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Procurement Canada

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Pension members client service feedback survey 2025-2026 - #001

Analysis Report

Public Services and Procurement Canada (PSPC)

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Table of contents

1.0 Summary	3
1.1 Background and objectives	3
1.2 Key findings	4
1.3 Extrapolating the results to a broader audience	5
1.4 Political Neutrality Certification	5
2.0 Methodology	6
2.1 Sample planning and data collection	6
2.2 Questionnaire	8
2.3 Calls Monitoring	8
2.4 Weighting	8
3.0 Note to readers	8
4.0 Results	9
4.1 Respondents' profile (unweighted data)	9
4.2 Pension Centre results	11
4.2.1 Reasons for contacting the Pension Centre (weighted data)	11
4.2.2 Satisfaction with the Pension Centre (weighted data)	11
4.2.3 Understanding the information provided by the Pension Centre (weighted data)	13
4.2.4 Strengths and things to improve with the Pension Centre (weighted data)	13
4.2.5 Contact Options	14
4.3 Online Portal results	15
4.3.1 Reasons for visiting the Online Portal (weighted data)	15
4.3.2 Satisfaction with the Online Portal (weighted data)	15
4.3.3 Understanding the information provided by the Online Portal (weighted data)	16
4.3.4 Strengths and things to improve on the Online Portal (weighted data)	17
4.3.5 Self-service Options	18
5.0 Conclusion	19
6.0 Appendix	20
Appendix A: Methodology	20
Appendix B: Email invitations sent	21
Appendix C: Data collection statistics (Respondents from the Pension Centre sample)	22
Appendix D: Response rate and margin of error	23
Appendix E: The weights	23
Appendix F: Additional notes	24
Appendix G: English questionnaire	25
Appendix H: French questionnaire	38

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Supplier Name: Advanis Inc.

July 2026

This report presents the results and methodological details for the ***Pension members client service feedback survey 2025-2026 - #001*** conducted by Advanis Inc. on behalf of Public Services and Procurement Canada (PSPC). The survey was administered among 1,679 pension members, between May 20, and June 17, 2026.

Ce rapport est aussi disponible en français sous le titre: Sondage sur la rétroaction du service à la clientèle des membres du régime de retraite 2025-2026 - #001.

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1.0 Summary

1.1 Background and objectives

Public Services and Procurement Canada (PSPC) provides day-to-day pension services through two service channels, the Government of Canada Pension Centre and the Pension Program secure employee portal, for pension plan members belonging to the Public Service, Canadian Forces, and Royal Canadian Mounted Police.

PSPC, in creating a culture of client service excellence, wishes to evolve service delivery based on feedback from its members. To that end, PSPC was seeking to measure member satisfaction with regards to the Pension Program's service delivery channels.

The primary objectives of the research were to:

- Assess members' (pension members) satisfaction of services offered by the Government of Canada Pension Centre during service calls or with any services used online by members.
- Assess pension members' ease of use, understanding and experience with pension online tools or content.
- Assess the importance that pension members place on different online web applications and future applications.

The probability-based study was conducted in English and French online and over the phone. Overall, 1,679 people completed the survey between May 20, and June 17, 2026. The data was weighted according to the pension group of the respondents (PSSA, CFSA, or RCMP) from the population of pension plan members that were in contact with the Government of Canada Pension Centre or accessed the Online Portal between April 11, 2026, and May 11, 2026. Pension Centre respondents and Online Portal respondents were weighted separately.

Twelve waves of this study were conducted between spring 2022 and spring 2025. For each of these waves, a report was provided to PSPC. This report presents the results for the thirteenth wave of the study.

The results will be used by PSPC to identify opportunities for improvements in the way they deliver services.

The total cost of this research was \$ 152,353.56 (\$ 38,088.39 per wave) including taxes.

1.2 Key findings

Pension Centre respondents

The main reason respondents called the Pension Centre was to request general information (44.9%). Generally, they found that the information provided was easy to understand (81.5% gave a score of at least 8 on a scale of 10).

Respondents who contacted the Pension Centre were for the most part satisfied with the service they received (86.8%). The aspects they were the most satisfied with were related to the staff. Indeed, they found the staff courteous (96.2%), helpful (90.4%) and knowledgeable (88.1%). They were less inclined to find that the automated phone system was easy to navigate, but the majority was still satisfied (78.0%).

When asked about the aspect they liked the most about their call to the Pension Centre, the most common answers were related to the agents' helpfulness (51.1%), their efficiency (31.8%) and their soft skills (27.8%).

Having better access to agents (25.0%), the knowledge and the information provided by the agents (21.9%), having an online access (17.9%), and the phone system (10.6%) were the aspects they thought could be improved the most.

Among different online/virtual contact options, Pension Centre respondents would be most likely to access their pension information from a home, personal computer (78.9%).

Online Portal respondents

The main reason for using the Online Pension Portal was to get a pension estimate (77.3%). The majority of those who used the Online Portal were satisfied with the service they received (88.6%). A proportion of 90.8% were satisfied with the ease of login into the portal, and 89.2% were satisfied with the ease of navigation within the portal.

76.1% said the information provided by the Online Portal was easy to understand (by giving a score of at least 8 on a scale of 10). Having the ability to estimate their pension was the aspect respondents liked the most (42.2%) followed by finding the portal user-friendly (34.7%).

Furthermore, the information (quality or quantity) was the element respondents would wish to see improved the most (41.3%), followed by the calculator (26.2%).

Online Portal respondents would be most likely to start or change retirement health and dental benefit coverage levels (75.3%) and start and complete the retirement process online (73.8%) if these self-service options were available.

1.3 Extrapolating the results to a broader audience

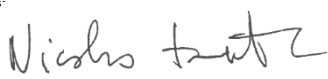
Since the target population only includes respondents who had recently called the Pension Centre or visited the Online Portal during a specific period, results cannot be extrapolated to another period or for the broader population. They can only be extrapolated for the specific period studied.

1.4 Political Neutrality Certification

Political neutrality certification

I hereby certify as Senior Officer of Advanis that the deliverables fully comply with the Government of Canada's political neutrality requirements outlined in the Policy on Communications and Federal Identity and the Directive on the Management of Communications.

Specifically, the deliverables do not include information on electoral voting intentions, political party preferences, standings with the electorate or ratings of the performance of a political party or its leaders.

Signed: 

Nicolas Toutant, Vice-President, Research and Evaluation

2.0 Methodology

2.1 Sample planning and data collection

The target population for the survey was both retired and active pension members, more specifically:

- Public Service Superannuation Plan active employees and retired members (PSSA), including Crown Corporation active employees and retired members.
- RCMP Superannuation Plan active officers and retired members (RCMPSA).
- Canadian Forces Superannuation Plan active regular force and reservists and retired members (CFSA)

This survey was sent to members of the target population who had recently called the Government of Canada Pension Centre or visited the Pension Program secure employee portal. To reach this population, Advanis used a multimodal approach. Potential Online Portal respondents were invited by email to participate in the survey. Potential Pension Centre respondents were also invited to participate in the web survey, and some were called using a computer-assisted telephone interviewing (CATI) methodology.

Two different samples were sent by PSPC. The first contained a list of active and retired members who recently called the Government of Canada Pension Centre. It included information to reach them by phone and by email. The second contained a list of active members who recently visited the Online Portal and had an email address and included information to reach them by email only.

Data collection started on May 20 and ended on June 17, 2026. A pretest took place on the phone on May 20, 2026. The Government of Canada's standards for pre-testing were adhered to, with pretests being conducted in both English and French. In total, 55 surveys were completed during the pretest. The pretest data was retained for the analysis.

Email invitations were sent for Online Portal potential respondents and Pension Centre potential respondents who had not answered the survey on the phone and had not stated their refusal. In total, 5,551 members were invited via email to participate in the study. On June 3, 2,968 Online Portal potential respondents were invited, and 2,583 potential Pension Centre respondents on June 3 and June 4. Up to two email reminders were sent to respondents who had not yet completed the survey and had not stated their refusal to participate. The last reminders were sent on June 15, 2026.

Table 1: Number of initial invitations sent

Message ID	Purpose	Total Sent
1	Invitation (EN) (Online Portal)	2,333
2	Invitation (FR) (Online Portal)	635
3	Invitation (EN) (Pension Centre)	1,904
4	Invitation (FR) (Pension Centre)	679
Total		5,551

Data collection on the phone was performed from May 20 to June 4, 2026. A total of 3,138 members were called. Of those, 108 had a number that was no longer in service, a wrong number, or could not be reached for reasons related to their phone number. It is to be noted that 1,168 agreed to participate in the survey; however, 44 were not eligible.

In total, 1,679 respondents participated in the *Pension members client service feedback survey 2025-2026 - #001*. Of those 1,679, a total of 1,124 came from the Pension Centre potential respondents' sample file and 555 came from the Online Portal potential respondents' sample file. All respondents invited from the Online Portal sample file answered the web survey. A total of 558 members invited as Pension Centre respondents answered the survey on the phone and 566 answered on the web.

For the study among respondents contacted from the Pension Centre sample, the response rate was calculated by dividing the number of respondents (1,124) by the number of eligible members in the sample (3,440) for a response rate of 32.7% and a margin of error of +/- 2.86%, 19 times out of 20.

For respondents contacted from the Online Portal sample, the response rate was calculated by dividing the number of respondents (555) by the number of initial email invitations who reached potential respondents (2,915). Hence the response rate for the Online Portal portion of this study was 19.0%. The margin of error was +/- 4.10%, 19 times out of 20.

However, in the questionnaire, respondents were first asked if they had called the Government of Canada Pension Centre or used the Online Portal most recently. This allowed them to confirm if they should answer the survey as members who called the Pension Centre or visited the Online Portal. Hence, some respondents answered the Online Portal survey even if they were invited as Pension Centre respondents, and vice versa, as they likely had accessed both services recently. We then ended up with 981 Pension Centre respondents and 698 Online Portal respondents. For both populations, the margin of error is calculated based on the respondents' source sample, not the respondent grouping after Q1 routing.

2.2 Questionnaire

The *Pension members client service feedback survey 2025-2026 - #001* was designed by PSPC. The questionnaire was programmed by Advanis in both English and French. An electronic version of the survey was provided to PSPC for review at several steps. A final version in both official languages for both CATI and web was created and sent to PSPC for approval.

The average survey length was 4 minutes and 48 seconds for completing the web survey and 9 minutes and 12 seconds for completing the survey over the phone.

2.3 Calls Monitoring

The data collection period started after the questionnaire had been validated and tested.

The interviewers' work schedule extended from 4:00 p.m. to 9:00 p.m. Monday to Friday, and from 10:00 a.m. to 6:00 p.m. on Saturdays and Sundays. Occasionally, interviewers began calling earlier if requested by a respondent (appointments monitoring).

The call-back plan distributed calls during the day and over the weekend at different hours.

2.4 Weighting

The data was weighted according to the pension group of the respondents (PSSA members, CFSA members or RCMP members). Pension Centre and Online Portal respondents were weighted separately. The weights were calculated using the population files sent by PSPC. The list contained all members who had called the Pension Centre or who have visited the Online Portal and consented to participate between April 11, 2026, and May 11, 2026.

3.0 Note to readers

The respondents answered the survey in light of their experience with either the Pension Centre or the Online Portal. Hence, the survey results section of this report is divided in two subsections. The section referring to Pension Centre respondents presents the survey results for those who had recently called the Pension Centre. The section referring to Online Portal respondents presents results for those who had recently visited the Pension Program secure employee portal.

All survey results are presented excluding "Don't know" answers from the base of valid responses.

Readers should also keep in mind that the total for percentages presented in tables and charts may not sum to exactly 100.0% due to rounding.

4.0 Results

4.1 Respondents' profile (unweighted data)

A proportion of 58.4% of respondents had recently called the Pension Centre. The others had recently visited the Online Portal (41.6%).

Table 2: Respondent type

Type	Counts	%
Pension Centre	981	58.4%
Online Portal	698	41.6%
Total	1,679	100.0%

Unweighted data – Q1: Most recently, did you call the Government of Canada Pension Centre or use the Employee Online Pension Portal?

Most Pension Centre respondents were PSSA members (80.9%). A proportion of 16.2% were CFSA members, and the remaining were part of the RCMP pension group (2.9%). For Online Portal respondents, the majority were PSSA members (82.7%), while 12.3% were CFSA members and 5.0% were RCMP members.

Table 3: Pension group

Pension group	Pension Centre (%)	Online Portal (%)
n =	981	698
PSSA	80.9%	82.7%
CFSA	16.2%	12.3%
RCMP	2.9%	5.0%
Total	100.0%	100.0%

Unweighted data – Sample field

Pension Centre respondents were still employed in a proportion of 50.3%, while 49.7% were retired or had another status (including survivors and non-retired, but not currently working for the Government of Canada). The vast majority of Online Portal respondents was currently employed (91.0%).

Table 4: Status

Status	Pension Centre (%)	Online Portal (%)
n =	981	698
Active (currently employed)	50.3%	91.0%
Non-Active (retired) and others	49.7%	9.0%
Total	100.0%	100.0%

Unweighted data - D1: As of today, what is your status at the Government of Canada Pension Centre?

A proportion of 45.4% of Pension Centre respondents willing to give their age were between 40 and 59 years and the same proportion was 60 years old or older, while 9.2% were less than 40. Among Online Portal respondents, 68.6% were between 40 and 59 years old, 19.7% were 60 or older and 11.7% were less than 40 %.

Table 5: Age

Age	Pension Centre (%)	Online Portal (%)
n =	971	694
Less than 40	9.2%	11.7%
40 to 59	45.4%	68.6%
60 or older	45.4%	19.7%
Total	100.0%	100.0%

Unweighted data -D2: What age group do you fall under?

A proportion of 65.3% of Pension Centre respondents were not members of a visible minority, living with a disability, LGBTQ2+ or Indigenous. This was also the case for 60.9% of Online Portal respondents.

Table 6: Population groups

Population groups*	Pension Centre (%)	Online Portal (%)
n =	981	698
None	65.3%	60.9%
Persons with disabilities	11.6%	8.3%
Members of a visible minority	11.0%	12.8%
Indigenous peoples	3.4%	3.3%
2SLGBTQI+	3.3%	3.7%
Prefer not to answer	7.7%	12.5%

Unweighted data -D3: Do you belong to any of the following groups?

*Multiple selections were allowed at this question.

Among Pension Centre respondents willing to give their gender, 52.2% were female and 47.6% were male. A proportion of 53.5% of Online Portal respondents identified as female and 46.3% as male.

Table 7: Gender

Gender	Pension Centre (%)	Online Portal (%)
n =	952	669
Male	47.6%	46.3%
Female	52.2%	53.5%
Non-Binary	0.2%	0.1%
Other	0.0%	0.0%
Total	100.0%	100.0%

Unweighted data -D4: Please identify your gender.

4.2 Pension Centre results

4.2.1 Reasons for contacting the Pension Centre (weighted data)

The main reasons for calling the Pension Centre were to request general pension information, a form or documentation (44.9%), and to request an estimate of their pension (21.0%).

Table 8: Reasons for calling the Pension Centre

What was the purpose of your call to the Pension Centre?*	Pension Centre (%)
n =	978
Request general pension information, a form or documentation	44.9%
Request an estimate of my pension	21.0%
Obtain an update on pension payments or return of contribution	14.6%
Update my profile	13.3%
Request a buyback estimate and/or apply to buy back service	12.9%
Change in life events	10.3%
Request a transfer value estimate	4.9%
Medical insurance/coverage/payment/benefits	4.5%
Income tax related	4.3%
Related to early retirement	2.8%
Other	8.0%

Q2a: What was the purpose of your call to the Pension Centre?

*Multiple selections were allowed at this question.

4.2.2 Satisfaction with the Pension Centre (weighted data)

Overall, most Pension Centre respondents were satisfied with the service they received (86.8%). More specifically, 60.7% were very satisfied and 26.1% were satisfied. Satisfaction was lower for those who are less than 40 compared to the other age groups (71.1%).

Table 9: Satisfaction with the service received

How would you rate your experience with the service you received?	Pension Centre (%)
n =	981
NET Satisfied	86.8%
NET Dissatisfied	6.0%
Very Satisfied	60.7%
Satisfied	26.1%
Neutral	7.2%
Dissatisfied	3.8%
Very Dissatisfied	2.2%
Total	100.0%

Q5: How would you rate your experience with the service you received?

The courteousness of the staff was the item respondents were the most satisfied with (96.2%), followed by the helpfulness of the staff (90.4%). The ease of navigating the automated phone system was the item they were the least satisfied with (78.0%).

Respondents that are less than 40 years old were less inclined to be satisfied with all the different aspects compared to other members.

Table 10: Satisfaction with different aspects of the Pension Centre

How would you rate your satisfaction related to the following?	Satisfied (%)	Neutral (%)	Dissatisfied (%)	Total (%)
The courteousness of staff (n = 979)	96.2%	2.5%	1.3%	100.0%
The helpfulness of staff (n = 981)	90.4%	5.2%	4.5%	100.0%
The knowledge level of staff (n = 980)	88.1%	7.0%	4.9%	100.0%
The clarity of the information provided to you (n = 979)	87.0%	6.8%	6.2%	100.0%
The timeliness of the service you received (n = 976)	86.9%	6.4%	6.7%	100.0%
The ease of navigating the automated phone system (n = 945)	78.0%	14.4%	7.5%	100.0%

Q3a: Thinking back on your recent experience when calling the Government of Canada Pension Centre, how would you rate your satisfaction related to the following?

4.2.3 Understanding the information provided by the Pension Centre (weighted data)

Most (81.5%) considered that the information provided was easy to understand by giving a score of at least 8 on a 10-point scale, while 15.6% gave a score ranging from 4 to 7 and 2.9% gave a score of 1 to 3. CFSA respondents (73.4%) and those less than 40 (67.3%) were less inclined to find the information easy to understand compared to others. PSSA respondents (83.4%) and those 60 or older (84.8%) were more inclined to find the information easy to understand compared to others.

Table 11: Understanding the information provided

Was the information you were provided easy or difficult to understand?	Pension Centre (%)
n =	970
NET (8 to 10)	81.5%
NET (4 to 7)	15.6%
NET (1 to 3)	2.9%
Total	100.0%

Q4: On a scale of one to 10, was the information you were provided easy or difficult to understand?

4.2.4 Strengths and things to improve with the Pension Centre (weighted data)

When respondents were asked what they liked most of their interaction with the Pension Centre, more than half (51.1%) reported that agents they have interacted with were helpful, knowledgeable, or were able to provide answers. A proportion of 31.8% praised the efficiency of the Pension Centre and the agents' soft skills were mentioned by 27.8% of respondents.

Table 12: Most liked aspect of a respondent's call with the Pension Centre

Overall, what is the one thing you liked most about your call with the Government of Canada Pension Centre?*	Pension Centre (%)
n =	692
Agents are helpful/knowledgeable/provide answers	51.1%
Efficiency (ex: quick/easy to access/short delays)	31.8%
Agents' soft skills (ex: friendly, courteous, polite)	27.8%
Talking to a real person	9.1%
General comment about customer services	5.7%
Other	4.2%

Q7a: Overall, what is the one thing you liked most about your call with the Government of Canada Pension Centre?

*Multiple selections were allowed at this question.

Improving access to agents which includes wait times on the phone and having different opening hours (25.0%), having more knowledgeable staff (21.9%), the need for an online access (17.9%), and improving the phone system (10.6%), are the most mentioned suggestions to improve the interaction with the Pension Centre.

Table 13: Aspect that could be improved on most to improve interaction with the Pension Centre

Overall, what is the one thing you believe could be improved on most to make your call with the Government of Canada Pension Centre a more positive experience?*	Pension Centre (%)
n =	456
Improving access to agents (e.g., wait times, opening hours, ease of access)	25.0%
More knowledgeable staff/agent training/consistency and quality of information/ability to give information	21.9%
Online access (e.g., requests online access, online services or ability to communicate online)	17.9%
Phone system	10.6%
Delays (e.g., processing, receiving documents, emails)	7.9%
Better inter-department/agency communication	5.1%
Website/portal improvements	3.4%
Follow-up, updates	2.5%
Agents' soft skills	2.2%
Paperwork (amount/quality)	1.4%
Other	12.0%

Q8a: Overall, what is the one thing you believe could be improved on most to make your call with the Government of Canada Pension Centre a more positive experience?

*Multiple selections were allowed at this question.

4.2.5 Contact Options

Among Pension Centre respondents, accessing personal pension information from a personal computer is the contact option they would be the most likely to use (78.9% gave a score of at least 8 on a 10-point likeliness scale). The contact option respondents would be the least likely to use is a webchat or Instant Messaging (42.3%).

Table 14: Contact options (Pension Centre respondents)

How likely or unlikely would it be for you to use the following contact options?	NET (8 to 10)	NET (4 to 7)	NET (1 to 3)	Total (%)
Accessing personal pension information from a home, personal laptop (n = 963)	78.9%	14.0%	7.2%	100.0%
Virtual meeting (Audio/Video call) with Pension Centre (n = 958)	60.3%	25.3%	14.4%	100.0%
Receiving text (SMS) notices/reminders (n = 954)	57.0%	24.1%	18.9%	100.0%
Mobile application (n = 939)	53.9%	24.9%	21.2%	100.0%
Webchat/IM (Instant Messaging) with Pension Centre (n = 945)	42.3%	28.2%	29.5%	100.0%

Q6a: On a scale of 1 to 10, how likely or unlikely would it be for you to use the following contact options if they were available?

4.3 Online Portal results

4.3.1 Reasons for visiting the Online Portal (weighted data)

Getting a pension estimate was by far the main reason for using the Online Portal (77.3%). The second most common reason was to designate or update beneficiary information (15.4%) followed by checking a service buyback status (13.9%) and updating personal information (13.3%).

Table 15: Reasons for using the Online Portal (Online Portal respondents)

What was the reason for your use of the Online Pension Portal?*	Online Portal (%)
Generate a pension estimate (n=698)	77.3%
Designate or update my beneficiary information (n=669)**	15.4%
Check a service buyback status (n=698)	13.9%
Update personal information (address, contact details, etc.) (n=698)	13.3%
To answer a question / get information (n=698)	7.5%
Related to early retirement(n=698)	3.5%
Other (n=698)	7.7%

Q2b: What was the reason for your use of the Online Pension Portal?

*Multiple selections were allowed at this question.

** This answer choice was only shown to CFSA or PSSA respondents.

4.3.2 Satisfaction with the Online Portal (weighted data)

A proportion of 88.6% of Online Portal respondents mentioned they were satisfied with the service they received. More specifically, 42.4% were very satisfied and 46.2% were satisfied with the service. Those less than 40 years old were proportionally less satisfied (79.3%) than those who were older.

Table 16: Satisfaction with the service received

How would you rate your experience with the service you received?	Online Portal (%)
n =	698
NET Satisfied	88.6%
NET Dissatisfied	4.5%
Very Satisfied	42.4%
Satisfied	46.2%
Neutral	6.9%
Dissatisfied	3.5%
Very Dissatisfied	1.0%
Total	100.0%

Q5: How would you rate your experience with the service you received?

The ease of login into the portal was the element respondents were the most satisfied with (90.8%), followed by the ease of navigation within the portal (89.2%). The lowest ranking element (level of detail provided for pension estimates) was considered satisfactory by 83.2%.

Table 17: Satisfaction with different aspects of the Online Portal

How would you rate your satisfaction related to the following?	Satisfied (%)	Neutral (%)	Dissatisfied (%)	Total (%)
Ease of login into the portal (n = 694)	90.8%	5.3%	3.9%	100.0%
Ease of navigation within the portal (n = 696)	89.2%	9.1%	1.7%	100.0%
Relevance of information available on the main dashboard (n = 687)	86.6%	9.2%	4.2%	100.0%
Ease of generating pension estimate(s) (n = 660)	85.9%	8.9%	5.2%	100.0%
Ease of designating a beneficiary (n = 468)*	84.8%	12.1%	3.1%	100.0%
Level of detail provided for pension estimates (n = 670)	83.2%	12.2%	4.5%	100.0%

Q3b: Thinking back on your recent experience using the Online Pension Portal, how would you rate your satisfaction related to the following?

* This answer choice was only shown to PSSA or CFSa respondents.

4.3.3 Understanding the information provided by the Online Portal (weighted data)

The information provided by the Online Portal was easy to understand for the majority. A proportion of 76.1% gave a score of at least 8 on a 10-point scale, when evaluating how easy to understand the information was (10 meaning the information was easy to understand and 1 meaning they did not understand at all). Those who are less than 40 years old were less likely to think the information was easy to understand (63.3%)

Table 18: Understanding the information provided

Was the information you were provided, easy to understand?	Online Portal (%)
n =	689
NET (8 to 10)	76.1%
NET (4 to 7)	22.6%
NET (1 to 3)	1.3%
Total	100.0%

Q4: On a scale of one to 10, was the information you were provided, easy or difficult to understand?

4.3.4 Strengths and things to improve on the Online Portal (weighted data)

The most liked aspect of respondents' interaction with the Online Portal was the ability to estimate their pension (42.2%), followed by finding it user-friendly (34.7%). A proportion of 24.4% also mentioned enjoying the quality of the information provided.

Table 19: Most liked thing about respondent's interaction with the Online Portal

Overall, what is the one thing you liked most about your use of the Online Pension Portal?*	Online Portal (%)
n =	403
Ability to estimate pension/calculator	42.2%
User-friendly (ex: fast and easy to use/navigate)	34.7%
Quality of information	24.4%
Ability to access information	16.1%
Short delays (ex: no waiting time)	5.4%
General positive comments (e.g., good service, it's good, etc.)	4.5%
Positive comments about agents (e.g., being able to talk to an agent, knowledgeable, etc.)	0.3%
Other	3.8%

Q7b: Overall, what is the one thing you liked most about your use of the Online Pension Portal?

*Multiple selections were allowed at this question.

Among responses obtained, 41.3% of respondents said they would improve the amount or quality of information provided on the Online Portal. A proportion of 26.2% requested improvements or reported issues with the calculator, and 14.7% an increase of online capacities.

Table 20: Thing that could be improved on most to improve use of the Online Portal

What is the one thing you believe could be improved on most to make your use of the Online Pension Portal a more positive experience?*	Online Portal (%)
n =	288
Information (more information, quality of information, up to date information)	41.3%
Improvement or issues related to calculator	26.2%
Increase online capacities (e.g., ability to transfer documents online, ability for users to update information, ability to download documents/data)	14.7%
User-friendly/modernize online platform/make it less confusing	11.6%
Easier access (e.g., mobile app, being able to access outside of work system)	10.7%
Being able to get assistance (e.g., chat, having someone available to speak to)	5.2%
Short delays/faster response time/efficiency for online requests	4.3%
Access to pension statement or other related issues	0.6%
Other	5.2%

Q8b: Overall, what is the one thing you believe could be improved on most to make your use of the Online Pension Portal a more positive experience?

*Multiple selections were allowed at this question.

4.3.5 Self-service Options

Initiating or modifying retirement health and dental benefit coverage levels is the self-service option Online Portal respondents would be the most likely to use if available. Indeed, 75.3% reported they would use it by giving a score of at least 8 on a 10-point likeliness scale. It was followed by the ability to initiate and complete the retirement process online (73.8%).

Table 21: Self-service options (Online Portal respondents)

How likely would it be for you to use the following self-service options?	NET (8 to 10)	NET (4 to 7)	NET (1 to 3)	Total (%)
Start or Change Retirement Health and Dental Benefit Coverage Levels (n = 581)	75.3%	17.3%	7.4%	100.0%
Start and complete the Retirement Process online (n = 583)	73.8%	17.1%	9.1%	100.0%
Create an estimate to buy back prior service (n = 473)	67.0%	13.9%	19.2%	100.0%
Make an online payment for pension contributions you owe after a LWOP (n = 456)	63.4%	17.2%	19.5%	100.0%
Make an online payment when buying back prior service (n = 446)	61.3%	15.0%	23.7%	100.0%

Q6b: On a scale of 1 to 10, how likely or unlikely would it be for you to use the following self-service options in the pension portal if they were available?

5.0 Conclusion

Pension Centre respondents

Respondents were generally satisfied with the service they received when calling the Pension Centre (86.8%). They were especially satisfied with the courteousness (96.2%) of the staff.

When asked about what they like the most about the Pension Centre, finding that the agents were helpful, knowledgeable, and able to provide answers was the most recurrent theme about their interaction (51.1%), followed by the efficiency of the Pension Centre (31.8%).

Regarding suggestions for improvement, 25.0% suggested improving access to agents, 21.9% mentioned the need to improve the knowledge of the agents and the information provided, 17.9% highlighted the importance of online access, and 10.6% suggested improvements to the phone system.

Requesting general pension information, a form or documentation were the main reasons for calling the Pension Centre (44.9%). Overall, respondents also found the information they were provided easy to understand. Indeed, 81.5% gave a score of at least 8 on a 10-point scale regarding this aspect.

The contact option Pension Centre respondents would be the most likely to use was a personal computer (78.9%). The Webchat or Instant Messaging was the one they would be the least likely to use (42.3%).

Online Portal respondents

A majority of respondents used the Online Portal to get a pension estimate (77.3%) and 88.6% expressed satisfaction with the Online Portal's services. Regarding the usability of the Online Portal, a substantial majority of respondents were satisfied with the ease of login (90.8%), and the ease of navigation within the portal (89.2%). A proportion of 76.1% of respondents gave a score of at least 8 on a 10-point scale when asked about the Online Portal's ability to present information in an understandable manner.

While the ability to estimate their pension (42.2%) and its user-friendly aspect (34.7%) were the most liked things about the Online Portal, the information provided was mentioned as being the thing that could be improved on the most by 41.3% of respondents, followed by improvements related to the calculator (26.2%), and online capacities (14.7%).

The ability to start or change retirement health and dental benefit coverage levels is the self-service option respondents would be the most likely to use, with 75.3% of respondents expressing a likelihood of using it, followed by the ability to start and complete the Retirement Process online (73.8%). Conversely, having the ability make an online payment for pension contributions for leave without pay deficiencies or when buying back prior service were the least favored option, with respectively 63.4% and 61.3% expressing a likelihood of using them.

6.0 Appendix

Appendix A: Methodology

The *Pension members client service feedback survey 2025-2026 - #001* was designed by PSPC. The questionnaire was programmed by Advanis in both official languages.

The survey was administered among members of the target population who had recently called the Government of Canada Pension Centre or visited the Pension Program secure employee portal.

The target population was both retired and active pension members, more specifically:

- Public Service Superannuation Plan active employees and retired members (PSSA), including Crown Corporation active employees and retired members.
- RCMP Superannuation Plan active officers and retired members (RCMPSA).
- Canadian Forces Superannuation Plan active regular force and reservist and retired members (CFSA).

Online Portal users were sent an email inviting them to participate in a web survey. Potential Pension Centre respondents were invited to participate in the web survey as well. Some were also called using a computer-assisted telephone interviewing (CATI) methodology.

Two different samples were sent by PSPC. The first contained a list of 25,390 active and retired members who recently called the Government of Canada Pension Centre and included information to reach them by phone and by email. Of those, we only randomly retained 3,600 members. The second contained a list of 20,540 active members who recently visited the Online Portal and included information to reach them by email only. We randomly retained 2,968 members who had visited the Online Portal in late April or early May of 2026. Data collection started on May 20, 2026, and ended on June 17, 2026.

Between June 3 and June 4, we sent 2,583 invitations for Pension Centre users and 2,968 invitations for Online Portal users (5,551 in total). Up to two email reminders were sent to those who had not yet completed the survey and had not stated their refusal to participate.

Appendix B: Email invitations sent

Table 22: Emails sent

Email sent	Pension Centre	Online Portal	Total
1 - Initial invite	2,583	2,968	5,551
bounced	82	53	135
clicked	440	573	1,013
opened	1,181	1,038	2,219
sent	880	1,304	2,184
2 - First reminder	1,853	1,008	2,861
bounced	1	2	3
clicked	244	108	352
opened	994	607	1,601
sent	614	291	905
3 - Second reminder	121	0	121
bounced	1	0	1
clicked	10	0	10
opened	71	0	71
sent	39	0	39
Total	4,557	3,976	8,533

bounced: Invalid email address

clicked: Respondent clicked on the link included in the email

opened: Respondent read the email but did not click on the link

sent: Valid email address but no action was taken by the recipient

Appendix C: Data collection statistics (Respondents from the Pension Centre sample)

	Pension Center survey	%
AVAILABLE	3,600	100.0%
USED	3,600	100.0%
Not in service	89	2.5%
Duplicate	3	0.1%
No Phone number	0	0.0%
Not residential	0	0.0%
Problem with the line	7	0.2%
Fax	1	0.0%
Wrong number/Bounced email	8	0.2%
NOT VALID	108	3.0%
VALID	3,492	97.0%
Not eligible	44	1.3%
Language barrier	0	0.0%
Age - illness	8	0.2%
Other	0	0.0%
OUT OF SAMPLE	52	1.4%
SAMPLE	3,440	95.6%
No answer	401	11.7%
Answering Machine	1,263	36.7%
Appointments	270	7.8%
Incomplete	8	0.2%
Household refusal	166	4.8%
Respondent refusal	208	6.0%
Final refusal	0	0.0%
Prolonged absence	0	0.0%

Total Completes	1,124	32.7%
Web Completes	566	50.4%
CATI Completes	558	49.6%

% REFUSALS	10.9%
% COMPLETES	32.7%
RESPONSE RATE (CATI ONLY)	19.4%
RESPONSE RATE	32.7%

Appendix D: Response rate and margin of error

For the study among respondents contacted from the Pension Centre sample, the response rate was calculated by dividing the number of respondents (1,124) by the number of eligible members in the sample (3,440) for a response rate of 32.7% and a margin of error of +/- 2.86%, 19 times out of 20.

For respondents contacted from the Online Portal sample, the response rate was calculated by dividing the number of respondents (555) by the number of initial email invitations who reached potential respondents (2,915). Hence the response rate for the Online Portal portion of this study was 19.0%. The margin of error was +/- 4.10%, 19 times out of 20.

For both populations, the margin of error is calculated based on the respondents' source sample, not the respondent grouping after Q1 routing.

Appendix E: The weights

As previously mentioned, the data was weighted according to the pension group of the respondents (PSSA members, CFSA members or RCMP members). Pension Centre and Online Portal respondents were weighted separately. The weights were calculated using the population files sent by PSPC. The first list contained all members who had called the Pension Centre between April 11 and May 11, 2026. The Online Portal list contained members who had visited the Online Portal between April 29 and May 4, 2026.

As mentioned in section 1.3, results cannot be extrapolated to another period or for the broader population, since the target population only includes respondents who had recently called the Pension Centre or visited the Online Portal during a specific period.

Table 23: Weights

Weights by Pension Groups	Pension Centre	Online Portal
n =	981	698
(1) PSSA	0.961	1.063
(2) CFSA	1.193	0.760
(3) RCMP	1.018	0.546

Appendix F: Additional notes

When surveying only a sample of a broader population, there are always risks that results suffer from a non-response bias. This happens when characteristics of those who answered the survey differ from those who did not answer. For this study, several strategies were employed to increase response rates and reduce the effects of non-response bias. This includes communicating the purpose and importance of research at the beginning of the survey as well as reassuring respondents on the confidentiality of their responses and on the legitimacy of the survey.

Tabulated data were provided to PSPC in English and French as external documents. They were provided separately for the Pension Centre and Online Portal respondents. Weighted and unweighted results were provided.

Canada Pension Members Survey 2025-2026 wave 1



Government of Canada (Protected)

Language: English

CATIInt

Good afternoon/evening. My name is _____ of Advanis and I am calling on behalf of Public Services and Procurement Canada (PSPC).

I would like to speak to <<sample.name>>.

[IF THEY HAVE TO GET THE PERSON WE WANT TO TALK TO, WAIT UNTIL THAT PERSON PICKS UP THE PHONE AND RE-READ THE INTRO]

We are contacting members who called the Pension Center or accessed the Online Pension Portal in the last three months to learn more about your experience as a pension plan member when accessing our services. Feedback from you is essential to improve the services.

PLEASE VALIDATE Would you continue in English or in French?

The survey takes less than 10 minutes to complete. Your participation is voluntary and confidential. Your answers will remain anonymous.

Is this a safe and convenient time for you? May I continue?

[IF ASKED ABOUT THE LEGITIMACY OF THE SURVEY]:If you would like to verify the authenticity of this survey, please visit the Government of Canada Pension Centre web page (<https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pension-services/pension/cn-cu-eng.html>) or call the Government of Canada Pension Centre at 1-800-561-7930.

[IF ASKED ABOUT PRIVACY]:Your answers will remain anonymous and the information you provide will be administered according to the requirements of the Privacy Act, the Access to Information Act, and any other pertinent legislation.

[IF ASKED FOR AN ALTERNATIVE MEANS OF COMPLETING THE SURVEY]:If you experience any difficulties with the survey, or for an alternative means of accessing the survey, please contact Advanis by telephone at 1-866-509-6986 or by e-mail at : survey+pension25261@advanis.net

☐ 1 Yes, continue on the phone

- ☐ 3 Callback later
- ☐ 2 No - Refused

Refcontact *Show if CATInt refused (CATInt = 2)*

Thank you for your time. Good-bye.

Status Code: 1000

CBcontact *Show if CATInt1 callback (CATInt = 3)*

Arrange callback.

Status Code: 1001

wcag *Show if OfferWCAG (custom: <<current_mode_is("web")>> and <<offer_wcag()>>)*

Si vous préférez répondre au sondage en français, veuillez cliquer sur « Français ».

Public Services and Procurement Canada (PSPC) is conducting a survey to learn more about your experience as a pension plan member when accessing our services.

We are contacting members who called the Pension Center or accessed the Online Pension Portal in the last three months. Feedback from you is essential to improve the services.

Note: If you need to leave the survey and come back to it later, you may use the same link and the survey will resume where you left off.

Your participation is voluntary and confidential. Your answers will remain anonymous.

This survey is registered with the Canadian Research Insights Council's (CRIC) Research Verification Service. The project verification number is: 20260520-AD363. Click [here \(opens in a new window\)](https://www.canadianresearchinsightscouncil.ca/rvs/home/) (<https://www.canadianresearchinsightscouncil.ca/rvs/home/>) to verify the legitimacy of this survey.

If you experience any difficulties with the survey, or for an alternative means of accessing the survey, please contact Advanis by telephone at 1-866-509-6986 or by e-mail at : survey+pension2526@advanis.net (<mailto:survey+pension2526@advanis.net>)

- ☐ 1 Assistive Survey for those with a disability (Screen reader enabled)
- ☐ 2 Start Survey

record Show if isCATI (custom: <<current_mode_is("cati")>>)

Please be aware that this call may be recorded for quality assurance purposes and that your participation is voluntary. Your responses are confidential and will be grouped with those from other participants. This project also has been registered with the Canadian Research Insights Council.

Q1

Most recently, did you...?

(Show if Web) <<singleinstruction>>

- ☐ ₁ call the Government of Canada Pension Centre
- ☐ ₂ use the Employee Online Pension Portal

Q1a

(if Sample PSSA (pension_group = 1)) Based on the information we have, you accessed Pension Services for [Public service \(PSSA\)](#) .

Is that correct?

(if Sample CFSA (pension_group = 2)) Based on the information we have, you accessed Pension Services for [Canadian Forces \(CFSA\)](#).

Is that correct?

(if Sample RCMP (pension_group = 3)) Based on the information we have, you accessed Pension Services for [Royal Canadian Mounted Police \(RCMP\)](#).

Is that correct?

(Show if Web) <<singleinstruction>>

- ☐ ₁ Yes
- ☐ ₀ No

Q1b Show if Wrong sample value (Q1a = 0)

For which pension plan were you accessing Pension Services?

(Show if Web) <<singleinstruction>>

- ☐ ₁ Public service (PSSA) (Show if SAMPLE NOT PSSA (pension_group != 1))
- ☐ ₂ Canadian Forces (CFSA) (Show if SAMPLE NOT CFSA (pension_group != 2))
- ☐ ₃ Royal Canadian Mounted Police (RCMP) (Show if SAMPLE NOT RCMP (pension_group != 3))

Q2a Show if called pension center (Q1 = 1)

(Show if CATI) For the remainder of this survey, please respond based on your call to the Pension Centre.

What was the purpose of your call to the Pension Centre? Did you call...?

[IF DOES NOT REMEMBER CALLING THE PENSION CENTER]:We are surveying people who have contacted the Pension Centre in the last three (3) months.

READ LIST. RECORD ALL MENTIONS

(Show if Web) For the remainder of this survey, please respond based on your call to the Pension Centre.

What was the purpose of your call to the Pension Centre?

Select all that apply

- ☐ 1 To request an estimate of your pension *
- ☐ 2 To obtain an update on pension payments or return of contribution *
- ☐ 3 To request a transfer value estimate *
- ☐ 4 To request a buyback estimate and/or apply to buy back service *
- ☐ 5 To request general pension information, a form or documentation *
- ☐ 6 To update your profile (name, address, banking information, etc.) *
- ☐ 7 Change in life events (Enrollments, Marriage status, Supplementary Death Benefit) *
- ☐ 8 Other (please specify) _____

*Levels marked with * are randomized*

Q2b Show if used online portal (Q1 = 2)

(Show if CATI) For the remainder of this survey, please respond based on your experience with the Online Pension Portal.

What was the reason for your use of the Online Pension Portal? Was it...?

READ LIST. RECORD ALL MENTIONS

(Show if Web) For the remainder of this survey, please respond based on your experience with the Online Pension Portal.

What was the reason for your use of the Online Pension Portal?

Select all that apply

- ☐ ₁ Generate a pension estimate(s) *
- ☐ ₂ Update personal information (address, contact details, etc.) *
- ☐ ₃ Check a service buyback status *
- ☐ ₄ Designate or update my beneficiary information * *(Show if is CFSA OR PSSA (((Q1a = 1) AND (pension_group = 1)) OR ((Q1a = 1) AND (pension_group = 2)) OR (Q1b = 2) OR (Q1b = 1)))*
- ☐ ₅ Other (please specify): _____

*Levels marked with * are randomized*

Q3a *Show if called pension center (Q1 = 1)*

(Show if CATI) Thinking back on your recent experience when calling the Government of Canada Pension Centre, how would you rate your satisfaction related to the following? Would you say you are Very satisfied, Satisfied, Neutral, Dissatisfied or Very dissatisfied with...?

(Show if Web) Thinking back on your recent experience when calling the Government of Canada Pension Centre, how would you rate your satisfaction related to the following?

<<tableinstruction>>

1. The ease of navigating the automated phone system *
2. The courteousness of staff *
3. The helpfulness of staff *
4. The knowledge level of the staff *
5. The clarity of the information provided to you *
6. The timeliness of the service you received *

*Levels marked with * are randomized*

- ☐ ₁ Very satisfied
- ☐ ₂ Satisfied
- ☐ ₃ Neutral
- ☐ ₄ Dissatisfied
- ☐ ₅ Very dissatisfied
- ☐ ₋₈ Not applicable

Q3b *Show if used online portal (Q1 = 2)*

(Show if CATI) Thinking back on your recent experience using the Online Pension Portal, how would you rate your satisfaction related to the following? Would you say you are Very satisfied, Satisfied,

Neutral, Dissatisfied or Very dissatisfied with...?

(Show if Web) Thinking back on your recent experience using the Online Pension Portal, how would you rate your satisfaction related to the following?

<<tableinstruction>>

1. Ease of logging into the portal
2. Ease of navigation within the portal
3. Relevance of information available on the dashboard *
4. Ease of generating pension estimate(s) *
5. Level of detail provided for pension estimates *
6. Ease of designating a beneficiary * *(Show if is CFSA OR PSSA (((Q1a = 1) AND (pension_group = 1)) OR ((Q1a = 1) AND (pension_group = 2)) OR (Q1b = 2) OR (Q1b = 1)))*

*Levels marked with * are randomized*

- ☐ 1 Very satisfied
- ☐ 2 Satisfied
- ☐ 3 Neutral
- ☐ 4 Dissatisfied
- ☐ 5 Very dissatisfied
- ☐ -8 Not applicable

Q4

(Show if CATI) Was the information you were provided easy or difficult to understand?

Please use a scale of one to 10, where 1 means the information you were provided was **very difficult to understand** and 10 means it was **very easy to understand**,

IF NECESSARY: The information being referred to would be <<ExpertorPortal>>.

(Show if Web) On a scale of one to 10, was the information you were provided easy or difficult to understand?

The information being referred to would be <<ExpertorPortal>>. <<singleinstruction>>

- ☐ 10 10 - Very easy to understand
- ☐ 9 9
- ☐ 8 8
- ☐ 7 7
- ☐ 6 6
- ☐ 5 5
- ☐ 4 4
- ☐ 3 3

- ☐ 2 2
- ☐ 1 1 - Very difficult to understand
- ☐ -8 Not applicable

Q5

(Show if CATI) How would you rate your experience with the service you received? Were you...?

[\[READ LIST\]](#)

(Show if Web) How would you rate your experience with the service you received?

