

Saskatchewan Retirees Association

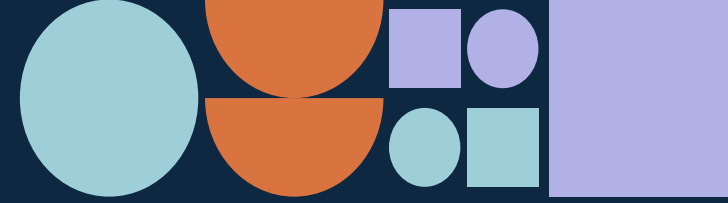
Member Survey Report 2026

March 2026



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Background & Methodology

SRA – Member Survey 2026



Study Background

In November 2025, the Saskatchewan Retirees Association (SRA) contracted Inshtrix Research Inc. (Inshtrix) to conduct a member survey to better understand member experiences, satisfaction, and priorities for the future. This is the second iteration, following the initial survey conducted in 2022, and allows SRA to track changes in member perspectives over time.

Objectives

- ✓ Assess overall satisfaction with the SRA, its programs and services.
- ✓ Understand reasons for joining the Association.
- ✓ Measure member loyalty and likelihood to recommend the SRA.
- ✓ Identify priorities for the SRA in the coming years.
- ✓ Evaluate awareness of key initiatives.
- ✓ Understand communication preferences and engagement with the SRA.
- ✓ Assess participation in SRA events and satisfaction with the Health Benefits Plan.
- ✓ Identify opportunities to strengthen member programs, services, and communications.

Methodology

Field Dates

- ✓ Data collected between January 16 and March 1, 2026

Target Responses

- ✓ All SRA members

Responses

- ✓ Total: 1813 (Online: n=1784; telephone or mail: n=29)
- ✓ Response rate: 56%

Reporting Notes

- Data have been rounded to zero decimal places, and as such, percentages may not add up to precisely 100% on some graphs.
- Statistically significant results have been denoted with a ▲ or ▼. A standard alpha value of less than 0.05 is considered statistically significant. This means there is less than a 5% chance the results would have occurred by chance.
- Open-ended questions have been themed and coded into categories. The percentages from individual codes could total more than 100%, as comments from each respondent could be relevant to more than one code.
- Questions that have multiple response options will result in percentages that could add up to more than 100%.
- Where applicable, open-ended comments have been layered into the report.
- Due to the mail-in completions, we have slightly different bases for some questions if members choose to leave a question blank.
- Trended results are shown, wherever applicable.

Respondent Demographics

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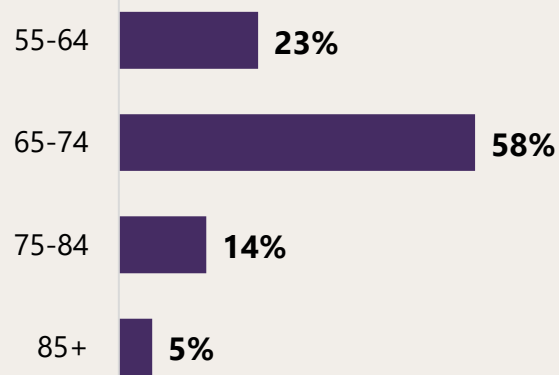


