

FAQ

CBBenefits has partnered with Eckler to bring you access to a financial planning platform called **Guided Outcomes™** or **GO**. We've pulled together some top-of-mind questions about the platform.

REGISTERING

1. How do I register — what are the steps?

Go to cbbenefits.guidedoutcomes.ca and follow these steps:

RETURNING USERS:

- Select **Get Started** and enter the same email and password that you used to register.
- Then follow the multi-factor authentication prompts.

FIRST-TIME USERS:

- Select **Sign Up**
- Enter any **email** to get started and create a new **password**
- Accept the terms and conditions – you must do this to access GO
- Select one multi-factor authentication option:
 - **Google Authenticator** (or similar) – and follow the on-screen instructions;
 - Or, **Phone**.
 - If you enter **Phone**, select text message or voice call to get the verification code; and
 - Follow the on-screen instructions and enter the verification code you received.
- Confirm your employer/pension plan administrator and identity:
 - Enter **CBBenefits** as your employer/pension plan administrator's name;
 - Enter your **Canada Life ID** as the registration code.
 - To get your Canada Life ID:
 - Log in to the CanadaLife@Work website;
 - Click the **profile icon** in the top right; corner and select **Plan details** from the drop-down menu;
 - Once there, scroll down to **Savings Plans**;
 - Your Certificate Number is your Canada Life ID.
- Enter the following information (it's important to provide the details that match the information on file at Canada Life):
 - Postal code
 - Date of birth.

JOHN DOE
jdoe@hotmail.com

Your profile

Plan details

Change password

Contact us

Sign out

GETTING TO KNOW... GO!

2. What's included in GO

There are five modules that you can use:

GO Dream: Plan for your goals

GO Plan: See where your money is going

GO Retire: Learn if you're on track for your retirement goals

GO Live: See how much income you'll have each year and how long you'll need it for

GO Learn: Get expert articles, tips and recommendations on financial and retirement planning

3. What type of information will I need to enter into GO?

When you first log in, the tool will be pre-populated with information that your employer and/or retirement plan administrator has on file. This information will appear on the **My Information** and **My Money** screens. You'll also see the "as of" date for this pre-populated information as it will be updated periodically when your employer or plan administrator provides new data.

To ensure the tool has your full financial picture, you should also enter some important details on the **My Money** screen:

- Income sources – like your gross salary, which includes your pre-tax base earnings and, if applicable, any housing allowance or value of housing provided
 - *Note: You can find your gross salary on your pay stub*
- Additional income, personal savings and assets
- Your debts – such as your mortgage
- Income, assets and debts for your spouse (if applicable)

4. Is my information safe?

Yes! GO prioritizes keeping your information secure and uses current best practices in safeguarding your information. Keeping your data secure is a top priority. Any information you provide in the tool will be saved for future use but will **not** be shared with any third parties for them to sell you financial products. Aggregate, anonymous data may be shared with your employer or industry research groups to help them understand overall financial wellness trends.

5. Do I need to use all of the modules?

It's up to you! GO Dream and GO Plan are suitable for all ages and stages – you'll get a chance to set some savings goals and get a better understanding of your spending habits.

GO Retire can help determine if you're on track to meeting your savings goals for retirement. Even if retirement is far away, this tool is a must – the sooner you can adjust your savings strategy for retirement, the better.

The GO Live module is targeted toward individuals who are closer to retirement, so they can begin planning how they'll spend their savings during retirement.

With GO Learn (and it's always a good time to learn), you can find out more about the areas that are of most interest to you now and save topics that may be of interest to you later in your financial wellness journey.

6. Do I have to enter my spouse's information in GO?

It's up to you. If you and your spouse live together and share living expenses and assets, it's beneficial to have both of your information in the tool so you're getting a complete financial picture that's more accurate to your personal situation.

7. Do I have to enter my sex at birth?

It's up to you. We use your sex at birth to estimate your life expectancy, so providing this detail enables a more accurate projection. If you decide to not enter your sex at birth, we'll use the average life expectancy.

