

The FortisBC Pension Web Portal

The FortisBC Pension Web Portal provides online access to your personalized pension information. On the portal you can access copies of your annual pension statements and helpful retirement planning tools, such as the pension projection tool for estimating your future pension entitlement.

How can I access the Web Portal?

Step 1: Go to <https://fortisbc.hroffice.com> in your web browser, or use the QR code below:



TECHNICAL NOTES:

- **Google Chrome** is the preferred web browser, and the portal may not work correctly in other web browsers.
- The portal uses “**pop-ups**”; please check your web browser settings to ensure that pop-ups are enabled.


Step 2: Sign in by using your Employee Number and password:

- The first time you log in, your temporary initial password is your birth date in (YYYYMMDD) format, followed by the last three digits of your employee ID.
 - **Example 1** - If your birthday is **March 12, 1970**, and your employee ID is **123456**, your initial password will be **19700312456**.
 - **Example 2** - If your birthday is **February 4, 1982**, and your employee ID is **1234**, your initial password will be **19820204234**.
- The site will automatically prompt you to change your password and choose your challenge questions the first time that you log in.
- If you forget your password, you can answer your challenge questions and your temporary initial password will be restored. You may also contact TELUS Health (our third-party pension service provider) for assistance, at the contact information found on the login page.

Communication Preferences

Be sure to check out ‘Communication Preferences’ in the Tools menu. Instead of receiving your documents by mail, you can choose to receive them electronically on the portal by providing an email address.

What Tools are Available?

Pension Projection – This tool allows you to estimate your pension entitlement based on different retirement ages and provides estimates for the various payment options that are available at retirement. You can print out a statement of your estimates using the “Printable Statement” option on the top right-hand corner of the screen. Check out the  **VIEW DEMO** icon for a short video on how the tool works.

Personal Statement – In the Tools menu, you also have access to your annual pension statements for all of the FortisBC Defined Benefit Pension Plans that you have participated in.