Respondent Demographics

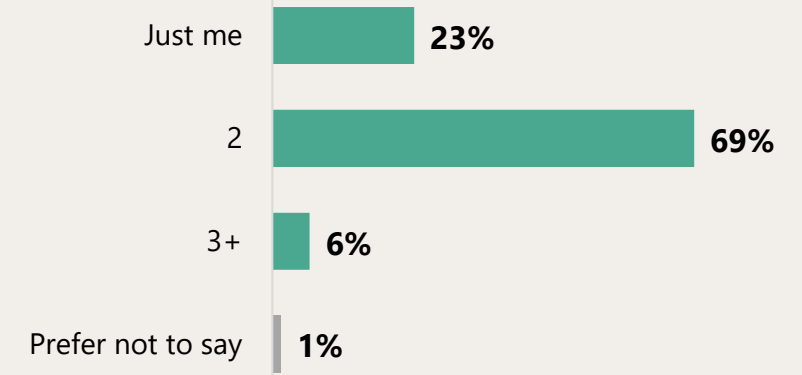
Gender



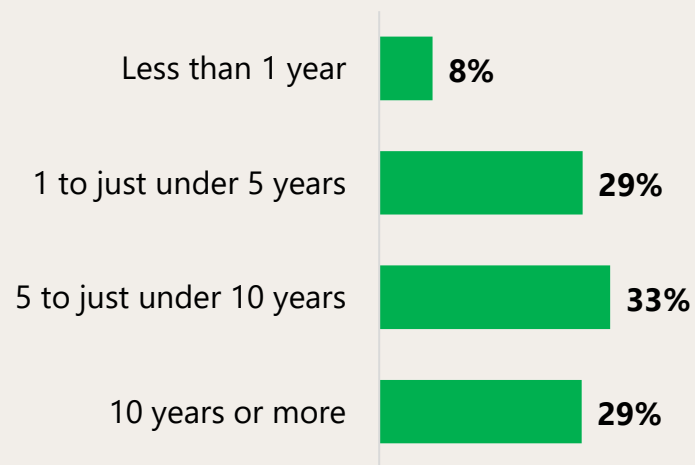
Age



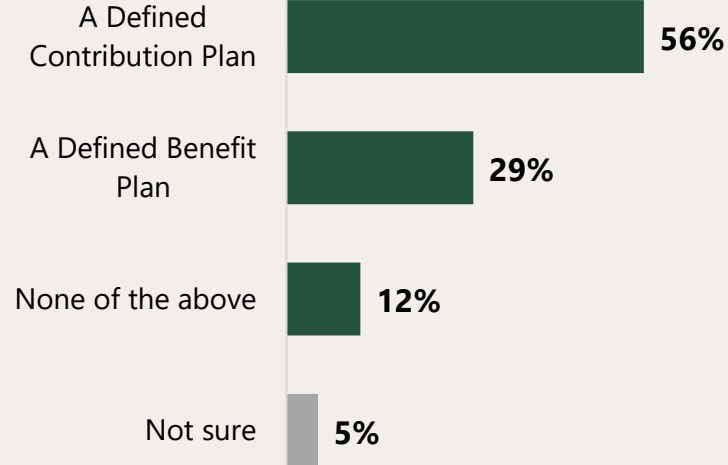
People in Household



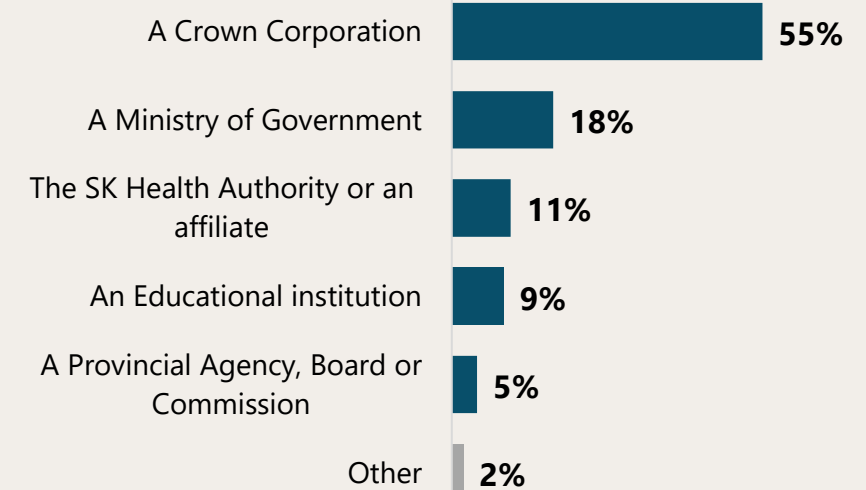
Tenure with SRA



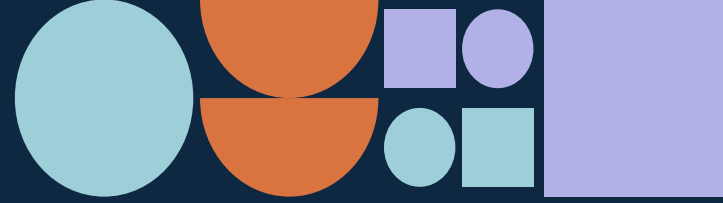
Type of Pension Plan



Type of Organization Members Retired From

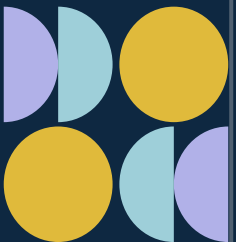


Q1. How long have you been a Saskatchewan Retirees Association (SRA) member? Base: All respondents, n=1813. Q30. Into which of the following age ranges do you fall? Base: All respondents, n=1813. Q31. What is your gender? Base: All respondents, n=1813. Q33. What type of pension plan do you have? Base: All respondents, n=1813. Q33.1: What type of organization did you retire from? Base: All respondents, n=1813. Q34. How many people live in your home? Base: All respondents, n=1813.



Key Findings & Conclusions

SRA – Member Survey 2026



Key Findings



❑ **The SRA continues to deliver on its core promise**

The health and dental plan remains the main reason members stay engaged with the SRA. It is widely used, well understood, and strongly drives overall satisfaction with the organization.

❑ **Strong satisfaction, though the broader role is less visible**

Members feel positive about the SRA overall. However, many are less aware of or less clear on its work beyond benefits, such as advocacy efforts, partnerships, and additional member services.

❑ **Member needs are shifting toward flexibility**

Members are not simply asking for more coverage. Instead, members prefer plans that better reflect their personal situations, such as flexible benefit use, better coverage in specific areas like dental or prescriptions, and options that adapt as their needs change over time.

❑ **Communication is effective. Members expect clear and relevant information based on their situation**

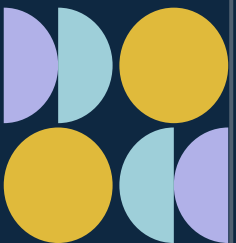
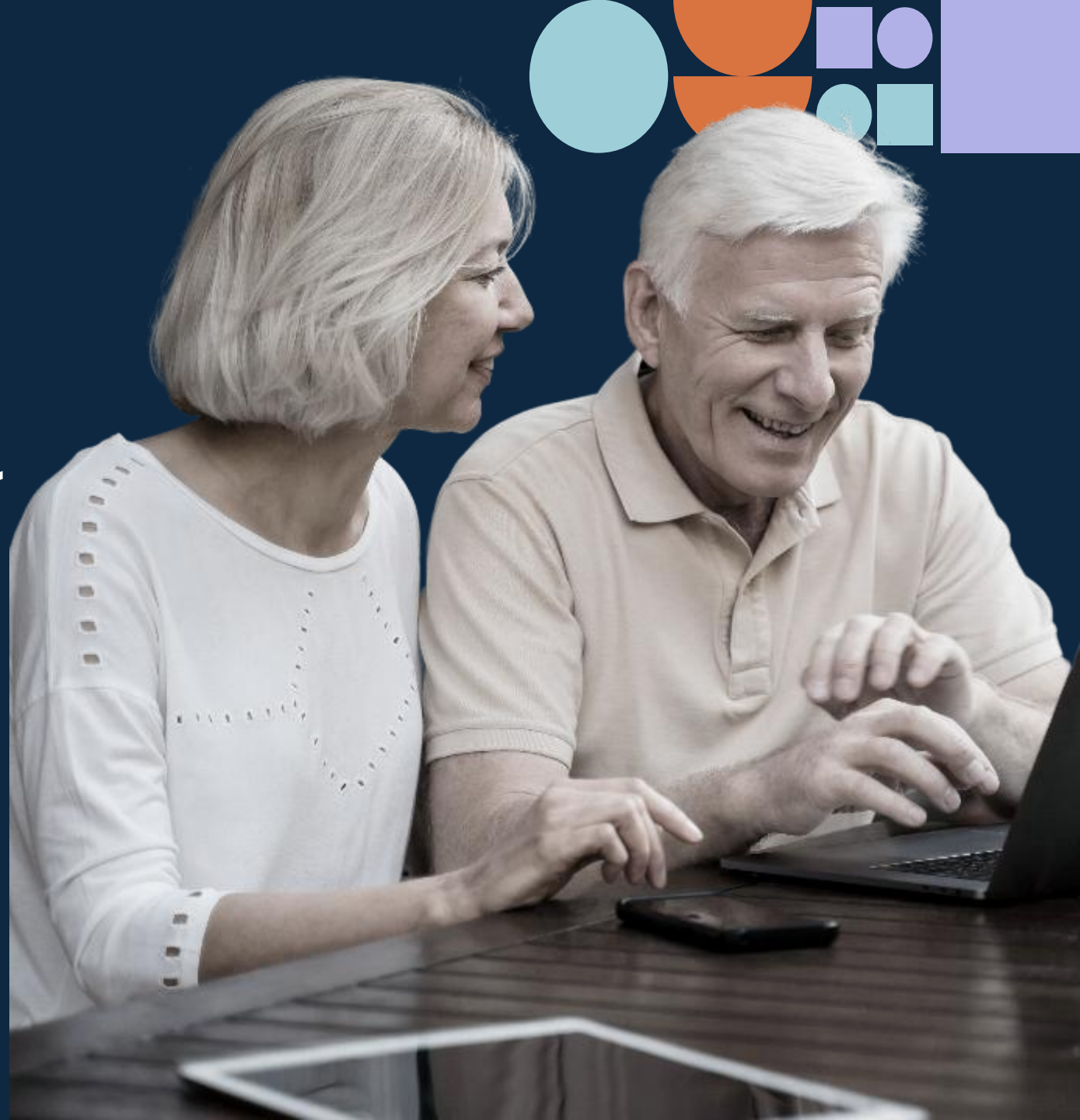
Email is the main way members receive information, and most are satisfied with it. What members are looking for is simple, clear updates that tell them exactly what has changed, what they are eligible for, and how to use their benefits, without too much detail or confusion.

❑ **Engagement is more about awareness than interest**

Across many areas, members show openness and interest, but actual participation is lower. This suggests the opportunity lies less in changing the offer, and more in improving visibility and helping members better connect with what is already available.