8. I'm not sure what to do in each module – are there instructions?

If you need some additional information about a module that you're using, go to the *menu bar* in the top-left corner and select **Get More Help**. Then, check out the section called "Learn more about your GO journey."

9. Can I access the GO platform if I leave the organization?

Access to the GO platform is provided when you join the Retirement & Savings program. If you leave the organization, you will have access to the GO platform for as long as you have money in the program.

10. Now that I have access to the GO platform, do I need to work with a financial advisor to support my financial planning?

The GO platform is designed to provide you with tools and resources to help you with your financial planning goals. We encourage you to seek professional tax, investment, estate and legal advice to support your financial planning and help you reach your retirement and savings goals.

11. I have questions about GO — who should I contact?

Email us at go@eckler.ca or call **1-888-985-0798**.

If you are looking for information about your retirement programs, or where you can obtain financial planning assistance, please contact CBBenefits at info@cbbenefits.ca or **905-821-5407**.

MORE ABOUT THE MODULES

12. Tell me more about GO Dream.

GO dream is a tool that helps you think about your savings goals, and then set a realistic timeline so you can achieve them. You can set multiple goals at a time (for example, saving for a short-term need like a vacation and a longer-term need like your child's tuition).

You'll see a visual summary of all your savings goals and, importantly, your progression toward them. Better yet, the amount you're saving for your goals will automatically be included in the GO Plan module for easier planning.

13. Tell me more about GO Plan.

GO Plan is your go-to for getting a handle on your money. You'll get a summary of your expenses so you can see if you're living within your means or if you need to scale back. You'll also see how your spending compares to people just like you!

Your spending is shown by category – e.g., food, transportation, housing – and each type of expense is also classified as **essential** or **non-essential**. (This is helpful if you need to trim some spending – you can start with the non-essentials.)

What's really great is that you can enter expenses that you know, but for things you may not know (e.g., your monthly spend on groceries), the module will pull in an average based on your income level and province.

You can track more than one scenario at a time – for example, you may have one plan for now and one for retirement. If a life event comes up, you can also add a new scenario to see how it affects your planning.

14. Tell me more about GO Retire.

GO Retire leverages the best thinking and accepted standards in the industry to answer questions like, ***"When can I retire?"*** and ***"How much should I be saving?"***

- It starts by estimating how your expenses will change in retirement
- Then, it reviews all of the sources of income available to you. Sources like your employer pension and Canada/Quebec Pension Plan will already be factored in, along with any savings you entered on the **My Money** screen

You'll see your "retirement score" out of 100 – showing to what extent your savings will be able to fund the same lifestyle during retirement as during your working years. If your score is lower than 100, you'll get a sense as to how your life would change and you can work toward improving your score – e.g., what if I retired one year later? Two years later?

You'll also be able to see the assumptions used to calculate your score in the section **How is this calculated?**

15. Tell me more about GO Live.

GO Live shows how you'll receive income during retirement, whether or not it will be guaranteed income, and where that income will come from.

You'll see a breakdown of your income each year, for each component – e.g., your pension, Canada/Quebec Pension Plan (C/QPP) benefit, Old Age Security (OAS) benefit. You'll also be able to see how long you're expected to live based on some assumptions and actuarial standards.

With GO Live, you can model the impact of:

- Adjusting the date when you start receiving C/QPP or OAS
 - Changing your target retirement date to see the impact of your yearly cashflow in retirement.
- This information can be broken down into spendable income, workplace plans, C/QPP, OAS, personal savings and fixed expenses.

16. Tell me more about GO Learn.

GO Learn offers education about a wide range of financial planning topics. You can mark your favourites and then come back to refresh your learning.

The information in GO Learn is from trusted resources that are not trying to sell you anything. Making sure you feel knowledgeable and confident about your finances is the number one priority!

Watch this video:

