](#)



[Update My Information](#)



[My Tax Slips](#)

- Access to three widgets
  - Payment Details
  - Update My Information
  - My Tax Slips

# PIN Plan Member Portal

## Payment Information

Pension Profile

Personal information | **Payment information**

Banking information

Deductions (Taxes and Other)

**Payment history**

Printable version

### Payment history

This is a list of pension amounts that have been paid. Click the payment date for details about a specific payment.

2023 ^

Date	Gross payment	Deductions	Net payment	Status
<a href="#">October 1, 2023</a>	\$5,000.00	\$982.32	\$4,017.68	Issued
<a href="#">September 1, 2023</a>	\$5,000.00	\$882.32	\$4,117.68	Issued
<a href="#">August 1, 2023</a>	\$5,000.00	\$882.32	\$4,117.68	Issued
<a href="#">July 1, 2023</a>	\$5,000.00	\$882.32	\$4,117.68	Issued
<a href="#">June 1, 2023</a>	\$5,000.00	\$882.32	\$4,117.68	Issued

- High-level overview of recent payments
- Ability to expand and collapse by year

# PIN Plan Member Portal

## Payment Details

**Payment details** Printable version ✕

October 1, 2023

Allowances		Deductions	
Gross payment		Withholdings	
BASE PEN	\$5,000.00	Federal Tax - T4A	\$100.00
<b>Total</b>	<b>\$5,000.00</b>	Federal tax	\$882.32
		<b>Total</b>	<b>\$982.32</b>

**Net payment**  
(Gross payment - Deductions) **\$4,017.68**

Payment method | **By direct deposit**

TD Canada Trust  
Transit number \*\*\*\*02

- View payment details
  - Banking
  - Pay Sources and taxable benefits (as applicable)
  - Deductions

# PIN Plan Member Portal

Update My Information – Contact Information

## Update My Information

Contact information | Banking information | Tax information | Communication preferences

1 Update  
2 Review  
3 Confirmation

### Update my contact information

Please validate or complete the following information.

**Residential address** | Mailing address

Address line 1  
  
E.g., 123 - 45 First St. SE

Address line 2  
  
E.g., PO Box 12345 or RR 1 Stn. Main

Address line 3

City

Postal code / zip code  
  
E.g., For Canada A1A 1A1 or for the U.S. 123456789

- Update Residential or Mailing address

# PIN Plan Member Portal

## Update My Information – Banking Information

**Update My Information**

Contact information | **Banking information** | Tax information | Communication preferences

1 Update  
2 Review  
3 Confirmation

### Update my banking information

Update the following information to change where your pension payment is deposited. NOTE: Only information for Canadian primary bank accounts can be updated online. Please contact CIBC Mellon for any other change to the way you receive your payments.

**Direct deposit information**

Transit number (5 digits)  
\*\*\*56

Institution number (3 digits)  
003

Royal Bank

Account number (between 5 and 15 digits)  
\*\*\*5678

**Sample check**

Your banking information changes may not take effect until after your next pension payment.

Cancel Next

- Easily update direct deposit information

# PIN Plan Member Portal

Update My Information – Tax Information

## Update My Information

Contact information    Banking information    **Tax information**    Communication preferences

1 Update

2 Review

3 Confirmation

### Update my tax withholding

Update the information if you wish to change the amount of additional tax that is deducted from your pension payment.

Your monthly payment	
Gross payment	\$2,619.33
Current deductions	\$292.31
Additional federal tax	<input type="text" value="\$0.00"/>
<b>Net pension</b>	<b>\$2,327.02</b>

ⓘ Your tax information changes may not take effect until after your next pension payment.

- Add or edit additional tax withholding amounts

# PIN Plan Member Portal

## Update My Information – Communication Preferences

### Update My Information

Contact information    Banking information    Tax information    **Communication preferences**

1 Update

2 Review

3 Confirmation

#### Update

Please validate or complete the following information.

##### Preferred language

Defined benefits pension plan communications

English    **Français**

##### Delivery method

Instead of receiving your documents by mail, you can choose to receive them electronically. You can change your election and choose to receive a paper version at any time.

🌱 Help save trees by going paperless.