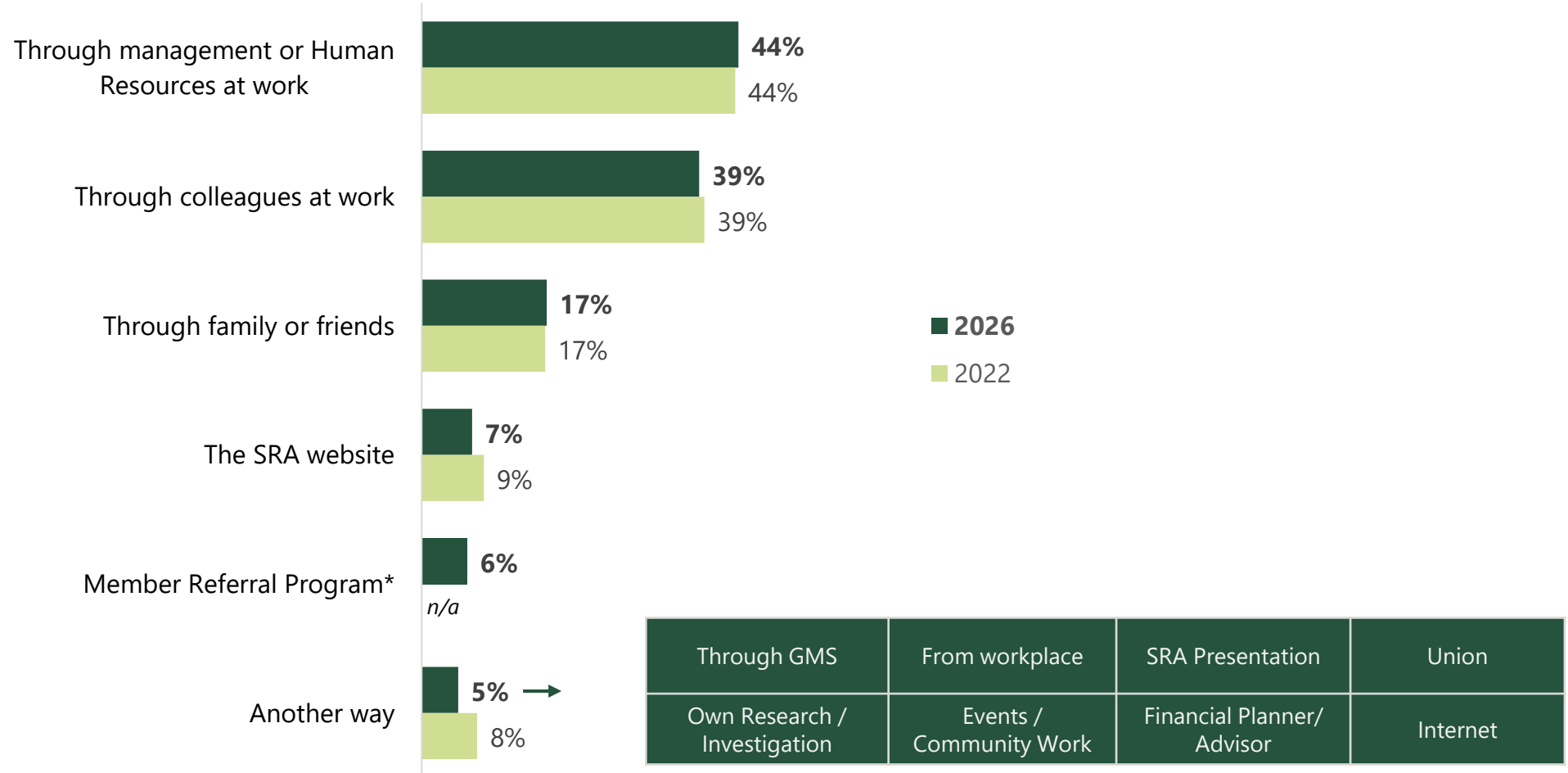
Information Sources & Reason for Joining

SRA – Member Survey 2026



Awareness pathways have remained consistent over time, with little change in how members are introduced to the SRA. Entry into the SRA is still firmly anchored in workplace connections, with all other channels contributing at the margins.

Sources of Information about the SRA

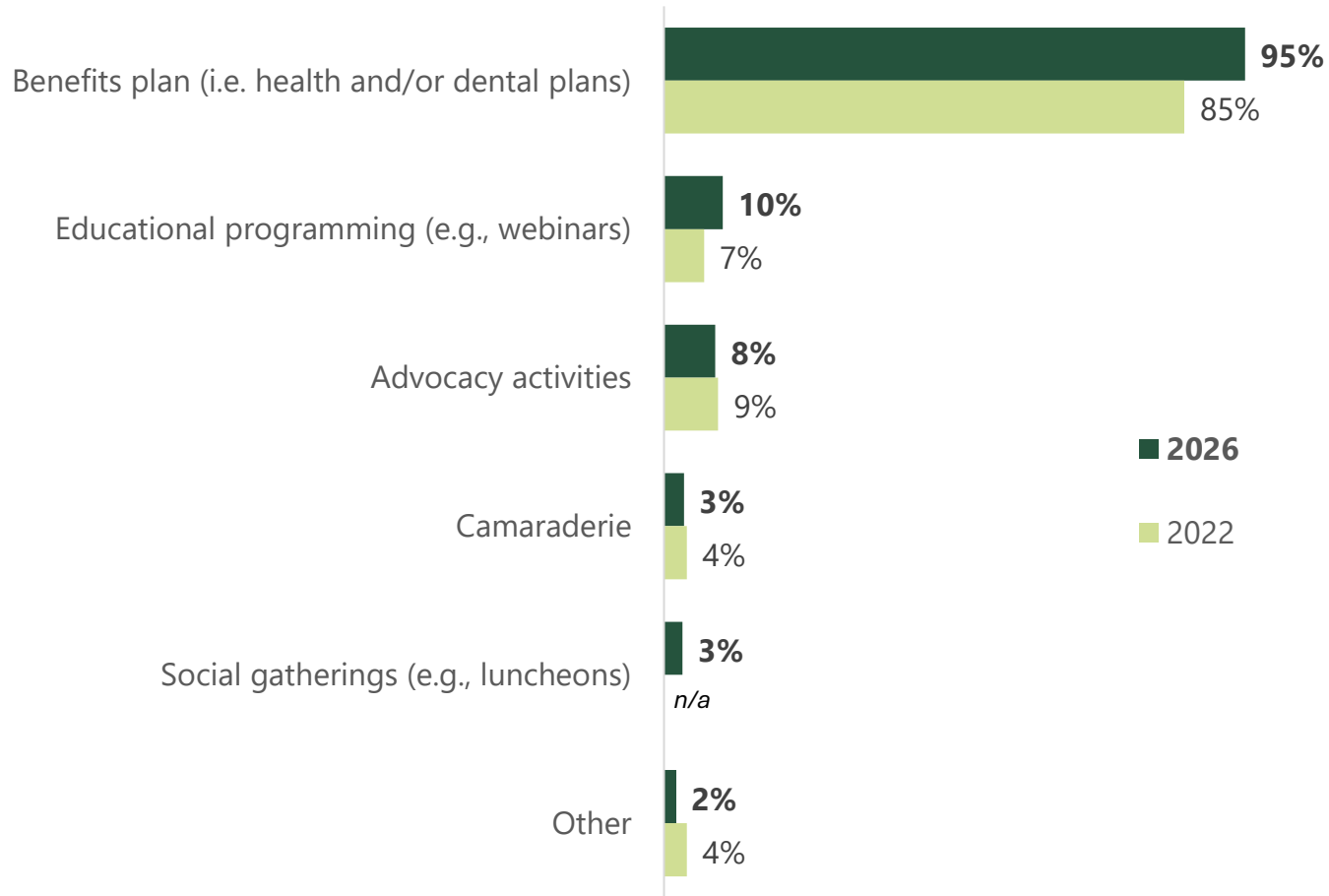


*Added in 2026

Q4. How did you originally hear about the SRA? Base: All respondents, 2026: n=1813, 2022: n=1632.

Access to the health and dental benefits continues to be the main reason members join, and this has become even more pronounced since 2022. Other reasons like educational programming, advocacy, and social connection remain secondary.

Reasons for Joining SRA



Other Reasons (2026)

“

Recommended by others.

Because SRA is a good association to support.

To be part of a group. Stronger voice as a group.

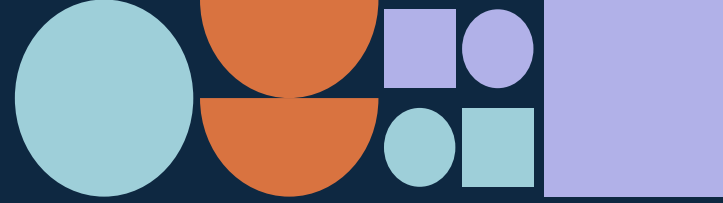
Travel insurance.

