PSP Modernization Overview

Webinar for the Pensions Sector

For awareness and discussion

Financial Services Regulatory Authority of Ontario

Date: November 10, 2026

Speakers:
Sylvie Charest, *Head, Strategic Initiatives, Pensions, FSRA*
Abhishek Choubey, Director, Strategic Initiatives, Pensions, FSRA

Ontario

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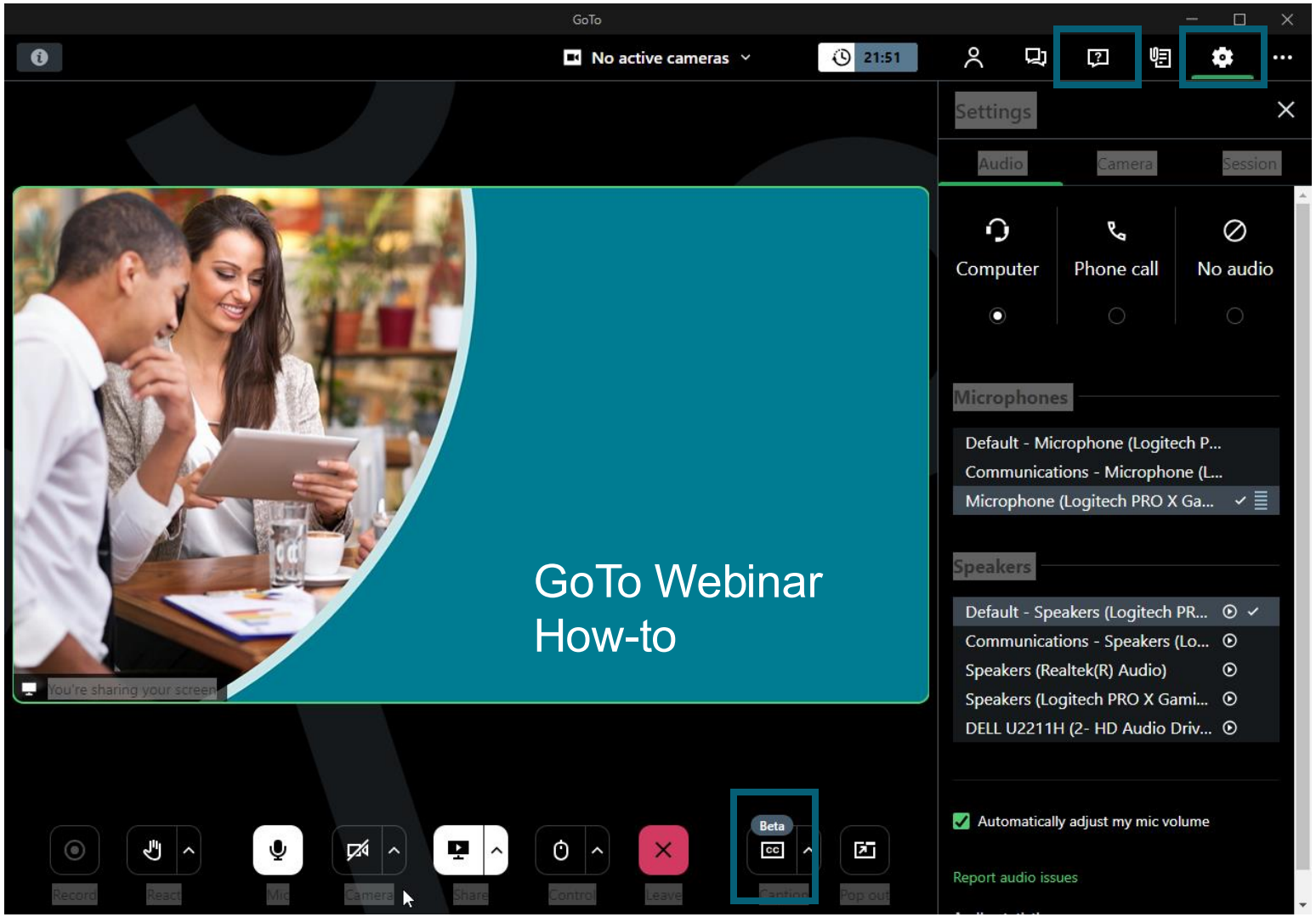

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Agenda

- Land acknowledgement
- Background
- PSP modernization specifics
- Questions
- Thank you

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Financial Services Regulatory Authority of Ontario