Tax slips and Payment information online

Paper and electronic versions

You will receive an email notification when your **tax slips** are available in My documents. Your **payment information** is displayed in My Payment History of the Pension profile.

ⓘ This update will be effective on your next payment or the next time that tax slips are produced.

Cancel    **Next**

- Set Communication preferences
  - Choose preferred language
  - Select to receive documents by electronically only

# PIN Plan Member Portal

## Update My Information – Review & Confirm Changes

The screenshot shows the 'Review' step of the 'Update My Information' process. The 'Banking information' tab is selected. A progress indicator on the left shows three steps: 'Update' (completed), 'Review' (current), and 'Confirmation' (pending). The main content area is titled 'Review' and contains the text 'Please review and confirm the following information.' Below this is a box for 'Direct deposit information' with the following details:

Transit number	***34
Institution number	010 Canadian Imperial Bank of Commerce
Account number	****6678

At the bottom of the form are two buttons: 'Previous' and 'Confirm' (with a checkmark icon).

- Three steps for changes:
  - Update
  - Review updates
  - Receive confirmation

The screenshot shows the 'Confirmation' step of the 'Update My Information' process. The 'Banking information' tab is selected. The main content area is titled 'Confirmation' and contains the text 'Changes successfully submitted.' Below this, the confirmation number and the date of the request are displayed:

Your confirmation number is	Your changes were requested on
CAS-81491-K1H8	October 6, 2023

At the bottom, there is a note: 'Your banking information changes may not take effect until after your next pension payment.'

# PIN Plan Member Portal

## Security

**My Account** CIBC MELLON

**Details**

### Security

**CHANGE PASSWORD**

Your password must NOT include:

- your first name
- your last name
- your date of birth
- your postal code
- your SIN
- a password equal to one used as one of the last 7 passwords
- a password used in the past 365 days

Your password must include:

- at least 1 uppercase letter
- at least 1 lowercase letter
- at least 1 number
- between 8 and 64 characters

**OLD PASSWORD**

**NEW PASSWORD**

**CONFIRM PASSWORD**

**Save Changes**

- Ability to change password at any interval

# Confirmation Email – Personal Communication Change

Generated immediately upon making a change

Date: Wed, Jan 10, 2024 at 12:44 PM  
Subject: Confirmation Notice of Change  
To: Laura Barker <[lauralyn.barker@gmail.com](mailto:lauralyn.barker@gmail.com)>

Dear member:

Please note that we are processing the following changes to your member profile which were initiated by you on **January 10, 2024**:

➤ Personal Communication Information

If you did not initiate this change, or if you need assistance, contact CIBC Mellon Retiree Assistance at 1-800-565-0479 (North American callers) or 1-519-873-2218 (International callers), Monday through Friday, between 8:30 a.m. and 6 p.m., Eastern Time.

To access the site, please visit <https://planmember.cibcmellon.com>

Please do not reply to this email. It has been automatically generated.

ATTENTION : This email originated outside your organization. Exercise caution before clicking links, opening attachments, or responding with personal information.

# Confirmation Email – Banking Change

Generated immediately upon making a change

Date: Wed, Jan 10, 2024 at 12:31 PM  
Subject: Confirmation Notice of Change  
To: Laura Barker <[lauralyn.barker@gmail.com](mailto:lauralyn.barker@gmail.com)>

Dear member:

Please note that we are processing the following changes to your member profile which were initiated by you on **January 10, 2024**:

- Personal Banking Information
- Personal Payment Information

If you did not initiate this change, or if you need assistance, contact CIBC Mellon Retiree Assistance at 1-800-565-0479 (North American callers) or 1-519-873-2218 (International callers), Monday through Friday, between 8:30 a.m. and 6 p.m., Eastern Time.

To access the site, please visit <https://planmember.cibcmellon.com>

Please do not reply to this email. It has been automatically generated.

ATTENTION : This email originated outside your organization. Exercise caution before clicking links, opening attachments, or responding with personal information.

# Confirmation Email – Password Reset

Generated immediately upon making a password change

Date: Wed, Jan 10, 2024 at 1:42 PM

Subject: Your Pensioner Information Network - Plan Member Portal password has been changed / Votre mot de passe pour Réseau d'information des retraités - Portail destiné aux participants a été modifié

To: <lauralyn.barker@gmail.com>

Laura Barker

Dear Laura,

Your password for the Pensioner Information Network - Plan Member Portal, has been successfully changed. Please log in to access information regarding your plan.