Increased length of out of province benefits.

”

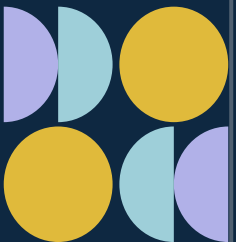
*Added in 2026

Q3. What are the main reasons you joined the SRA? (Select all that apply) Base: All respondents, 2026: n=1813, 2022: n=1632.



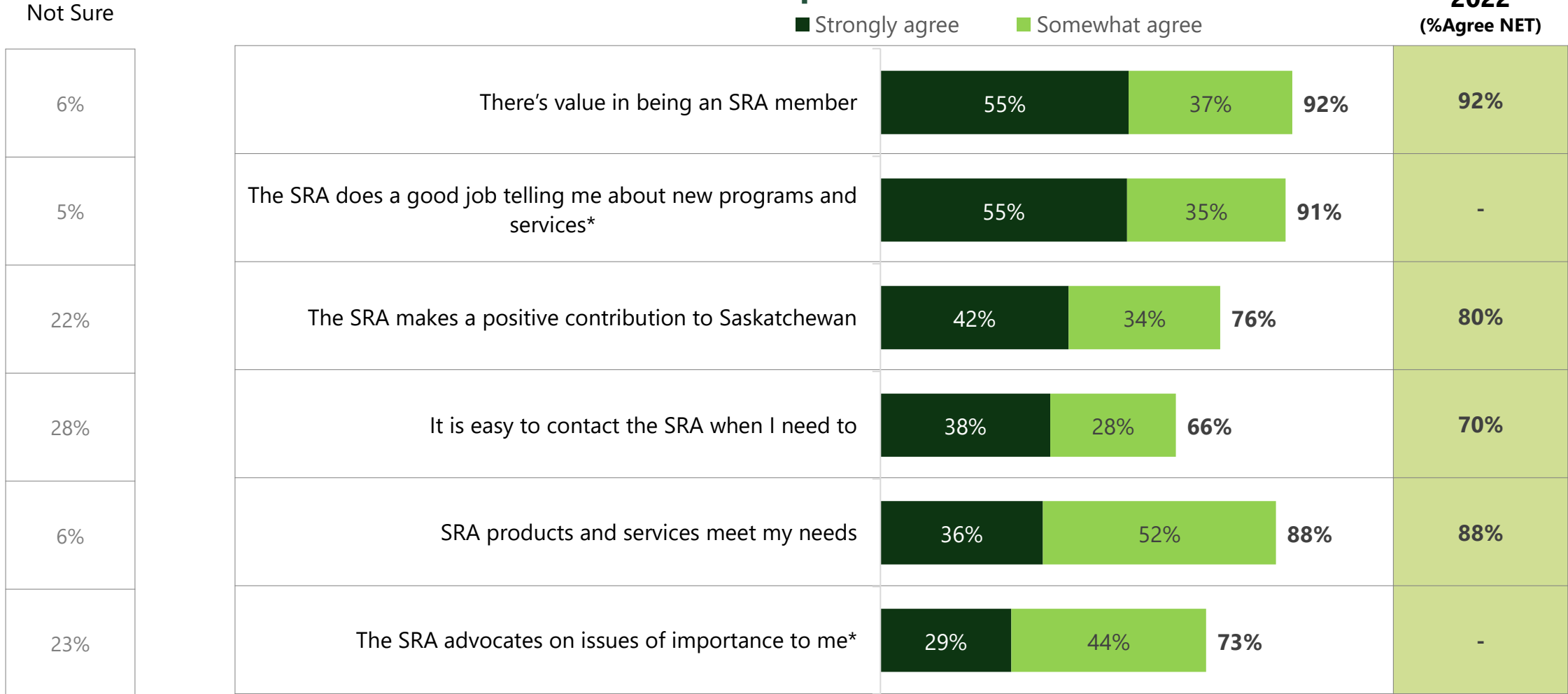
SRA Impressions and Loyalty Indicators

SRA – Member Survey 2026



SRA continues to deliver strongly on its core promise, with perceptions of membership value and relevance remaining high and stable over time. Perceptions are moderately strong when it comes to broader impact, advocacy, and accessibility.

SRA Impressions



5. How much do you agree or disagree with the following statements about the SRA? Base: All respondents, 2026: n=1813, 2022: 1632.

*Added in 2026

Perceptions of the SRA are very strong across all segments but tend to increase with tenure and age.

SRA Impressions (Breakdown Results 2026)

	% Agree NET	Member Tenure		Age			
		Overall	Less than 5 years	5 years or more	55-64	65-74	75-84
There's value in being an SRA member	92%	90%▼	94%▲	88%▼	93%▲	95%▲	92%
The SRA does a good job telling me about new programs and services	91%	88%▼	93%▲	88%	91%	92%	91%
The SRA makes a positive contribution to Saskatchewan	76%	70%▼	79%▲	69%▼	76%▲	84%▲	85%▲
It is easy to contact the SRA when I need to	66%	70%▲	64%▼	67%	65%	66%	68%
SRA products and services meet my needs	88%	86%▼	90%▲	85%▼	89%	93%▲	86%
The SRA advocates on issues of importance to me	73%	61%▼	80%▲	60%▼	74%▲	84%▲	87%▲

5. How much do you agree or disagree with the following statements about the SRA? Base: All respondents, 2026: n=1813.

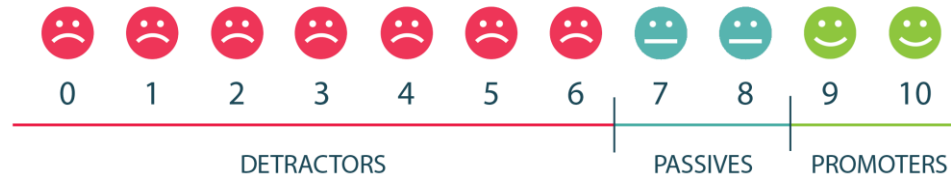
NPS® Definition and Calculation

What is NPS®?

NPS® measures the loyalty that exists between a provider and a consumer.

How to calculate NPS®?

NPS® is calculated based on responses to a single question using a 1-10 scale: How likely is it that you would recommend our company/product/service to a friend or colleague?



$$\text{😊 \%} - \text{😞 \%} = \text{NET PROMOTER SCORE}$$

Promotors

are loyal enthusiasts who will keep buying and referring others, fueling growth.

Passives

are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.