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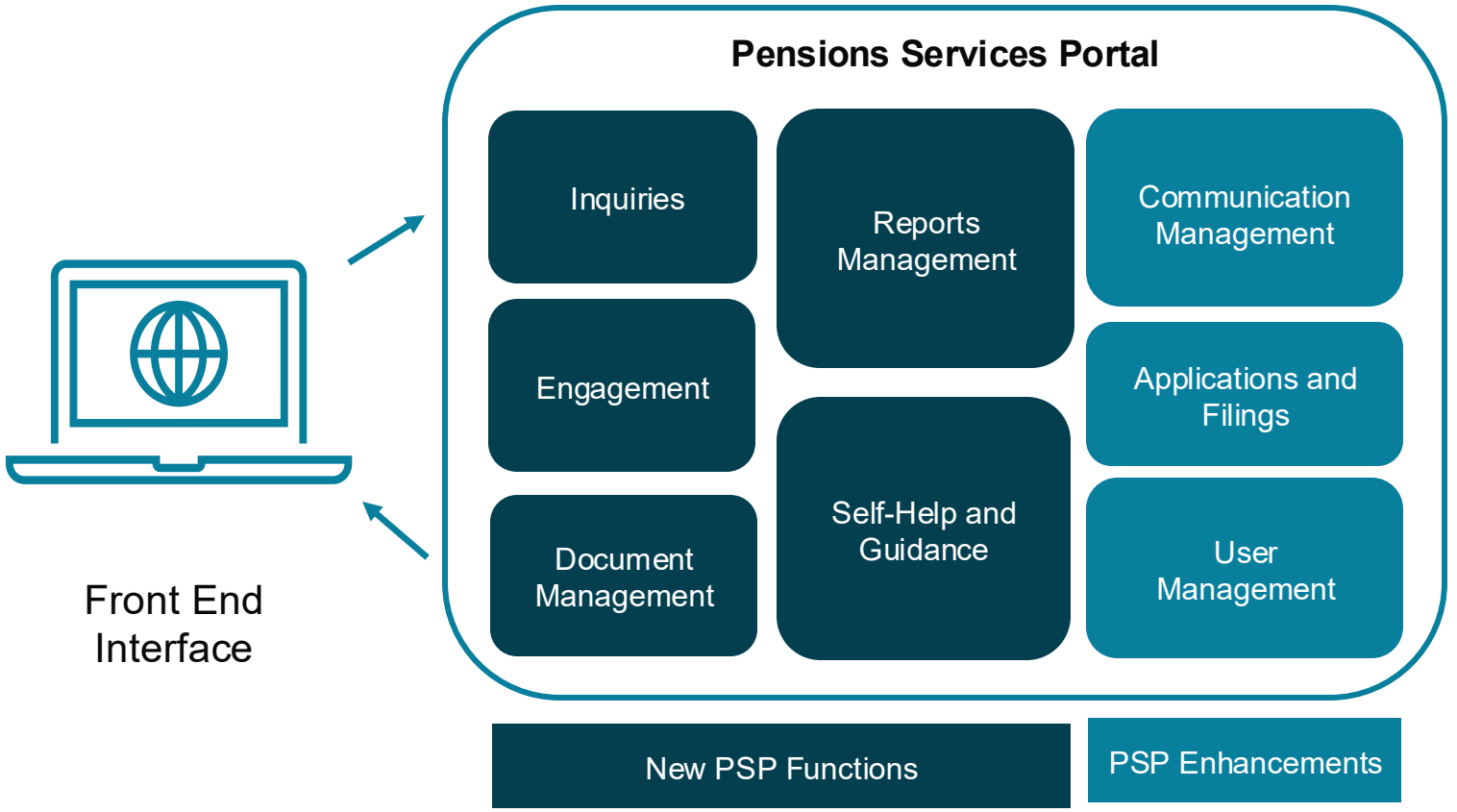
Background

1. The Pensions Services Portal (PSP) is being modernized by enhancing existing modules and adding functionalities:
    i. In response to Sector concerns and feedback (efficiencies, convenience)
    ii. To improve security of data and interactions
    iii. To reduce Sector burden and enhance usefulness of PSP
2. PSP pilot open to Sector users in Spring 2027 - requesting volunteers
3. Target go-live is Fall 2027 (after September 30th filings)
4. Next Steps
    i. Pilot preparations
    ii. Go-live preparations

PSP Enhancements



What remains unchanged?

1. PSP web address
2. Login credentials
3. Service level agreements
4. Existing forms and contents
5. Legislative mandates
    - Filing timelines
6. Historical data

PSP Enhancements

Communication Management

User · Portal · FSRA / Officer

1. **Start an interaction**
   Open the relevant PSP item
   User
2. **Provide context**
   Add details and supporting files
   User
3. **Record the activity**
   Create a traceable case record
   Portal
4. **FSRA responds**
   Act or request more information
   FSRA / Officer
5. **Retain the communication**
   Keep the full case history
   FSRA / Officer

✓ **Communication recorded** The full interaction remains connected to the case and available for review.

Key benefits

- Interactions and supporting files stay connected to the case
- Event-driven updates keep stakeholders informed
- Message Centre provides one auditable communication history

PSP Enhancements

Applications and Filings

● User ● Portal ● FSRA / Officer

1 **Complete the application**
Enter and submit information
User

2 **Confirm receipt**
Validate and create the case
Portal

3 **Review the filing**
Request more information if needed
Pension Officer

4 **Complete the decision**
Approve or complete the filing
Pension Officer

5 **Deliver the outcome**
Message Centre and case summary
Portal

✓ **Application complete** The user receives the decision, correspondence, and case summary in PSP.