If you did not initiate this password change, or if you need assistance, contact CIBC Mellon Retiree Assistance at 1-800-565-0479 (North American callers) or 1-519-873-2218 (International callers), Monday through Friday, between 8:30 a.m. and 6 p.m., Eastern Time.

To return to the site please visit <https://planmember.cibcmellon.com>

Please do not reply to this email. It has been automatically generated.

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Laura Barker

Madame ou Monsieur,

Votre mot de passe pour Réseau d'information des retraités - Portail destiné aux participants, a été modifié avec succès. Veuillez vous connecter pour accéder aux renseignements concernant votre régime.

Si vous n'avez pas demandé la modification de ce mot de passe, ou si vous avez besoin d'assistance, vous pouvez appeler l'aide aux retraités de CIBC Mellon au 1 800 565-0479 (appelants nord-américains) ou au 1 519 873-2218 (appelants internationaux), du lundi au vendredi, entre 8 h 30 et 18 h 00, heure de l'Est.

Pour revenir au site, veuillez vous rendre au <https://planmember.cibcmellon.com>

Veuillez ne pas répondre à ce courriel, car il s'agit d'un message généré automatiquement par notre système.

ATTENTION : This email originated outside your organization. Exercise caution before clicking links, opening attachments, or responding with personal information.

# PIN Member Portal

There are restrictions on certain fields for non-residents (edit access). This is due to special handling required for updating banking information and taxes.

## Non-Residents – Edit Restrictions

Category	What can participants update	Update
My Personal Information	Fields including; <ul style="list-style-type: none"><li>• Residential Address (determines tax withholding)</li><li>• Mailing Address (if different from Residential address)</li><li>• Email Address</li><li>• Telephone Number</li></ul>	Yes
Language Preference	Pensioner can change their preferred language for correspondence; <ul style="list-style-type: none"><li>• English</li><li>• French</li></ul>	Yes
Banking Information	Add or change banking information	Not available, due to special handling required
Additional Tax	Add or change additional tax	Not available, due to special handling required
Go-Green Indicator	Tax slips will be available in the Member Portal annually to view, print and download. These will also be printed and mailed to pensioners unless they 'go-green' and change the indicator to stop the printing and mailing of tax slips.	Yes

# PIN Member Portal

**Multiple Bank Accounts**  
For pensioner where they have a primary and secondary bank account for deposits, they will only be able to update their primary account information. If they try to update the secondary bank account a message will appear to contact CIBC Mellon for special handling.

## Members with multiple EFT payments

The screenshot displays the 'Pension Profile' page with the 'Banking information' tab selected. It shows two bank accounts:

- TD Canada Trust (Secondary Account):** Allocation of \$100.00, Transit number \*\*\*56, Institution number 004, and Account number \*\*\*4567.
- Royal Bank (Primary Account):** Allocation of 'All remaining dollars', Transit number \*\*\*99, Institution number 003, and Account number [redacted].

A message box titled 'How to update my banking information' is overlaid on the page, stating: 'Please contact CIBC Mellon Retiree Assistance at 1-800-565-0479 (North American callers) or 1-519-873-2218 (International callers), Monday through Friday, between 8:30 a.m. and 6 p.m. Eastern Time.' Arrows point from this message box to the 'How to update' link and the 'Secondary Account' label.

# PIN Member Portal

**Multiple Bank Accounts**  
Pensioners can update  
their primary bank account  
information.

## Members with multiple EFT payments

### Update My Information

Contact information **Banking information** Tax information Communication preferences

- 1 Update
- 2 Review
- 3 Confirmation

#### Update my banking information

Update the following information to change where your pension payment is deposited. NOTE: Only information for Canadian primary bank accounts can be updated online. Please contact CIBC Mellon for any other change to the way you receive your payments.

**Direct deposit information** ⓘ

Transit number (5 digits)

Institution number (3 digits)  
  
Royal Bank

Account number (between 5 and 15 digits)

Sample check



ⓘ Your banking information changes may not take effect until after your next pension payment.

**THANK**

**YOU**

CIBC MELLON