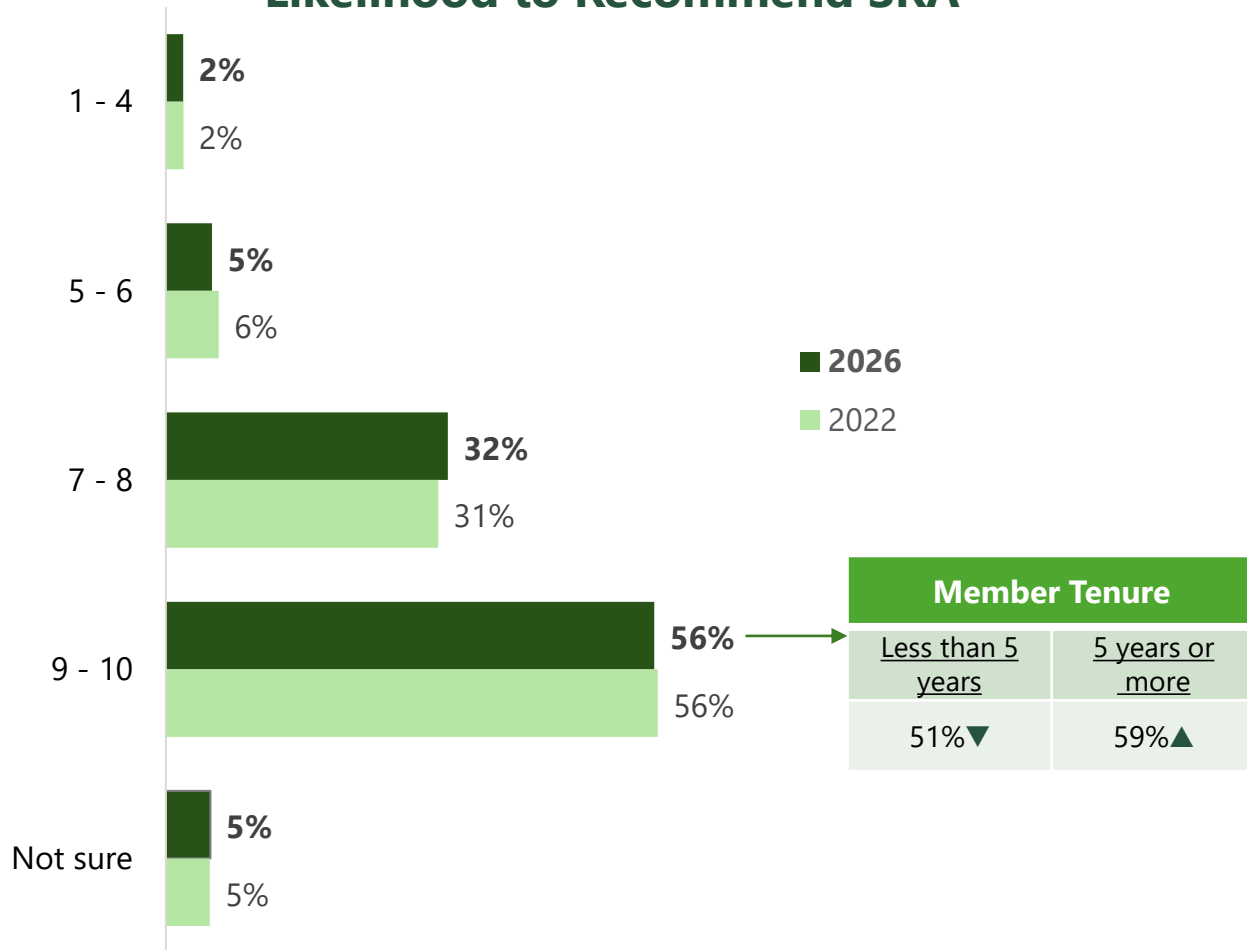
Detractors

are unhappy customers who can damage your brand and impede growth through negative word of mouth.

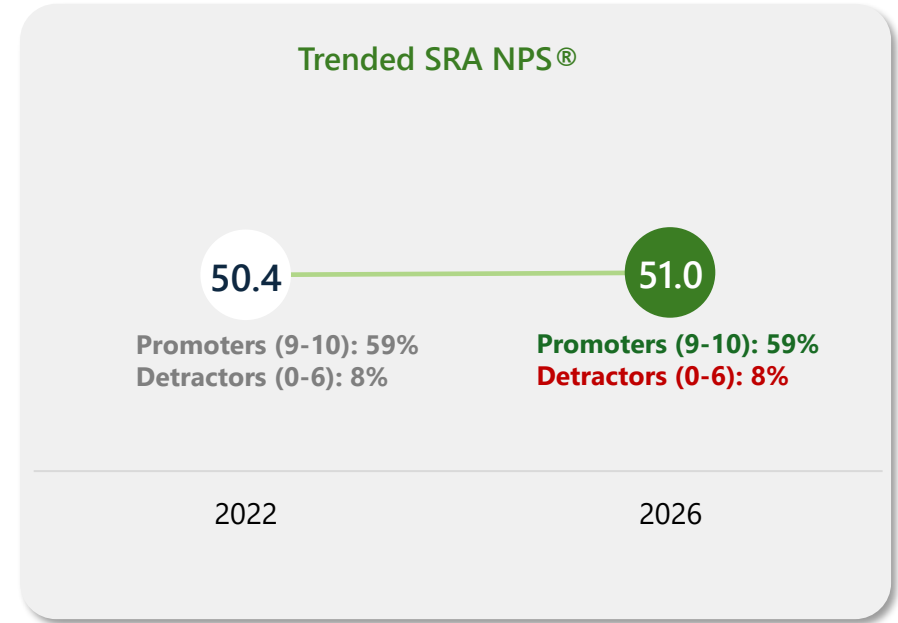
An NPS® can be as low as -100 (everybody is a detractor) or as high as +100 (everybody is a promoter). An NPS® of +50 or higher is considered very strong.

Likelihood to recommend remains very strong and steady, with an NPS® of 51. Those with greater tenure are more likely to recommend the SRA, suggesting that advocacy builds over time as members gain experience with the organization.

Likelihood to Recommend SRA



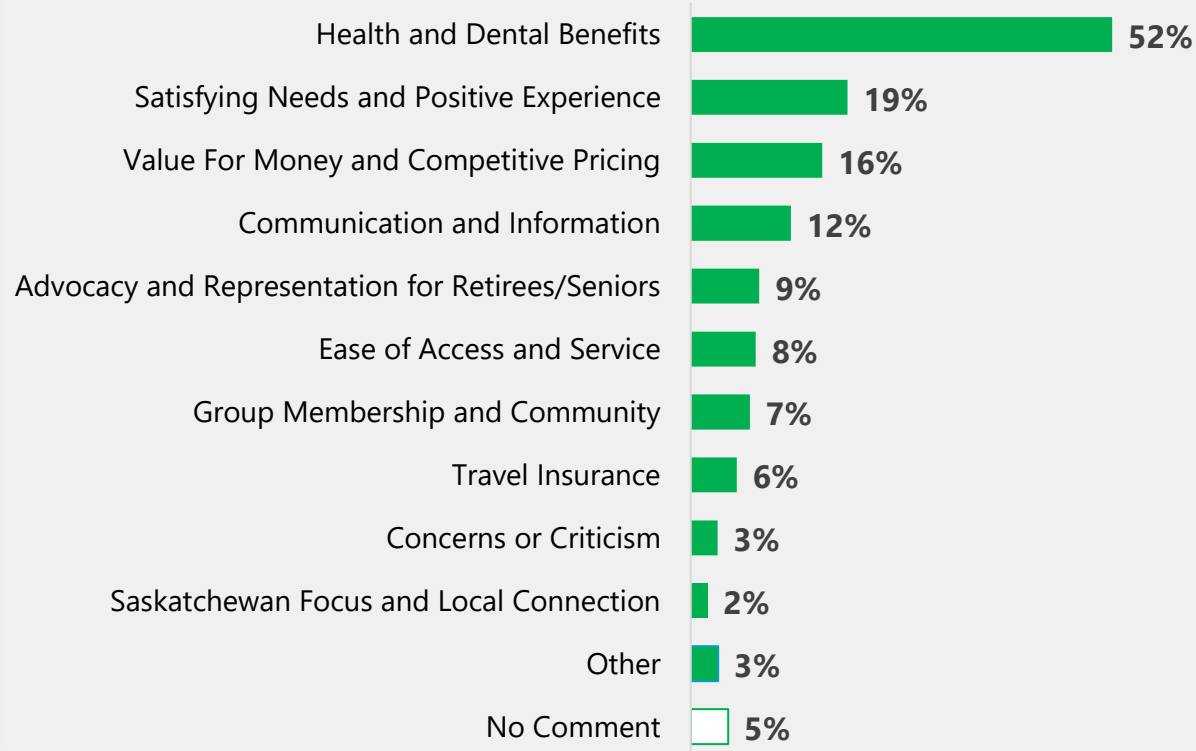
Q6. How likely would you be to recommend the SRA to a friend, colleague or family member that would be eligible to join the Association? (1-Not likely at all,...,10-Very likely) Base: All respondents, 2026: n=1813.



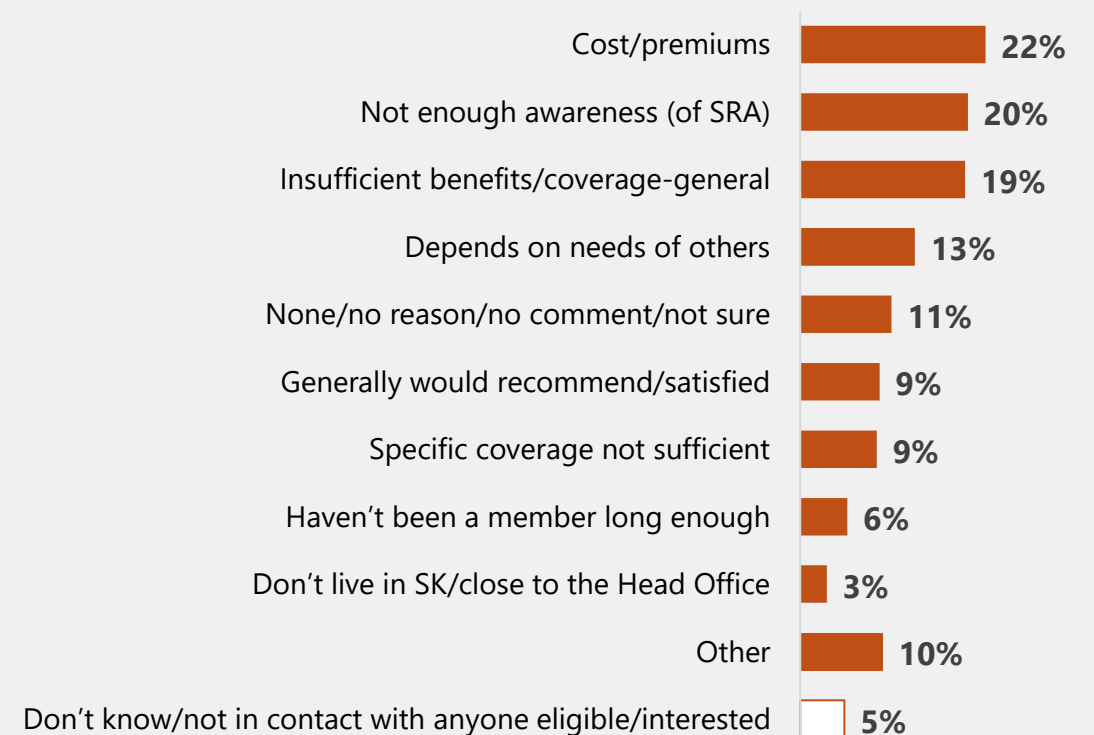
NPS®: Base All respondents excluding "Not Sure".

Recommendations are primarily driven by the strength of the health and dental benefits, which clearly anchor the value of membership. Positive experiences and perceived value for money further reinforce advocacy. On the other hand, hesitation to recommend is mainly tied to cost concerns, limited awareness, and perceptions of insufficient coverage.