Key benefits

- Real-time case creation and validations reduce errors
- Communications and documents stay connected to the filing
- A complete audit trail and final correspondence remain available

New PSP Functions

Inquiries Management

● User ● Portal ● FSRA / Officer

1. **Start a request**
   Select the inquiry type
   User
2. **Provide details**
   Submit a secure structured form
   User
3. **Create the case**
   Validate and acknowledge receipt
   Portal
4. **Review the request**
   FSRA follows up when needed
   FSRA / Officer
5. **Share the resolution**
   Notify users and retain history
   FSRA / Officer

Request resolved A secure, traceable inquiry record remains available in PSP.

Key benefits

- Secure PSP forms replace email-based inquiries
- Front-loaded validation improves submission quality
- Message Centre keeps actions, updates, and history together

New PSP Functions

Engagement Management

● User ● Portal ● FSRA / Officer

1

Create the engagement
Open a PRISM case

FSRA / Officer

2

Raise the request
Send a query or meeting request

FSRA / Officer

3

Notify users
Email and Message Centre alert

Portal

4

Collaborate
Respond and exchange information

User

5

Receive the resolution
Outcome and engagement summary

User

Engagement completed Participants receive the outcome and the engagement record remains available.

Key benefits

- Structured engagements support multiple stakeholders
- Automated notifications and iterative collaboration occur in PSP
- Message Centre retains one complete engagement record

New PSP Functions

Document Management

● User ● Portal ● FSRA / Officer

1 **Publish a document**
FSRA makes content available
FSRA / Officer

2 **Open documents**
Access the plan document area
User

3 **Search and filter**
Find current or archived content
Portal

4 **Review or download**
Access depends on permissions
User

5 **Record activity**
Maintain an audit trail
Portal

Information accessed Stakeholders can review documents directly, with access and downloads recorded.

Key benefits

- Documents are available in one secure, centralized location
- Permission-based access supports current and archived content
- Downloads and document activity are recorded

New PSP Functions

Reports Management

● User ● Portal ● FSRA / Officer

1. **Publish content**
   FSRA makes reports available
   FSRA / Officer
2. **Open reports**
   Access the reports dashboard
   User
3. **Search and filter**
   Find the required report or dataset
   Portal
4. **Review or download**
   Access based on permissions
   User
5. **Record activity**
   Maintain a traceable download record
   Portal

Information accessed Users can find and download current or historical information without an inquiry.

Key benefits

- Users can search and download reports and datasets from Reports Dashboard
- Public, private, and archived content follows access rights
- Report activity is recorded for traceability

New PSP Functions

Self-Help and Guidance

● User ● Portal ● FSRA / Officer

1. **Identify need**
   Help is needed available during a task
   User
2. **Choose the help path**
   Use the resources available
   User
3. **Find guidance**
   Search, filter, or use help field
   User
4. **Use the guidance**
   Review online or download a PDF
   User
5. **Complete the task**
   Return to the filing or finish review
   Portal

Help found Users can continue their task with the right guidance at the right time.

Key benefits

- Help is available without leaving the filing process
- Searchable guidance and PDF downloads support self-service
- Users can raise an inquiry when guidance is not sufficient

Pilot Program

Proposed Pilot Program Readiness Roadmap

Pilot group setup
FSRA confirms participants for pilot program

FSRA mobilizes pilot group
Complete planning and user story allocation

FSRA collects and works on feedback
Complete remedies and prepare for go-live



FSRA completes development
Complete development
Execute quality assurance

Pilot group executes pilot scenarios

Go-live!

Notes:

A. Pilot is an initiative for collaborative change management and providing feedback of the modernized PSP workings
B. Expected efforts required by participants – approximately 40 hours of time spread over 8 weeks (e.g., April and May)
C. Pilot Group will collaborate with FSRA using emails/ online working sheets (no meetings)

Pilot Program

Sector users suggested for pilot program

Suggested PSP functions by participating user group

New PSP function

Enhanced PSP function

SUGGESTED MODULES FOR PILOT BY USER GROUPS		
Plan Administrators DC, SEPP, MEPP, JSPP	**DB Service Providers (ACX/TPA)**	**DC Service Providers**
Inquiries	Inquiries	Inquiries
Engagements		
Document Management	Document Management	Document Management
Reports / Dashboard	Reports / Dashboard	Reports / Dashboard
Self-Help	Self-Help	Self-Help
Forms & Applications	Forms & Applications	Forms & Applications
Alerts & Notifications	Alerts & Notifications	Alerts & Notifications
User Management		

Pilot coverage balances shared core functions with role-specific modules

Interested in being a pilot program volunteer?



Questions

Interested in being a pilot program volunteer?



Thank You

A recording of this webinar, transcript, copy of this presentation deck and answers to questions will be posted to the webinars page on FSRA website.