

SEPTEMBER 1, 2019 TO AUGUST 31, 2020

[ASEBP.CA](http://ASEBP.CA)



# ANNUAL REPORT

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# CHAIR'S MESSAGE

Drew Chipman

In a year that felt like many rolled into one, a few words come to mind: change, resiliency, and adaptability. Although 2020 brought many obstacles, adapting to a new rhythm to guide our work at ASEBP was a challenge that brought many opportunities for innovation and collaboration.

I've been an ASEBP Trustee for over a decade and what always resonates with me is how we, as an organization, strategize, adapt, and find new ways to thrive.

“

*We remain wellness leaders in the education sector, changing as we need to in order to support the education family.*

”

This year, in response to the pandemic, we pivoted to virtual meetings in order



to make timely decisions on measures to assist our covered members and employer groups. Due to the pandemic, the Trustees and I delegated temporary plan design changes to the CEO, which were needed in force majeure situations, allowing for a timely response to situations like the northern Alberta flooding.

In our efforts to be adaptable to change, the Trustees and I adjusted our strategic planning session from an in-person session scheduled for April 2020, to a hybrid approach in October 2020 in order to shape ASEBP's future. We are looking forward to continuing the great work from years past, leaning into our sustainability and innovation values as we set a bright path ahead.

As we stay focused on the future, we continued our governance effectiveness work, including establishing a framework for delegation of authority, along with guiding principles upon which to consider further delegation to management or advisors, thus allowing Trustees to focus on our mandate, governance, and oversight. We clarified respective roles of the CEO and Trustees in human capital oversight—encompassing the people in the organization; the culture, values, norms and ethics within which they work; the nature and capacity of leadership to align them; and the structures into which they are organized and supported to best deliver their work. We also started shaping what CEO succession planning looks like at ASEBP, which is currently in progress.

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*All of these activities will help ASEBP remain sustainable for a long and fruitful future ahead.*

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Alongside our efforts to adapt within this pandemic, we have been preparing some long-planned changes, such as readying our transition of ASEBP's trust arrangement from a Health and Welfare Trust to an Employee Life and Health Trust. We focused on attending to investments, an important aspect of ensuring the plan's long-term viability and approved a Short-Term Disability Management pilot program, which began in January 2021.

It's always important to celebrate successes, and 2020 brought moments of gratitude and celebration with it too. The Trustees and I recognized 16 ASEBP staff service milestones, ranging from five to 35 years of service, in July. We are proud of the work ASEBP staff do to ensure our employer groups and covered members receive the best care and support, whether they're navigating challenging times or shining brightly. Alongside ASEBP staff milestones, we welcomed two new ASEBP Trustees: Arlene Hrynyk—a long-serving school trustee at Northern Lights School Division—on February 20 and Natasha Shewchuk—assistant principal with Edmonton School Division—on August 11. And with our new additions to the team,



we said farewell to a long-standing Trustee, Chad Bowie, whose term ended on June 30. Thank you for all of your contributions over the years, Chad.

On behalf of the ASEBP Trustees, I proudly invite you to read through our 2020 Annual Report, featuring ways we have adapted to meet the needs of those who we want to have a positive impact on: employer groups and covered members alike—and continue to highlight the many avenues that ASEBP takes in order to be with you every step of the way.

**Drew Chipman**



## 2020 ASEBP TRUSTEES

Drew Chipman, CHAIR

Fred Kreiner, VICE-CHAIR

Holly Bilton

Evelyn Chan

Arlene Hrynyk

Doug Lerke

Shirene Napier

Kim Pasula

Daryl Scott

Natashya Shewchuk

## 2020 ASEBP EXECUTIVE

Kelli Littlechilds

CHIEF EXECUTIVE OFFICER

Jocelyn Plakas-Lock

CHIEF OPERATING OFFICER

Lucian Schulte

CHIEF INNOVATION AND FINANCE OFFICER

Dr. Carlyn Volume-Smith

STRATEGIC ADVISOR, STAKEHOLDER RELATIONS

# CEO'S MESSAGE

Kelli Littlechilds

Throughout 2020, I've learned that it's important to be flexible, put coping skills into action and reach out for help when we need it—no one should have to navigate this alone. Knowing that our plan is strong and tailored to the needs of a very important sector of society brings me immense pride as we are able to help our covered members and employer groups in even their most challenging of times.

“

*Although 2020 brought many challenges, we have found strength in uncertain times.*

”

I am proud of how ASEBP has been there for our covered members and employer groups, working as one big network, persisting and thriving in times of adversity. This year's report offers a broad overview of what collaboration, resiliency, and



adaptability looked like for ASEBP over the past year.

At ASEBP, we always aim to provide support that is unique to the education sector. With the rise of the pandemic, we were there to adapt to employer's needs, supporting our covered members every step of the way. For example, we extended the layoff provisions for benefit coverage from 90 to 180 days to allow for longer layoff periods with benefit support. We made this a permanent change to the plan, which was initially laid out during the first lockdown in March. Highlighting the multitude of supports through our Employee and Family Assistance Program helped ensure our covered members had access to mental health resources when they need them most.

We also created a financial uncertainty campaign to coincide with our mental health supports, to show the ties between financial health and overall well-being.

Amongst these milestones, our Trustees approved a sponsorship for ASEBP to work with the Alberta Teachers' Association and University of Calgary on a two-year research project. The Compassion Fatigue Study explores the experiences of education workers such as teachers, administrators and support staff, in order to identify situations that may lead a person to develop compassion fatigue and, potentially, burnout. The study's findings are expected to identify ways education workers can be supported both within schools and at home.

I'm personally moved by the flexibility of our entire education sector, working collaboratively to keep everyone safe, continuing to foster our future generations, amidst it all. Finding moments where we felt some buoyancy in what felt like an immeasurably heavy year, is definitely something to treasure and celebrate.

I am especially grateful and in awe of all of the ASEBP staff who pivoted to remote work over the course of one weekend, with a majority of staff continuing to work from home to this day, to do our part in reducing the risk of spreading COVID-19. My heart goes out to each and every one of you for supporting our employer groups and covered members. Your dedication to ensuring they receive the very best support each and every time they interact with us makes me very proud.

Despite the silver linings throughout a difficult year, I know that it is also ok to not be ok. It is always a good time to reach out for a helping hand or an ear to listen, whenever you need.

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“

*Know that ASEBP will wholeheartedly be there to support your health and well-being.*

”

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**Kelli Littlechilds**



# A LITTLE ABOUT US

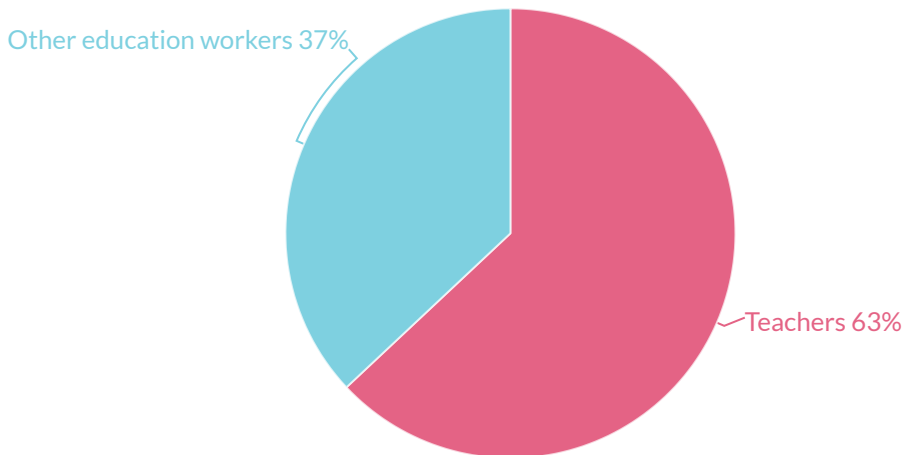
## Who We Serve (Total enrolment figures below as at June 1, 2020)

<

62, 229 Covered Members

▼

>



## 2019-20 Claims at a Glance (Claim expenses are based on service date)



2.0 million General  
Health Benefit\* claims



\$173.1 million in incurred General  
Health Benefit\* claims



630,622 eligible spending  
account claims



\$22.2 million in incurred spending  
account claims

\*Includes Extended Health Care, Dental Care, and Vision Care

# ACHIEVING WITH TECHNOLOGY

## Responding to a Global Pandemic

March 2020 saw the declaration of a global pandemic of COVID-19, the disease caused by the virus SARS-CoV-2. The months that followed were unprecedented for everyone—schools were shuttered, stay-at-home orders were implemented, and our workforce transitioned to mainly remote work over the course of a weekend.

In order to continue supporting our covered members and employer groups, we had to quickly pivot to digital avenues wherever possible, respond to changing benefit needs, and find ways to champion wellness in a very different environment. Here are some examples of our pandemic response:



Digital communication channels were leaned on more heavily, both internally and externally. A dedicated [COVID-19 page](#) was created on our public website, commonly used [forms](#) were made fillable as much as possible, and benefit presentations were moved online.



Employee engagement efforts shifted from traditional, in-person events to innovative campaigns like “Social from a Distance”, which consisted of eight weeks of virtual activities, contests, and wellness resources for employees. This encouraged employees to take care of themselves amidst the pandemic, which can in turn improve overall resilience.



The benefit layoff provision that outlines how long a covered member may be eligible for continued benefit coverage after being laid off was extended from 90 to 180 days, in response to the significant education sector layoffs during the pandemic.

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Personal Protective Equipment (PPE) was added as an eligible Wellness Spending Account (WSA) expense and PPE surcharges (e.g. a health care provider supplying a patient with a medical face mask to wear during their appointment and then charging it as an added expense on the final bill) were added as eligible Health Spending Account (HSA) expenses.



To better assist employers with large amounts of layoff and return to work transactions, we created bulk processes that reduced the employer's time spent completing the transactions.



Collaboration with Alberta Health Services and the Alberta Healthy School Community Wellness Fund resulted in meaningful school board wellness sessions. Our workplace wellness consultants also developed a [leadership guide to returning to the workplace](#) and led virtual sharing sessions with employer groups.





In addition to ASEBP's overall pandemic response, we experienced a significant decrease in General Health Benefit claims and spending account expense submissions from the end of March to mid-May 2020, compared to the same time in 2019. Once the Government of Alberta's relaunch strategy began in June 2020, however, claims rebounded to typical levels.

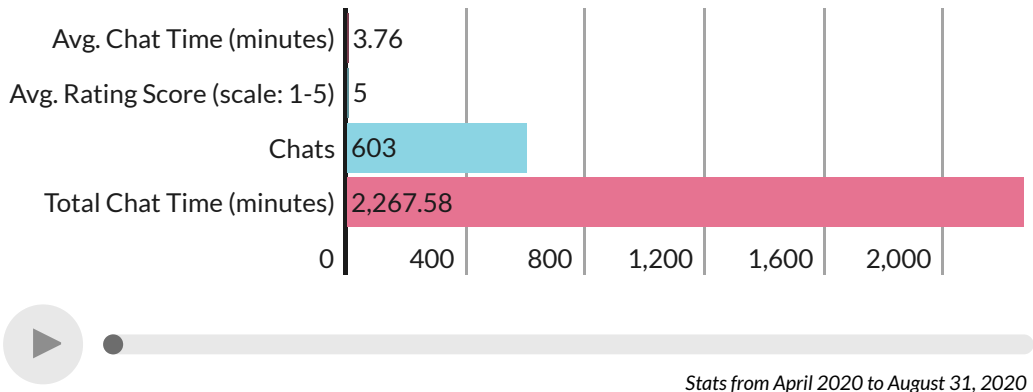
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Our Early Intervention Services and Disability Services areas also observed an anomaly of lower sick leave notifications from March to June 2020, directly linked to the pandemic and covered members working from home. This is normally a time when we would typically experience one of the highest claim volumes during the year. 2020 marked the first time in over five years that we didn't experience this surge in volume.



## Leveraging Artificial Intelligence

An artificial intelligence (AI) Chatbot was introduced in April 2020, assisting our employees in answering spending account eligibility questions more efficiently and effectively. It averages a high-confidence response rate of 87% and continues to improve as more information is added. Additional benefit product groupings will be added to the Chatbot in the future.



## Fine-Tuning Reports

Our Business Intelligence Services team has empowered ASEBP with robust reporting over the last year, enabling us to be a more responsive organization. We're able to gain greater insight into plan usage and trends, which helps inform our Trustees' future plan design decisions. Various ASEBP departments are reaping the benefits of more efficient financial reporting, employer group experience visualizations, and more. By developing key performance indicators and capabilities for new forecasting and analytics, we can better understand and analyze the past and therefore make even better decisions in the future.

## Getting Social

Alongside the pandemic encouraging even more digital services and content than before, we focused some of our efforts on growing ASEBP's social media following. Adding Twitter as one of ASEBP's social platforms in early 2020 helped us reach a wider range within our key audience segments.



### TWITTER

- 127 tweets
- 147 followers (+31%)
- 450 engagements (296 likes, 148 retweets, 6 replies)
- Inbound message sentiment (mentions, direct messages): 9 positive, 9 neutral, 3 negative
- Most popular tweets:
  - March 16 ASEBP office closure due to COVID-19 (16 likes)
  - June 10 Compassion Fatigue Survey (9 retweets)



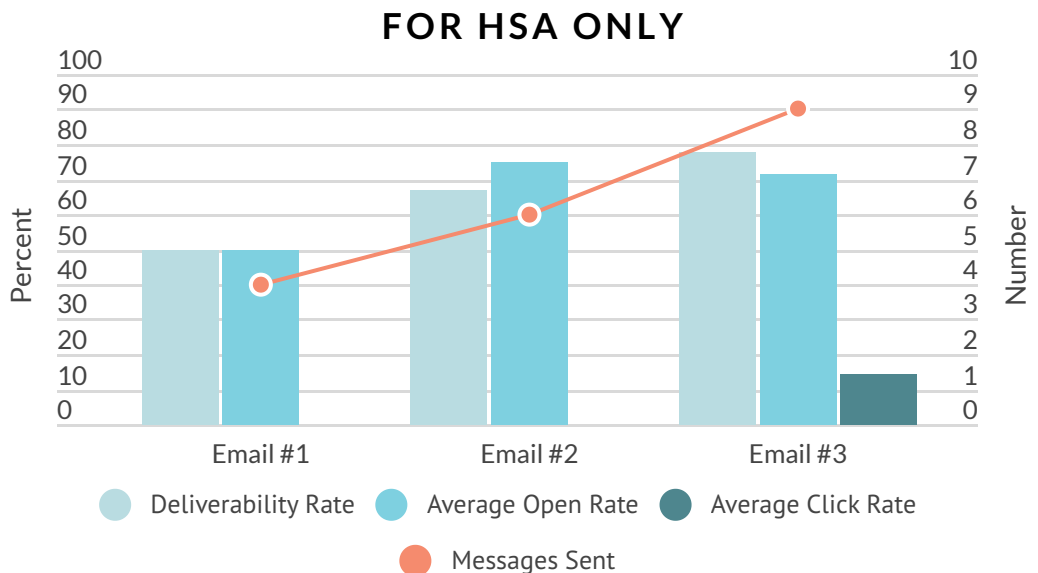
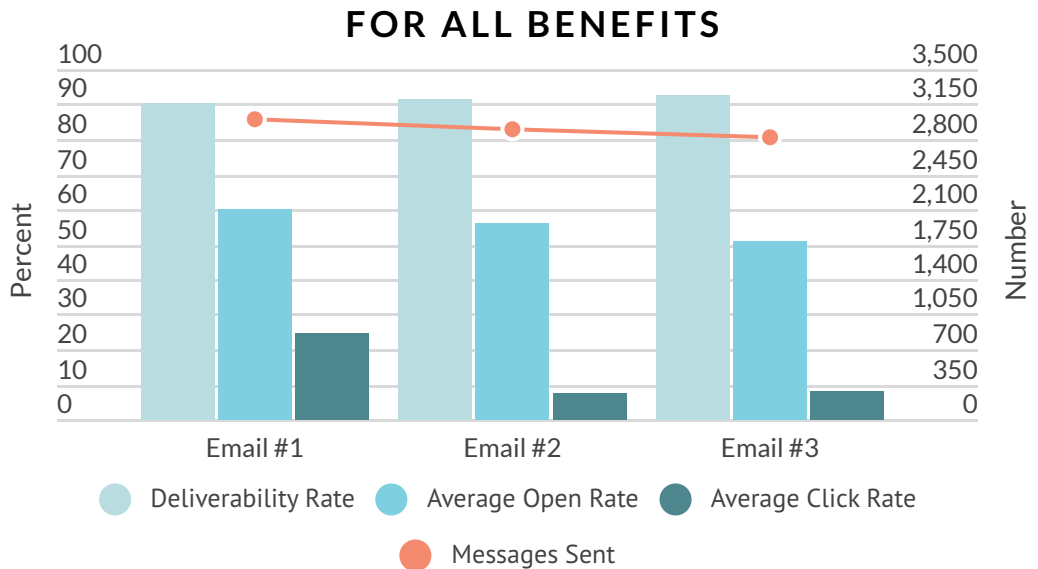
### FACEBOOK

- 107 posts
- 239 likes (+45%)
- 475 engagements (316 reactions, 138 shares, 21 comments)
- Inbound message sentiment (comments, posts by others, direct messages, tagged posts): 4 positive, 7 neutral, 2 negative
- Most popular post:
  - March 13 ASEBP notice regarding COVID-19
    - 56% engagement rate (31 reactions, 8 shares, 3 comments)



## Employee Benefits E-Newsletters

In February 2020, an email series was launched to help new covered members get set up and familiarized with their benefits. The graphs below show the percentage of emails that were successfully delivered, opened by recipients and the average percentage of recipients who clicked at least one link within the email.



# The Evolution of My ASEBP

Here’s a quick snapshot of how My ASEBP and the My ASEBP Mobile App helped us handle more claims than ever online!

<b>51,106</b>	<b>66 days</b>	<b>164,926</b>	<b>2,691</b>	<b>August</b>
active My ASEBP accounts	average from account setup to first online claim submission	claims submitted online	increase in online claims from 2018-19	busiest month for online claims

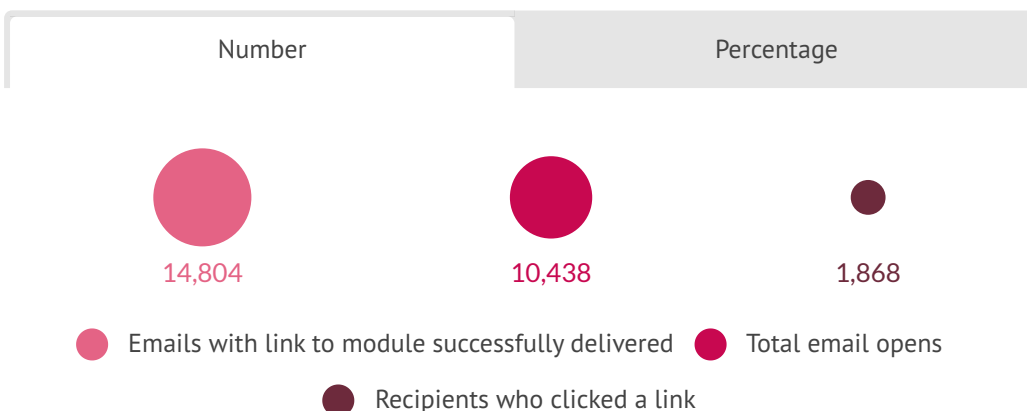
In September 2019, a new My ASEBP feature was implemented: Rate Your Provider! This feature allows members to share feedback on a health care provider and view the ratings of providers in their region, helping inform their choice of provider.



<b>255,848</b>	<b>82,200</b>
requests for provider feedback sent	provider rating responses received (32% response rate)
<b>9,217</b>	<b>91,417</b>
additional feedback ratings received directly within My ASEBP	grand total of provider ratings

## Learning Online

We're always looking for ways to make it easier for covered members to access and use their benefits to their fullest, while supporting employers to share the good news too. One initiative, our online learning modules, is helping us do just that. Our first module, focused on HSAs and launched in August 2020, ensures covered members understand the ins and outs of their spending account in order to maximize the ways to support their health and well-being. And, as you can tell by the following analytics, this is the first of many successful modules that we're cooking up to support our audiences.



## Relaunching the Employer Services Portal

Last year's Annual Report highlighted the pilot of a new Employer Services Portal (ESP) and we're happy to announce this year that almost all employer groups were using the new site by the end of August 2020. Beyond a fresh look and feel, the new ESP is more intuitive and should therefore streamline our employers' experience. Some common user feedback is noted in the word cloud.

**26,522**  
transactions by  
employer groups  
during the fiscal year

User-friendly  
**Seamless**  
Easy to use  
Ease of viewing transaction histories



# SUPPORTING OUR COVERED MEMBERS AND EMPLOYER GROUPS

## Spending on Wellness

For the new fiscal year, we launched two WSAs: one designed for teachers, and one for other education workers, effective September 1, 2019, to align with new collective agreement provisions that came into effect spring 2019. No action on the covered member's end was required, which meant that they were automatically enrolled in the applicable WSA plan on September 1, 2019, making it simple for these members to start accessing this benefit straight away.

We're also happy to report that more employers have been adding WSAs for their employees during pandemic, to support their health and well-being in a more flexible way.



**19 employers  
added a WSA**

to one or more of their  
employee groups with  
an effective date that  
fell within the fiscal year



## Plan Design Changes

To align our benefits with ever-evolving health care practices and ensure the financial stability of our plans, we review our benefit offerings every year. For 2020, we made changes such as:

- Adjusting the termination age and removing some enrolment age requirements for most of our benefits to address the needs of individuals who continue to work past 65.
- Moving the Sick Leave Waiver of Premium program out of pilot so it's a permanent offering, allowing ill or injured covered members to access the health supports they need without prohibitive costs.

- Establishing processes for knowledgeable dependant consent so that any dependent child covered by ASEBP benefits who is 16 or older has to provide consent for their information, including claims, to be shared with anyone other than the primary covered member. The *Personal Information Protection Act* states that minors can act on their own behalf as long as they understand the rights and freedoms granted to them. Since we believe minors 16 and older are capable of understanding these rights with respect to their personal information in relation to their benefit coverage, we implemented this change to maintain compliance with the Act and out of respect for their privacy.
- Extending the benefit layoff provision from 90 to 180 days permanently, after making the change temporarily during the pandemic.

- Making slight changes to the Extended Disability Benefits (EDB) plan so our employer groups are eligible to continue participating in Service Canada's Employer Insurance Premium Deduction Program.

## Piloting New Programs

### Local Authorities Pension Plan (LAPP) EDB Deduction

3

employer groups participating

36

covered members participating

188

contributions collected as at August 31, 2020



## Short-Term Disability Management

We began work on the Short-Term Disability Management (STDM) pilot, an initiative meant to help us learn how we can better support both covered members and employer groups during the sick leave period.

Part of this pilot includes engaging with participating employer groups and their employees (our covered members) to learn more about their experiences managing the first 90 days of a sick leave absence, their successes and

challenges, and the features they would look for in a managed short-term disability program.

This year, we formed the project team and officially kicked off the project by diving into business process design workshops, employer engagement surveys, and an employer group selection and notification process. We also began identifying a system design and its requirements, along with the development of communication plans to prepare for the next stages of the pilot.



## Retirement Incentive for Teachers and Employees (RITE) 2020

The RITE program took place in spring 2020. Due to the COVID-19 pandemic and implemented health regulations, the delivery of the program was adjusted by offering information and agreements digitally.

Overall, the program was successful with an acceptance rate of 54.9%, leading to net plan savings over \$13 million. 151 covered members accepted a RITE offer and retired effective July 1, 2020.

### Supports During Tragedy

Unfortunately, over the course of 2020, covered members, their dependants, and employer groups came up against great challenges on top of the pandemic. From the Ukrainian Airlines Tragedy, to the spring flooding in northern



Alberta, and the summer wildfires in British Columbia, tragedy isn't new to us. But knowing ASEBP is always, and will always, be there for you, is a big comfort, just like how robust our Employee and Family Assistance Program through Homewood Health is. We're proud to be able to support our covered members with emergent mental health care and the new EFAP Mobile App is just another way we've all worked together to support our community.





## Collaborating in the Community

An important part of the work we do is collaborating with like-minded organizations and people to achieve healthy school communities across Alberta. Below are a few examples of the collaboration that took place in 2019-20.

- Each year, we enjoy participating and having a presence at teachers' conventions around Alberta, as well as at Shaping the Future where our workplace wellness consultants presented a session on Psychological Health and Safety.
- ASEBP supported the inaugural Alberta Blue Cross Wellness Summit, which took place in Edmonton on October 10, 2019, for a day of workplace wellness, inspiration, and encouraging best practices in the health and wellness community.
- The Workplace Wellness Planning and Implementation Guide, created by the College of Alberta School Superintendents, Alberta Health Services' School Health and ASEBP's Wellness Promotion team, supports and informs school authority leaders in collaborative conversations, resulting in the development of a school authority plan leading to support for implementation of a comprehensive and integrated approach to workplace wellness. ASEBP has helped integrate this into practice by working with employer groups through this model. We even shared about it through The Sandbox!
- Our workplace wellness consultants joined our client consultants for 48 out of 56 annual employer group meetings. This holistic approach ensured the meetings would provide the most balanced, timely support possible.





# VALUING PEOPLE

## Bell Let's Talk Day

For Bell Let's Talk Day (January 29, 2020), we shared a campaign with ASEBP employees, encouraging candid discussion amongst colleagues with the help of buttons with common words (both negative and positive) that are associated with mental health. Employees were encouraged to take a minute to pick a button that best reflects how they were feeling that day and wear it to spur discussion throughout the day. We also included tips for supporting mental health in the workplace and still promote discussions such as these to this present day. To promote and support the day externally, a handful of social media posts were shared and received an average of 8% engagement.

## Pink Shirt Day

Another important cause, ASEBP takes the time to acknowledge Pink Shirt Day each year. The 2020 theme, lift each other up, was a great reminder to celebrate one another and treat each other with kindness, every day. On February 26, 2020, we gathered all employees who participated by wearing a pink shirt for a team photo to join together in the fight against bullying. We also posted about Pink Shirt Day on our social platforms to raise awareness—the five posts garnered an average 13% engagement.



## Diversity and Inclusion

Collective uprisings in support of the Black Lives Matter movement took place across the world in late May 2020, which resulted in many organizations taking a stand on racism via social media. Not only did ASEBP make a [statement on social media](#), but we also took the opportunity to review how diversity and inclusion is experienced by our employees through a comprehensive survey. The highest scores came around a sense of belonging: 97% of employees who participated in the survey responded that they feel they belong at work. Although this is a wonderful indication of the health of our workplace culture, we are dedicated to continuing to improve our diversity and inclusion efforts for both our employees and covered members.

## International Women's Day

According to the Mercer report, [When Women Thrive](#), management within Canadian organizations is only 37% female, on average. That percentage falls to 29% and 23% for senior management and executive leadership, respectively.

Here at ASEBP, we're proud to have above-average female representation across all leadership groups—in fact, 75% of our executive leadership is female!

To celebrate the women at ASEBP, we marked International Women's Day in March 2020 by sharing a series of 21 posts on social media about our female leaders. These posts received 588 reactions, 66 comments, and 18 shares, which is a testament to the talented women we're proud to employ.





## ASEBP'S Spirit

Casual for a Cause is one of ASEBP's ways to give back to our community. This year, although very different because of the pandemic, brought us together from a distance to continue to show our support.



**\$13,662.50**

ASEBP employees donated to 17 different charities in 2019-20. Supported charities included Tools for School, ALS Society of Alberta, Hope Heels Service Dogs, Edmonton Food Bank, and many more.



**139.75 hours**

Various community and charitable organizations were supported through our employees' volunteer hours, such as the Bissell Centre, Front Yards in Bloom, and local schools.

## Award Winning Workplace

### Top Employer's Award

We were thrilled to be included in Alberta's Top Employers for 2020! It's an honour to be recognized for the ninth year in a row as a leader in the health benefits sector, thanks to our employees' collaboration, enthusiasm and dedication to our members. We are grateful to everyone who makes ASEBP an outstanding place to work!

### Finalist for 2020 Workplace Benefits Awards

We are also proud to share that we were a finalist in the Workplace Benefits Awards 2020 within the coronavirus and benefits category (<5,000 employees). Our commitment to fostering healthy, happy workplaces is always top of mind, especially in times of need, and we will continue this commitment to supporting our employee well-being for years to come.





# FINANCIAL OVERVIEW

These financial statements present the financial position and results of plan performance in accordance with the Canadian Accounting Standards for Pension Plans. ASEBP has elected to apply International Financial Reporting Standards (IFRS) for its accounting.

ASEBP's financial statements are shown in thousands of Canadian dollars (CAD) except where otherwise stated. The Canadian dollar is the functional currency of ASEBP.

## STATEMENT OF FINANCIAL POSITION

As at August 31

(Thousands of Canadian dollars)

	2020	2019
<strong>ASSETS</strong>		
Invested assets	\$ 597,565	\$ 622,680
Operating assets	44,892	43,941
<strong>Total assets</strong>	<strong>\$ 642,457</strong>	<strong>\$ 666,621</strong>
<strong>LIABILITIES AND RESERVES</strong>		
Insurance liabilities	\$ 552,020	\$ 525,692
Other liabilities	15,141	22,264
<strong>Total liabilities</strong>	<strong>\$ 567,161</strong>	<strong>\$ 547,956</strong>
<strong>RESERVES</strong>		
Net assets available for benefit initiatives	\$ -	\$ 36,424
Capital adequacy reserve	75,296	82,241
<strong>Total reserves</strong>	<strong>75,296</strong>	<strong>118,665</strong>
<strong>Total liabilities and reserves</strong>	<strong>\$ 642,457</strong>	<strong>\$ 666,621</strong>

As at August 31, 2020, ASEBP maintained a strong capital position with total assets of \$642 million, a decrease of \$24 million from the previous year. \$20 million of investment capital was used to fund a Retirement Incentive for Teachers and Employees (RITE) offering during the year, with the residual capital being used to fund normal operating cash flow requirements during the year.



In 2020, COVID-19 had a major impact on the global and Canadian economies. Every sector of the Canadian economy was affected, making it important for ASEBP to be proactive in assessing its capability to withstand disruption from both an operational and financial standpoint, and to act decisively to mitigate actual or potential issues. With invested assets of \$598 million at August 31, 2020, ASEBP continued to manage the Trust's investable assets with the primary objective of ensuring assets are available to fund all current and long-term liabilities for covered members and their beneficiaries.

Total liabilities increased by \$19 million from the previous year, to a total of \$567 million. The discount rate—based on Canadian bond years—used to value the reserves dropped from 2.38% to 1.66%, accounting for \$22 million of the variance. Additionally, 2020 saw a 6.7% increase in disabled claimants and, to a smaller extent, lower terminations than expected, which was offset by the recent RITE offering.

## STATEMENT OF CHANGES IN NET ASSETS AVAILABLE FOR BENEFIT INITIATIVES AND CAPITAL ADEQUACY RESERVE

For the Years Ended August 31

(Thousands of Canadian dollars)

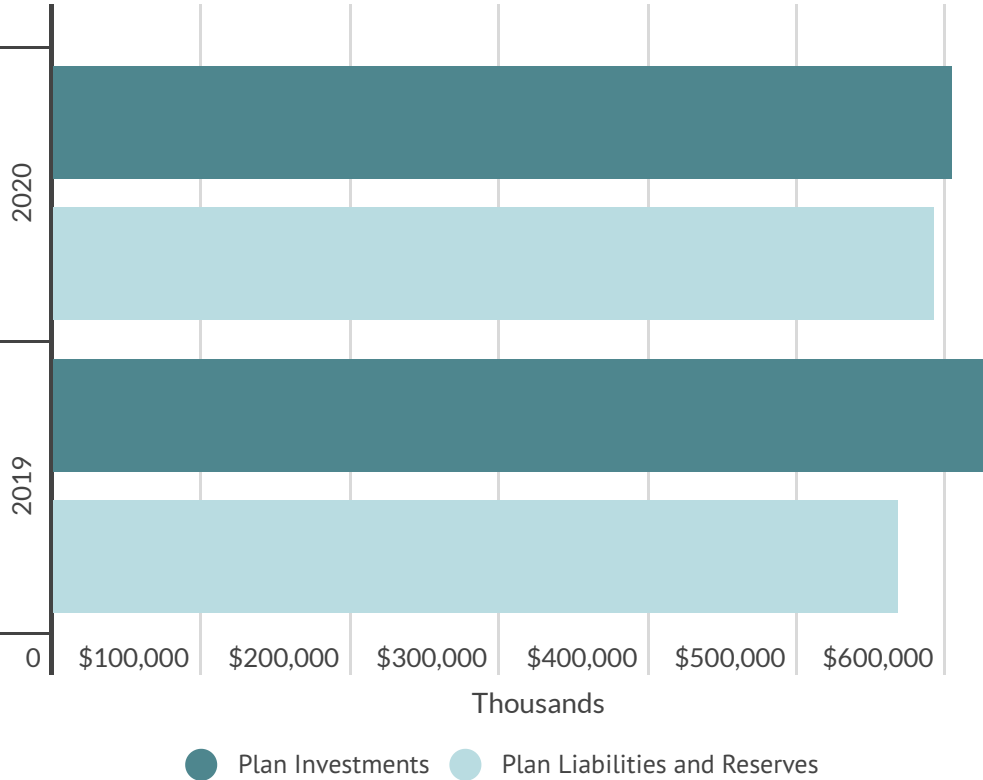
	2020	2019
<b>Net Assets Available for Benefit Initiatives</b>		
<b>Beginning of the year</b>	<b>\$ 36,424</b>	<b>\$ 81,035</b>
Net investment income	30,532	36,549
Interest income and other revenue	7,429	6,237
Net plan and member services	(50,665)	(56,648)
Operating expenses	(30,665)	(31,564)
Annual contribution	(43,369)	(45,426)
Transfer from capital adequacy reserve	6,945	815
<b>Subtotal</b>	<b>(36,424)</b>	<b>(44,611)</b>
<b>End of year</b>	<b>\$ -</b>	<b>\$ 36,424</b>
<b>Capital Adequacy Reserve</b>		
<b>Beginning of the year</b>	<b>\$ 82,241</b>	<b>\$ 83,056</b>
Transfer (to) net assets available for benefit initiatives	(6,945)	(815)
<b>End of year</b>	<b>\$ 75,296</b>	<b>\$ 82,241</b>

As expected, as at August 31, 2020, the net assets available for benefit initiatives was consumed. The \$36 million decrease in net assets available for benefit initiatives subsidized premiums and operating expenses. Reserves continued to be fully funded at year end.

ASEBP established a Capital Adequacy Reserve of \$75 million as at August 31, 2020, to sustain both the short and long-term financial health of the plan. The Capital Adequacy Reserve is designed to retain a reasonable amount of capital in order to mitigate risks and variations in underlying assets and liabilities.

The investment portfolio exists to provide adequate reserves to fund current and future liabilities, and to provide protection against unexpected events. Gains in the investment portfolio are used to fund both premium and plan operations.

## INVESTMENTS AND RESERVES



# STATEMENT OF COMPREHENSIVE INCOME

For the Years Ended August 31  
(Thousands of Canadian dollars)

	2020	2019
<b>Revenue</b>		
Premiums	\$ 248,426	\$ 245,330
Investment income	30,532	36,549
Interest income and other revenues	7,429	6,237
<b>Total revenues</b>	<b>286,387</b>	<b>288,116</b>
<b>Expenses</b>		
Benefits for covered members and beneficiaries	299,091	301,978
Operating expenses	30,665	31,564
<b>Total expenses</b>	<b>329,756</b>	<b>333,542</b>
<b>Total comprehensive loss</b>	<b>\$ (43,369)</b>	<b>\$ (45,426)</b>

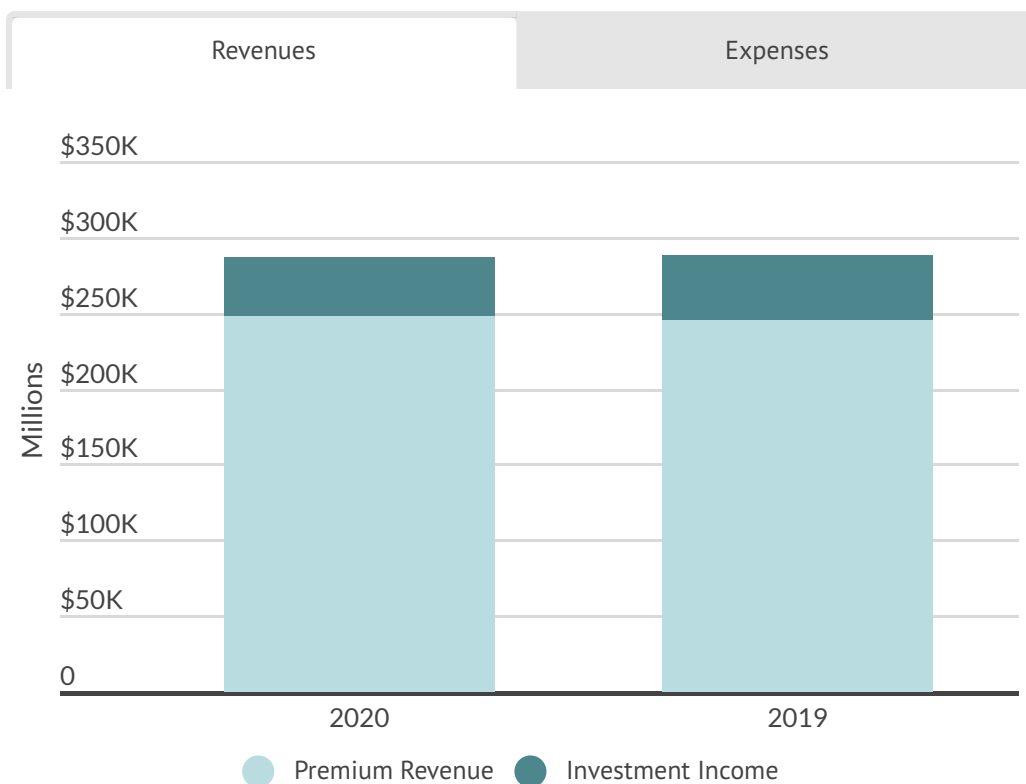
## Revenues and Expenses

Total premiums for the 2019-20 fiscal year were \$248 million, an increase of \$3 million due to member enrolment growth. Total investment and interest income for the fiscal year was \$38 million, a decrease of \$5 million from the previous year due to fair value losses and increased carrying costs.

Total benefit expenses for the fiscal year were \$299 million, a decrease of \$3 million over the previous year. There was an increase in reserve expenses as a result of a change in the discount rate and increases in the number of disability claimants, offset by the RITE offering and a marked decrease in Dental and Vision Care claims due to COVID-19 lockdown measures but offset by an increased number of Extended Health Care and Extended Disability Benefits claims. Operating expenses for the fiscal year decreased by \$1 million, due to cost savings that resulted from working remotely during the pandemic.

Total comprehensive loss for the fiscal year was \$43 million, a decrease of \$2 million over the previous year due primarily to increased reserve expenses, decreased investment income and savings generated from working remotely.

## REVENUES VS EXPENSES



### Looking Ahead

Through our financial strategy, ASEBP will continue to provide the financial resources required to deliver on our mission of being a committed partner in promoting, protecting, improving and sustaining the health of our covered members and their dependants.