<<singleinstruction>>

- ☐ 1 Very satisfied
- ☐ 2 Satisfied
- ☐ 3 Neutral
- ☐ 4 Dissatisfied
- ☐ 5 Very dissatisfied

Q6a Show if called pension center (Q1 = 1)

(Show if CATI) On a scale of 1 to 10, where 1 means **Very unlikely** and 10 means **Very likely**, how likely or unlikely would it be for you to use the following contact options if they were available:

[\[READ LIST\]](#)

(Show if Web) On a scale of 1 to 10, how likely or unlikely would it be for you to use the following contact options if they were available:

<<tableinstruction>>

1. Accessing personal pension information from a home, personal laptop or desktop computer *
2. Receiving text (SMS) notices/reminders *
3. Webchat/IM (Instant Messaging) with Pension Centre *
4. Virtual meeting (Audio/Video call) with Pension Centre *
5. Mobile application *

*Levels marked with * are randomized*

- ☐ 10 10 - Very likely
- ☐ 9 9
- ☐ 8 8
- ☐ 7 7
- ☐ 6 6

- ☐ 5 5
- ☐ 4 4
- ☐ 3 3
- ☐ 2 2
- ☐ 1 1 - Very unlikely
- ☐ .9 Don't know

Q6b Show if used online portal (Q1 = 2)

(Show if CATI) On a scale of 1 to 10, where 1 means **Very unlikely** and 10 means **Very likely**, how likely or unlikely would it be for you to use the following self-service options in the pension portal if they were available:

[\[READ LIST\]](#)

(Show if Web) On a scale of 1 to 10, how likely or unlikely would it be for you to use the following self-service options in the pension portal if they were available:

<<tableinstruction>>

1. Create an estimate to buy back prior service (Service Buyback) *
2. Make an online payment for pension contributions you owe after a period of unpaid leave (LWOP) *
3. Start and complete the Retirement Process online *
4. Start or Change Retirement Health and Dental Benefit Coverage Levels *
5. Make an online payment when buying back prior service (Service Buyback) *

*Levels marked with * are randomized*

- ☐ 10 10 - Very likely
- ☐ 9 9
- ☐ 8 8
- ☐ 7 7
- ☐ 6 6
- ☐ 5 5
- ☐ 4 4
- ☐ 3 3
- ☐ 2 2
- ☐ 1 1 - Very unlikely
- ☐ .8 Not applicable
- ☐ .9 Don't know

Q7a Show if called pension center (Q1 = 1)

Overall, what is the one thing you liked most about your call with the Government of Canada Pension Centre?

(Show if CATI) Please do not include personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

(Show if Web) Please do not include personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

☐ -8 Prefer not to answer

Q7b Show if used online portal (Q1 = 2)

Overall, what is the one thing you liked most about your use of the Online Pension Portal?

(Show if CATI) Please do not include personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

(Show if Web) Please do not include personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

☐ -8 Prefer not to answer

Q8a Show if called pension center (Q1 = 1)

Overall, what is the one thing you believe could be improved on most to make your call with the Government of Canada Pension Centre a more positive experience?

(Show if CATI) Please do not include personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

(Show if Web) Please do not include personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

☐ .8 Prefer not to answer

Q8b Show if used online portal (Q1 = 2)

Overall, what is the one thing you believe could be improved on most to make your use of the Online Pension Portal a more positive experience?

(Show if CATI) Please do not include personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

(Show if Web) Please do not include personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

☐ .8 Prefer not to answer

D1

As of today, what is your status at the Government of Canada Pension Centre?

(Show if CATI) [READ LIST]

If the respondent says they will retire soon, consider them active (currently employed).

(Show if Web) <<singleinstruction>>

- ☐ 1 Currently employed
- ☐ 2 Currently retired
- ☐ 3 Formerly employed but not retired
- ☐ 4 Survivor
- ☐ 5 Other (Please specify) _____

D2

What age group do you fall into?

(Show if CATI) [READ LIST]

(Show if Web) <<singleinstruction>>

- ☐ 1 19 and under
- ☐ 2 20 - 29
- ☐ 3 30 - 39
- ☐ 4 40 - 49
- ☐ 5 50 - 59
- ☐ 6 60 - 69
- ☐ 7 70 or older
- ☐ -8 Prefer not to answer

D3

Do you belong to any of the following groups?

(Show if CATI) [READ LIST. RECORD ALL MENTIONS]

(Show if Web) Select all that apply

- ☐ 2 Indigenous peoples *
- ☐ 3 2SLGBTQI+ *
- ☐ 4 Persons with disabilities *
- ☐ 5 Members of a visible minority *
- ☐ 1 No, I do not belong to any of the population groups [(DO NOT READ) /] *(Exclusive)*
- ☐ 7 Prefer not to answer [(DO NOT READ) /] *(Exclusive)*

*Levels marked with * are randomized*

D4

(Show if CATI) Please identify your gender. Are you...?

(Show if Web) Please identify your gender:

<<singleinstruction>>

- ☐ 1 Male
- ☐ 2 Female
- ☐ 3 Non-Binary
- ☐ 4 Other (please specify) _____
- ☐ -8 Prefer not to answer

ENDWEB *Show if isWeb (custom: <<current_mode_is("web")>>)*

This is the end of the survey. On behalf of Public Services and Procurement Canada, we would like to thank you for your participation.

Public Services and Procurement Canada has contracted an independent public opinion research company, [Advanis \(opens in a new window\) \(http://advanis.net\)](http://advanis.net), to conduct the research on its behalf.



ADVANIS

(<http://www.advanis.ca>)

© 2026 Privacy Policy (<https://advanis.net/privacy-policy/english/>) CRIC Pledge

(<https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/CRIC-Pledge-to-Canadians.pdf>)

Status Code: -1

CATIEnd *Show if isCATI (custom: <<current_mode_is("cati")>>)*

We have asked you all of our questions. We hope you've found this interesting, and we sincerely thank you for your time.

Status Code: -1

Help Page

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content/uploads/2020/09/CRIC-Pledge-to-Canadians.pdf

CRIC verification number : 20260520-AD363

Contact info: Sue Day at 1-888-883-7094

If you are having stress/emotional difficulties at this time, it might help to talk to someone.
I have a toll free number I could give you if you are interested in talking to someone.

Canada: 1 833 456-4566 or if you prefer to send a SMS to one of their resources text 45645 (from 4pm to midnight) or call 1-800-273-TALK (1-800-273-8255)

US: 1-800-273-8255

Additionally you can call or text 9-8-8 for a safe space to talk, 24 hours a day, every day of the year.

Canada Pension Members Survey 2025-2026 wave 1

Government of Canada (Protected)



Langues français

CATIInt

Bonjour/Bonsoir. Je suis ____ de la firme Advanis et je vous appelle au nom de Services publics et Approvisionnement Canada (SPAC). J'aimerais parler à <<sample.name>>.

[SI ILS DOIVENT ALLER CHERCHER LA PERSONNE À QUI NOUS VOULONS PARLER, ATTENDEZ QU'ELLE PRENNE LE TÉLÉPHONE ET RELISEZ L'INTRODUCTION]

Nous contactons des personnes qui ont appelé le Centre des pensions ou utilisé le portail de pension en ligne au cours des trois derniers mois pour en savoir plus sur votre expérience en tant que membre du régime de retraite lorsque vous accédez à nos services. Votre rétroaction est essentielle pour améliorer les services.

Veillez VALIDER Préférez-vous continuer en français ou en anglais?

Ce sondage est d'une durée de moins de 10 minutes. Votre participation est volontaire et confidentielle. Vos réponses resteront anonymes.

Ce moment vous convient-il? Puis-je continuer?

[SI LE RÉPONDANT SE QUESTIONNE SUR LA LÉGITIMITÉ DU SONDAGE]: Si vous souhaitez vérifier l'authenticité de ce sondage, veuillez visiter le site web du Centre des pensions du gouvernement du Canada (<https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pension-services/pension/cn-cu-fra.html>) ou appelez le Centre des pensions du gouvernement du Canada au 1-800-561-7930.

[SI LE RÉPONDANT SE QUESTIONNE SUR LA CONFIDENTIALITÉ]: Vos réponses resteront anonymes et les informations recueillies seront administrées conformément à la Loi sur la protection des renseignements personnels, la Loi sur l'accès à l'information et toute autre législation pertinente.

[POUR UNE MANIÈRE ALTERNATIVE DE REMPLIR LE SONDAGE]: Si vous éprouvez des difficultés en lien avec le sondage ou souhaitez remplir le sondage à l'aide d'un moyen alternatif, veuillez contacter

Advanis par téléphone au 1-866-509-6986 ou par courriel au survey+pension25261@advanis.net.

- ☐ 1 Oui, continuer au téléphone
- ☐ 3 Appeler plus tard
- ☐ 2 Non - Refus

Refcontact *Montrer si CATInt refus (CATInt = 2)*

Merci pour votre temps. Au revoir.

Code de statut: 1000

CBcontact *Montrer si CATInt1 rendez-vous (CATInt = 3)*

Fixer un rendez-vous de rappel.

Code de statut: 1001

wcag *Montrer si WCAGoffert (personnalisation: <<current_mode_is("web")>> and <<offer_wcag()>>)*

If you prefer to complete the survey in English, please click on "English".

Services publics et Approvisionnement Canada (SPAC) mène une étude pour en savoir plus sur votre expérience en tant que membre du régime de retraite lorsque vous accédez à nos services.

Nous contactons des personnes qui ont appelé le Centre des pensions ou utilisé le portail de pension en ligne au cours des trois derniers mois. Votre rétroaction est essentielle pour améliorer les services.

Note: : Si vous devez remplir le sondage en plusieurs sessions, vous pouvez utiliser à nouveau le même lien et le sondage reprendra là où vous l'avez laissé.

Votre participation est volontaire et confidentielle. Vos réponses resteront anonymes.

Cette enquête est enregistrée auprès du Conseil de recherche et d'intelligence marketing canadien (CRIC). Le numéro de vérification du projet est : 20260520-AD363. Cliquez [ici \(s'ouvre dans une nouvelle fenêtre\)](https://www.canadianresearchinsightscouncil.ca/rvs/home/?lang=fr) (<https://www.canadianresearchinsightscouncil.ca/rvs/home/?lang=fr>) pour vérifier l'authenticité de cette enquête.

Si vous éprouvez des difficultés en lien avec le sondage ou souhaitez remplir le sondage à l'aide d'un moyen alternatif, veuillez contacter Advanis par téléphone au 1-866-509-6986 ou par courriel au survey+pension2526@advanis.net (<mailto:survey+pension2526@advanis.net>)

- ☐ 1 Sondage assisté pour les personnes souffrant d'un handicap (lecteur d'écran activé)
- ☐ 2 Commencer le sondage

record *Montrer si esCATI (personnalisation: <<current_mode_is("cati")>>)*

Sachez que cet appel pourrait être enregistré à des fins d'assurance qualité et que votre participation est volontaire. Vos réponses sont confidentielles et seront regroupées avec celles des autres participants. Ce projet est également enregistré auprès du Conseil de recherche et d'intelligence marketing canadien.

Q1

Plus récemment, avez-vous...?

(Montrer si Web) <<singleinstruction>>

- ☐ 1 Appelé le Centre des pensions du gouvernement du Canada
- ☐ 2 Utilisé le portail de pension en ligne des employés

Q1a

(si (pension_group = 1)) Selon les informations dont nous disposons, vous avez accédé aux Services de pension pour [la fonction publique \(LPFP\)](#) .

Est-ce exact?

(si (pension_group = 2)) Selon les informations dont nous disposons, vous avez accédé aux Services de pension pour [les Forces canadiennes \(CFSA\)](#) .

Est-ce exact?

(si (pension_group = 3)) Selon les informations dont nous disposons, vous avez accédé aux Services de pension pour [la Gendarmerie royale du Canada \(GRC\)](#) .

Est-ce exact?

(Montrer si Web) <<singleinstruction>>

- ☐ 1 Oui
- ☐ 0 Non

Q1b Montrer si Mauvaise information d'échantillon (Q1a = 0)

Pour quel régime de retraite avez-vous eu recours aux services de pension ?

(Montrer si Web) <<singleinstruction>>

- ☐ 1 Fonction publique (LPFP) (Montrer si (pension_group != 1))
- ☐ 2 Forces canadiennes (CFSA) (Montrer si (pension_group != 2))
- ☐ 3 Gendarmerie royale du Canada (GRC) (Montrer si (pension_group != 3))

Q2a Montrer si a appelé le Centre des pensions (Q1 = 1)

(Montrer si CATI) Pour le reste de cette enquête, veuillez répondre en fonction de votre appel au centre des Pensions.

Quel était le but de votre appel au Centre des pensions? Avez-vous appelé...?

[SI NE SE SOUVIENT PAS D'AVOIR APPELÉ LE CENTRE DES PENSIONS]: Nous sondons les personnes ayant contacté le centre des pensions au cours des trois (3) derniers mois.

Sélectionnez toutes les réponses qui s'appliquent

(Montrer si Web) Pour le reste de cette enquête, veuillez répondre en fonction de votre appel au Centre des Pensions

Quel était le but de votre appel au Centre des pensions?

Sélectionnez toutes les réponses qui s'appliquent

- ☐ 1 Pour demander une estimation de votre pension *
- ☐ 2 Pour obtenir une mise à jour sur les versements de pension ou le remboursement des cotisations *
- ☐ 3 Pour demander une estimation de la valeur de transfert *
- ☐ 4 Pour demander un devis de rachat et/ou appliquer au rachat de service *
- ☐ 5 Pour demander des renseignements généraux sur la pension, un formulaire ou de la documentation *
- ☐ 6 Pour mettre à jour votre profil (nom, adresse, informations bancaires, etc.) *

- ☐ 7 En raison d'événements de la vie (inscriptions, statut matrimonial, prestations supplémentaires de décès) *
- ☐ 8 Autre (veuillez préciser) : _____

** Ces niveaux sont présentés dans un ordre aléatoire*

Q2b *Montrer si a utilisé le portail en ligne (Q1 = 2)*

(Montrer si CATI) Pour le reste de cette enquête, veuillez répondre en fonction de votre expérience avec le portail de pension en ligne.

Pour quelle raison avez-vous utilisé le portail de pension en ligne? Était-ce pour..?

LIRE LA LISTE. ENREGISTRER TOUTES LES MENTIONS

(Montrer si Web) Pour le reste de cette enquête, veuillez répondre en fonction de votre expérience avec le portail de pension en ligne.

Pour quelle raison avez-vous utilisé le portail de pension en ligne?

Sélectionnez tout ce qui s'applique

- ☐ 1 Générer une ou plusieurs estimations de pension *
- ☐ 2 Mettre à jour les informations personnelles (adresse, coordonnées, etc.) *
- ☐ 3 Vérifier le statut d'un rachat de service *
- ☐ 4 Désigner ou mettre à jour mes informations de bénéficiaire * *(Montrer si is CFSA OU PSSA (((Q1a = 1) ET (pension_group = 1)) OU ((Q1a = 1) ET (pension_group = 2)) OU (Q1b = 2) OU (Q1b = 1)))*
- ☐ 5 Autre (veuillez préciser) : _____

** Ces niveaux sont présentés dans un ordre aléatoire*

Q3a *Montrer si a appelé le centre des pensions (Q1 = 1)*

(Montrer si CATI) En pensant à votre expérience récente lors de votre appel au Centre des pensions du gouvernement du Canada, comment évalueriez-vous votre satisfaction à l'égard des éléments suivants? Diriez-vous que vous êtes Très satisfait(e), Satisfait(e), Neutre, Insatisfait(e) ou Très insatisfait(e) avec...?

(Montrer si Web) En pensant à votre expérience récente lors de votre appel au Centre des pensions du gouvernement du Canada, comment évalueriez-vous votre satisfaction à l'égard des éléments suivants?

<<tableinstruction>>

1. La facilité de navigation dans le système téléphonique automatisé *
2. La courtoisie du personnel *

3. La serviabilité du personnel *
4. Le niveau de connaissance du personnel *
5. La clarté des informations qui vous ont été données *
6. La ponctualité du service que vous avez reçu *

** Ces niveaux sont présentés dans un ordre aléatoire*

- ☐ 1 Très satisfait(e)
- ☐ 2 Satisfait(e)
- ☐ 3 Neutre
- ☐ 4 Insatisfait(e)
- ☐ 5 Très insatisfait(e)
- ☐ -8 Ne s'applique pas

Q3b *Montrer si a utilisé le portail en ligne (Q1 = 2)*

(Montrer si CATI) En pensant à votre récente expérience d'utilisation du portail de pension en ligne, comment évalueriez-vous votre satisfaction pour chacun des éléments suivants? Diriez-vous que vous êtes Très satisfait(e), Satisfait(e), Neutre, Insatisfait(e) ou Très insatisfait(e) avec...?

(Montrer si Web) En pensant à votre récente expérience d'utilisation du portail de pension en ligne, comment évalueriez-vous votre satisfaction pour chacun des éléments suivants?

<<tableinstruction>>

1. Facilité de connexion au portail
2. Facilité de navigation sur le portail
3. Pertinence des informations disponibles sur le tableau de bord principal *
4. Facilité à générer des estimations de pension *
5. Niveau de détail fourni pour les estimations des pensions *
6. Facilité à désigner un bénéficiaire * *(Montrer si is CFSA OU PSSA (((Q1a = 1) ET (pension_group = 1)) OU ((Q1a = 1) ET (pension_group = 2)) OU (Q1b = 2) OU (Q1b = 1)))*

** Ces niveaux sont présentés dans un ordre aléatoire*

- ☐ 1 Très satisfait(e)
- ☐ 2 Satisfait(e)
- ☐ 3 Neutre
- ☐ 4 Insatisfait(e)
- ☐ 5 Très insatisfait(e)
- ☐ -8 Ne s'applique pas

Q4

(Montrer si CATI) Les informations qui vous ont été fournies étaient-elles faciles ou difficiles à comprendre?

Veuillez utiliser une échelle de 1 à 10, où 1 signifie que les informations étaient **très difficiles** à

comprendre et 10 signifie **très faciles à comprendre**.

SI NÉCESSAIRE: L'information à laquelle nous faisons référence proviendrait <<ExpertorPortal>>.

(Montrer si Web) Sur une échelle de 1 à 10, les informations qui vous ont été fournies étaient-elles faciles ou difficiles à comprendre?

L'information à laquelle nous faisons référence proviendrait <<ExpertorPortal>>. <<singleinstruction>>

- ☐ 10 10 - Très faciles à comprendre
- ☐ 9 9
- ☐ 8 8
- ☐ 7 7
- ☐ 6 6
- ☐ 5 5
- ☐ 4 4
- ☐ 3 3
- ☐ 2 2
- ☐ 1 1 - Très difficiles à comprendre
- ☐ -8 Ne s'applique pas

Q5

(Montrer si CATI) Comment évalueriez-vous votre expérience avec le service que vous avez reçu? Étiez-vous...?

[LIRE LA LISTE]

(Montrer si Web) Comment évalueriez-vous votre expérience avec le service que vous avez reçu?