Reason for Recommending the SRA



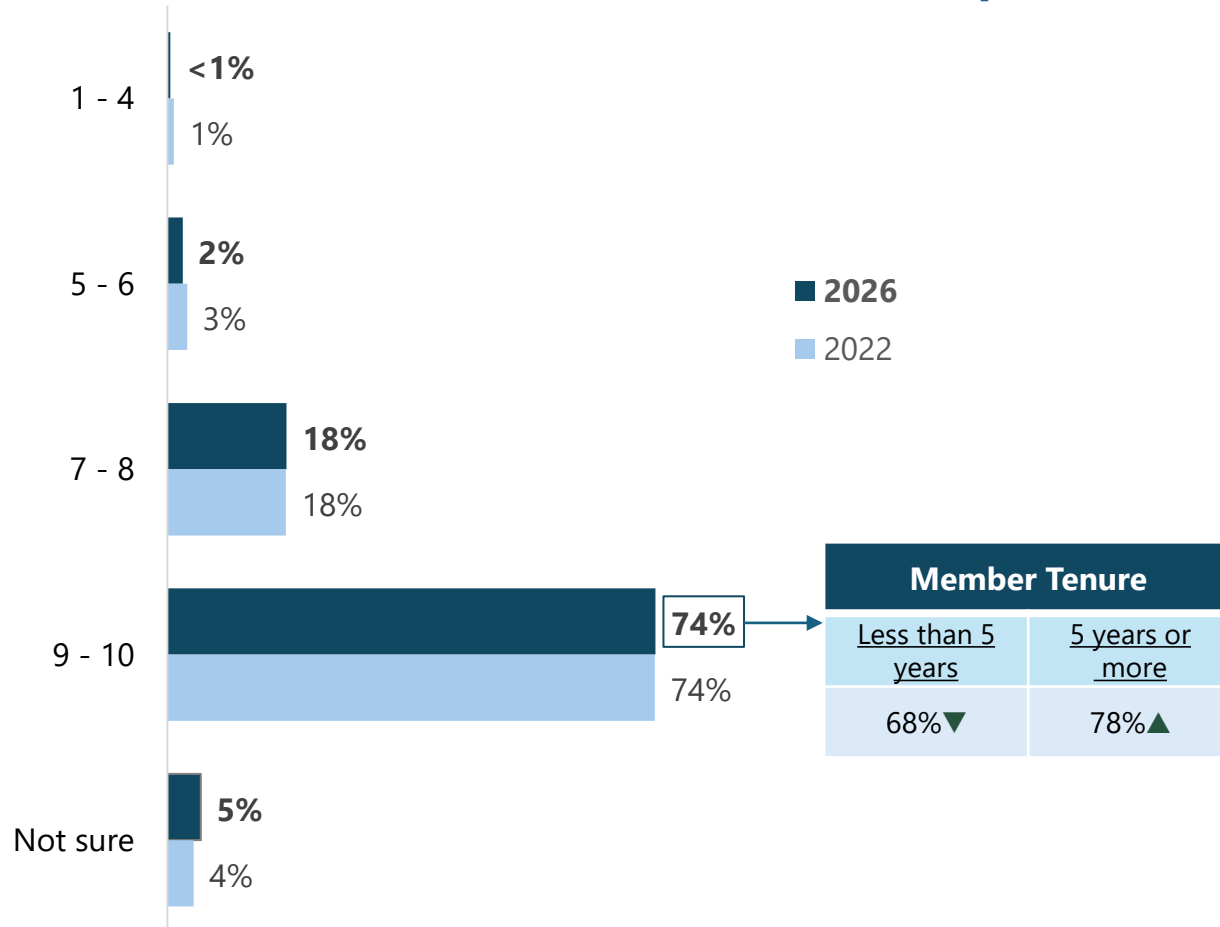
Reason for Not Recommending the SRA



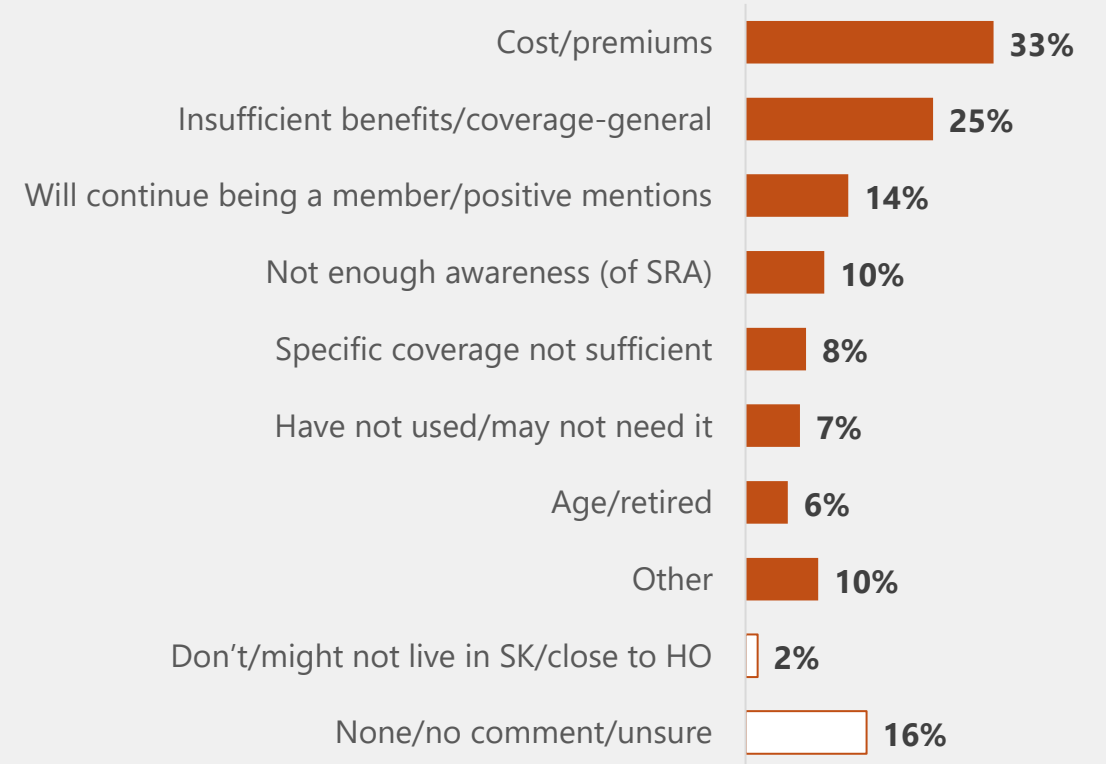
Q7.1: Why are you very likely to recommend the SRA? Base: All respondents who rate SRA 8 or more, n=1524.
 Q7: Why are you not very likely to recommend the SRA? Base: All respondents who chose 7 or lower in q6, n=289.

Loyalty holds strong, with a clear majority intending to remain a member of SRA. Among those less likely to continue their membership, concerns are largely driven by rising costs, perceived gaps in coverage, and questions around value for money, with some also indicating limited awareness or use of benefits.

Likelihood to Continue SRA Membership



Reasons for Not Continuing as a Member



Q8. How likely are you to continue being an SRA member in the future? (1-Not likely at all,...,10-Very likely) Base: All respondents, n=1813.
 Q9. Why are you not very likely to continue being an SRA member in the future? Base: All respondents All respondents who chose 7 or lower in q8, n=125.

Both recommendation and future membership are driven mainly by perceptions of value, especially whether benefits and coverage justify the cost. Where hesitation exists, it tends to reflect rising premiums, limited awareness beyond the health plan, and uncertainty about what membership offers overall.

Reasons for not Recommending the SRA

The monthly cost is getting quite high, and the benefits don't seem to keep up.

There isn't flexibility across health practitioner coverage. I'd like to allocate benefits based on my needs.

There is a lack of communication about what SRA is doing for members.

Some benefits don't apply if you live outside the province.

The benefits are helpful, but I'm not sure they are worth the price anymore.

The benefits package is decent. Perhaps unaware of some of other work SRA does.

Reasons for not Remaining an SRA Member

My main reason for joining was to become eligible to join the Health Plan. Not sure of what other benefits are offered.

Depends how much the costs of benefits increase. Costs are getting to be too much for those on a restricted income.

The biggest reason that I joined SRA was for the health insurance plan, but the cost is increasing at an alarming rate.

I want to see premiums for health benefits either lowered or coverage increased.

Living in a different province limits the benefits of being an SRA member.

The travel insurance restrictions on pre-existing conditions does not have options to buy additional insurance.

7. Why are you not very likely to recommend the SRA? Base: All respondents who chose 7 or lower in q6, n=289.

9. Why are you not very likely to continue being an SRA member in the future? Base: All respondents All respondents who chose 7 or lower in q8, n=125.

Loyalty Ladder: Based on willingness to recommend and likelihood to remain with the SRA, respondents were classified into four segments of Customer Advocacy. Over half of members are advocates and advocacy levels remaining steady with 2022.

According to industry standards, having an Advocate base of 40% or above is considered strong, as is limiting Detractors to 6% or less.

SAY

How likely are you to recommend the SRA to a friend, colleague or family member that would be eligible to join the Association?

	Not sure	1 (not at all likely)	2	3	4	5	6	7	8	9	10 (Very Likely)
Not sure											
1 (not at all likely)											
2											
3											
4											
5											
6											
7											
8											
9											
10 (Very Likely)											

STAY

How likely are you to continue being an SRA member in the future?

	Critics	Indifferent	Committed	Advocates
2026	6%	13%	27%	54%
2022	6%	12%	27%	55%

Q6. How likely would you be to recommend the SRA to a friend, colleague or family member that would be eligible to join the Association? (1-Not likely at all,...,10-Very likely) Base: All respondents, n=1813.
 Q8. How likely are you to continue being an SRA member in the future? Base: All respondents, 2026: n=1813, 2022: n=1632.

Impressions of the SRA remain strong among advocates and committed members, but drop notably among critics, as typically seen in Loyalty Ladder patterns. Critics are less positive on areas like support for health needs and ease of contact.

SRA Impressions

(% Somewhat agree + Strongly agree By Loyalty Ladder)

	Advocates	Committed	Indifferent	Critics
There's value in being an SRA member	98%	97%	79%	44%
The SRA does a good job telling me about new programs and services	97%	91%	79%	57%
The SRA makes a positive contribution to Saskatchewan	86%	76%	55%	23%
It is easy to contact the SRA when I need to	75%	63%	50%	33%
SRA products and services meet my needs	95%	92%	75%	38%
The SRA advocates on issues of importance to me	82%	73%	51%	32%

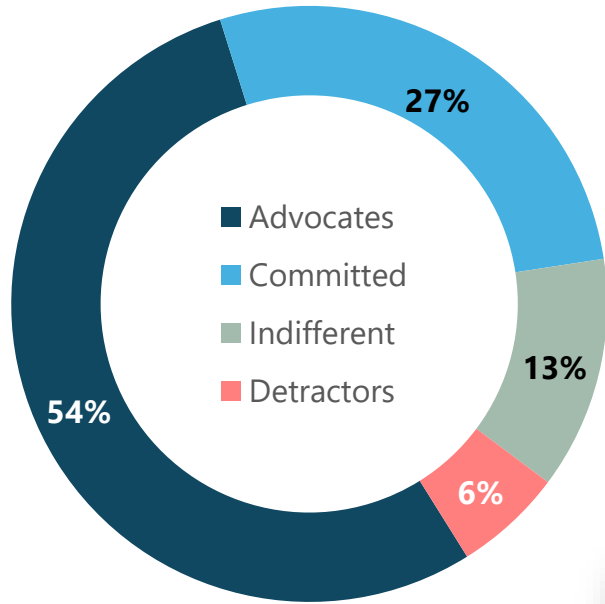
5. How much do you agree or disagree with the following statements about the SRA? Base: All respondents, 2026: n=1813.