<<singleinstruction>>

- ☐ 1 Très satisfait(e)
- ☐ 2 Satisfait(e)
- ☐ 3 Neutre
- ☐ 4 Insatisfait(e)
- ☐ 5 Très insatisfait(e)

Q6a Monter si a appelé le centre des pensions (Q1 = 1)

(Montrer si CATI) Sur une échelle de 1 à 10, où 1 signifie **Pas du tout probable** et 10 signifie **Très probable**, quelle est la probabilité que vous utilisiez les options de contact suivantes si elles vous

étaient offertes :

[\[LIRE LA LISTE\]](#)

(Montrer si Web) Sur une échelle de 1 à 10, quelle est la probabilité que vous utilisiez les options de contact suivantes si elles vous étaient offertes :

<<tableinstruction>>

1. Accéder aux renseignements personnels sur le régime de retraite à partir d'un ordinateur personnel (portable ou de bureau) *
2. Recevoir des rappels/notifications par message texte (SMS) *
3. Clavardage/messagerie instantanée avec le Centre des pensions *
4. Rencontre virtuelle (audio/vidéo) avec le Centre des pensions *
5. Application mobile *

** Ces niveaux sont présentés dans un ordre aléatoire*

- ☐ 10 10 - Très probable
- ☐ 9 9
- ☐ 8 8
- ☐ 7 7
- ☐ 6 6
- ☐ 5 5
- ☐ 4 4
- ☐ 3 3
- ☐ 2 2
- ☐ 1 1 - Pas du tout probable
- ☐ -9 Ne sais pas

Q6b Montrer si a utilisé le portail en ligne (Q1 = 2)

(Montrer si CATI) Sur une échelle de 1 à 10 où 1 signifie **Pas du tout probable** et 10 signifie **Très probable**, quelle serait la probabilité que vous utilisiez les options de libre-service suivantes, dans le portail de pension, si elles étaient disponibles :

[\[LIRE LA LISTE\]](#)

(Montrer si Web) Sur une échelle de 1 à 10, quelle est la probabilité que vous utilisiez les options de libre-service suivantes, dans le portail de pension, si elles étaient disponibles :

<<tableinstruction>>

1. Créer un estimé pour racheter une période de service passée (rachat de service) *
2. Effectuer un paiement en ligne pour des cotisations de pension que vous devez payer après une période de congé non payé (CNP) *

3. Commencer et compléter le processus de retraite en ligne *
4. Commencer ou modifier les niveaux de couverture des soins de santé et des soins dentaires à la retraite *
5. Effectuer un paiement en ligne lors d'un rachat de service antérieur *

** Ces niveaux sont présentés dans un ordre aléatoire*

- ☐ ₁₀ 10 - Très probable
☐ ₉ 9
☐ ₈ 8
☐ ₇ 7
☐ ₆ 6
☐ ₅ 5
☐ ₄ 4
☐ ₃ 3
☐ ₂ 2
☐ ₁ 1 - Pas du tout probable
☐ ₋₈ Ne s'applique pas
☐ ₋₉ Ne sais pas

Q7a Montrer si a appelé le centre des pensions (Q1 = 1)

Dans l'ensemble, quelle est la chose, s'il y en a une, que vous avez le plus appréciée dans votre appel avec le Centre des pensions du Gouvernement du Canada?

(Montrer si CATI) Veuillez ne pas inclure d'informations d'identification personnelle (par exemple, nom, adresse courriel, numéro de téléphone, adresse postale), car tout ce que vous entrez peut être partagé avec le commanditaire de cette recherche.

(Montrer si Web) Veuillez ne pas inclure d'informations d'identification personnelle (par exemple, nom, adresse courriel, numéro de téléphone, adresse postale), car tout ce que vous entrez peut être partagé avec le commanditaire de cette recherche.

- ☐ ₋₈ Je préfère ne pas répondre

Q7b Montrer si a utilisé le portail en ligne (Q1 = 2)

Dans l'ensemble, quelle est la chose que vous avez le plus appréciée dans votre utilisation du portail de pension en ligne?

(Montrer si CATI) Veuillez ne pas inclure d'informations d'identification personnelle (par exemple, nom, adresse courriel, numéro de téléphone, adresse postale), car tout ce que vous entrez peut être partagé avec le commanditaire de cette recherche.

(Montrer si Web) Veuillez ne pas inclure d'informations d'identification personnelle (par exemple, nom, adresse courriel, numéro de téléphone, adresse postale), car tout ce que vous entrez peut être partagé avec le commanditaire de cette recherche.

☐ -8 Je préfère ne pas répondre

Q8a Montrer si a appelé le centre des pensions (Q1 = 1)

Dans l'ensemble, quelle est la chose qui pourrait être améliorée le plus pour faire de votre appel avec le Centre des pensions du Gouvernement du Canada une expérience plus positive?

(Montrer si CATI) Veuillez ne pas inclure d'informations d'identification personnelle (par exemple, nom, adresse courriel, numéro de téléphone, adresse postale), car tout ce que vous entrez peut être partagé avec le commanditaire de cette recherche.

(Montrer si Web) Veuillez ne pas inclure d'informations d'identification personnelle (par exemple, nom, adresse courriel, numéro de téléphone, adresse postale), car tout ce que vous entrez peut être partagé avec le commanditaire de cette recherche.

☐ -8 Je préfère ne pas répondre

Q8b *Montrer si a utilisé le portail en ligne (Q1 = 2)*

Dans l'ensemble, quelle est la chose qui pourrait être améliorée le plus pour faire de votre utilisation du portail de pension en ligne une expérience plus positive?

(Montrer si CATI) Veuillez ne pas inclure d'informations d'identification personnelle (par exemple, nom, adresse courriel, numéro de téléphone, adresse postale), car tout ce que vous entrez peut être partagé avec le commanditaire de cette recherche.

(Montrer si Web) Veuillez ne pas inclure d'informations d'identification personnelle (par exemple, nom, adresse courriel, numéro de téléphone, adresse postale), car tout ce que vous entrez peut être partagé avec le commanditaire de cette recherche.

☐ -8 Je préfère ne pas répondre

D1

En date d'aujourd'hui, quel est votre statut au Centre des pensions du gouvernement du Canada?

(Montrer si CATI) [LIRE LA LISTE]

Si le répondant dit qu'il prendra bientôt sa retraite, considérez-le comme actif (actuellement employé(e)).

(Montrer si Web) <<singleinstruction>>

- ☐ 1 Actuellement employé
- ☐ 2 Actuellement retraité
- ☐ 3 Anciennement employé, mais non retraité
- ☐ 4 Survivant
- ☐ 5 Autre (veuillez préciser) _____

D2

Dans quel groupe d'âge vous situez-vous?

(Montrer si CATI) [LIRE LA LISTE]

(Montrer si Web) <<singleinstruction>>

- ☐ 1 19 ans ou moins
- ☐ 2 20 à 29 ans

- ☐ 3 30 à 39 ans
- ☐ 4 40 à 49 ans
- ☐ 5 50 à 59 ans
- ☐ 6 60 à 69 ans
- ☐ 7 70 ans ou plus
- ☐ -8 Je préfère ne pas répondre

D3

Appartenez-vous à l'un des groupes suivants?

(Montrer si CATI) LIRE LA LISTE. ENREGISTRER TOUTES LES MENTIONS

(Montrer si Web) Sélectionnez toutes les réponses qui s'appliquent

- ☐ 2 Autochtones *
- ☐ 3 2ELGBTQI+ *
- ☐ 4 Personnes handicapées *
- ☐ 5 Membres d'une minorité visible *
- ☐ 1 Non, je n'appartiens à aucun de ces groupes [(NE PAS LIRE)] (Exclusif)
- ☐ 7 Je préfère ne pas répondre [(NE PAS LIRE)] (Exclusif)

** Ces niveaux sont présentés dans un ordre aléatoire*

D4

(Montrer si CATI) Veuillez identifier votre genre. Êtes-vous...?

(Montrer si Web) Veuillez identifier votre genre:

<<singleinstruction>>

- ☐ 1 Masculin
- ☐ 2 Féminin
- ☐ 3 Non-binaire
- ☐ 4 Autre (veuillez préciser) : _____
- ☐ -8 Préfère ne pas répondre

ENDWEB *Montrer si estWeb (personnalisation: <<current_mode_is("web")>>)*

Ceci est la fin de l'enquête. Au nom de Services publics et Approvisionnement Canada, nous tenons à vous remercier de votre participation.

Services publics et Approvisionnement Canada a mandaté une société indépendante de recherche sur l'opinion publique, [Advanis \(s'ouvre dans une autre fenêtre\)](https://advanis.net/fr/) (<https://advanis.net/fr/>), pour réaliser

l'étude en son nom.



(<https://advanis.net/fr/>)

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Code de statut: -1

CATIEnd *Montrer si estCATI (personnalisation: <<current_mode_is("cati")>>)*

Nous vous avons posé toutes nos questions. Nous espérons que vous avez trouvé le sondage intéressant et nous vous remercions sincèrement pour votre temps.

Code de statut: -1

Page d'aide

CRIC : Advanis est un membre enregistré du Conseil de recherche et d'intelligence marketing canadien. Advanis tient ses engagements. Vous pouvez les consulter au : <https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/Engagement-du-CRIC-aupres-des-Canadiens.pdf>

Numéro du vérification CRIC : 20260520-AD363

Information de contact: Sue Day au 1-888-883-7094

Si vous éprouvez du stress ou ressentez de la détresse psychologique en ce moment, il peut être utile d'en parler avec quelqu'un.

Je peux vous donner un numéro sans frais pour parler avec quelqu'un.

Québec: 1-866 APPELLE (1-866-277-3553) ou pour envoyer un SMS textez un intervenant au 535353
Canada : 1-833 456-4566 ou textez un intervenant (de 16h00 à minuit) au 45645.

De plus, vous pouvez téléphoner ou texter au 9-8-8 pour parler avec quelqu'un, 24 heures sur 24, tous les jours de l'année.