The Customer Advocacy Index (CAI) represents the Loyalty Ladder as a single number. Points are awarded to each group within the Advocacy Ladder to develop a CAI. The points are assigned based on the differences in the loyalty indicators (satisfaction, consideration, recommendation and continuation) among the various segments of the Loyalty Ladder.

Customer Advocacy Index – Table of Weights

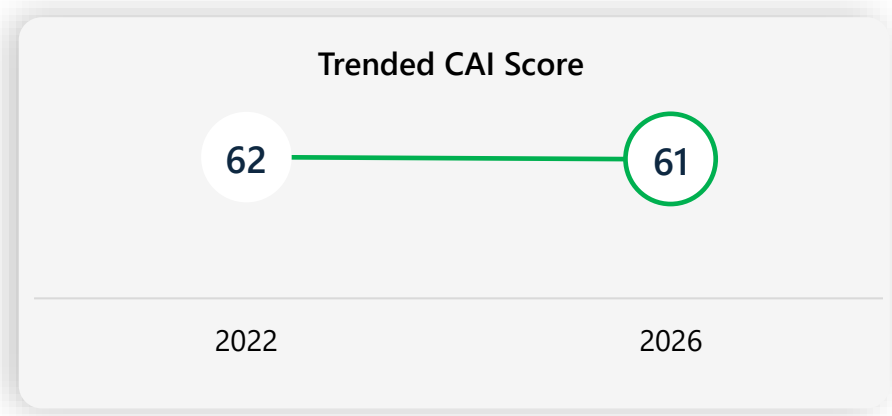
Segment	Weight	Description
Advocates	0.90	Creating Advocates is most valuable. As such, these customers carry the largest weight.
Committed	0.45	Committed customers are much more valuable than Indifferent customers.
Indifferent	0.10	There is marginal value for Indifferent customers.
Critics	-0.20	There is a penalty for having Critics.

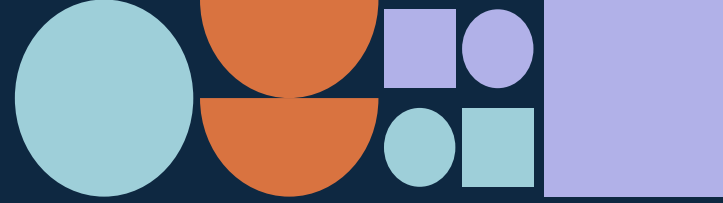
The SRA Customer Advocacy Index remains strong and above typical CAI benchmarks.



Customer Advocacy Index (2026)

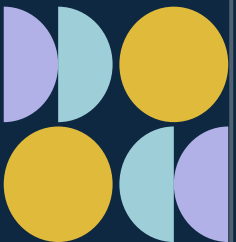
Segment	Proportion of Customers (A)	Points Awarded (B)	CAI Score Calculation (A X B X 100)
Advocates	54%	0.90	48.6
Committed	27%	0.45	12.2
Indifferent	13%	0.10	1.3
Critics	6%	-0.20	-1.2
			CAI: 61





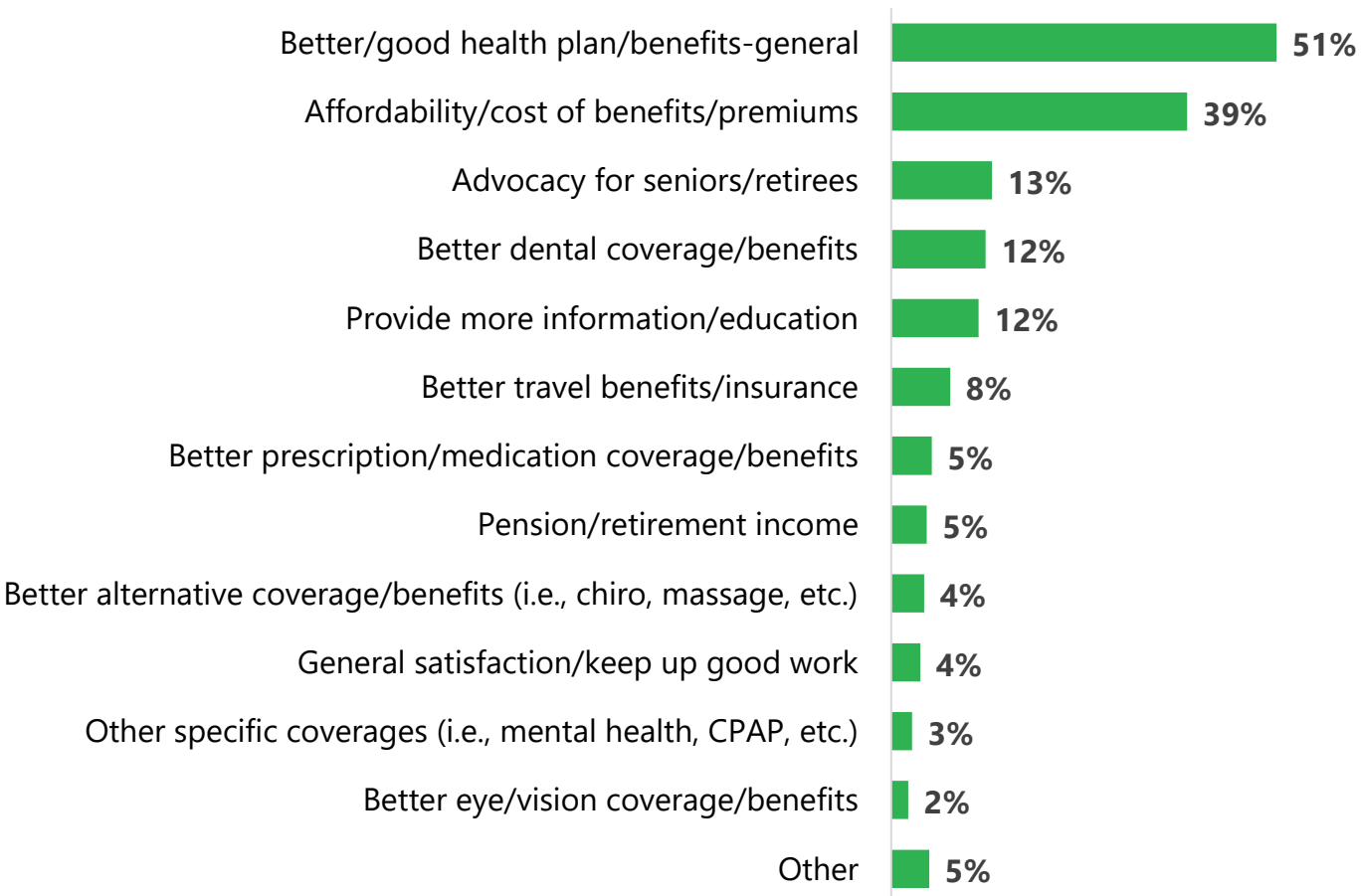
Organizational Priorities

SRA – Member Survey 2026



Suggested top priorities for SRA are firmly centered on affordable, competitive health and dental benefits, with members looking for stronger coverage and better value for money. Alongside this, there is a clear expectation for continued advocacy on retiree issues.

Top Priorities for the SRA



Changing benefits so that we get more coverage from an accumulative benefit account instead of specific services.

Expand services. The travel webinar was good. More educational webinars such as AI, how to protect yourself from scams, etc.

[SRA] should be advocating the federal government on allowing members in the SRA dental plan to be permitted to receive the Federal Dental plan benefit plan as long as they meet the income threshold.

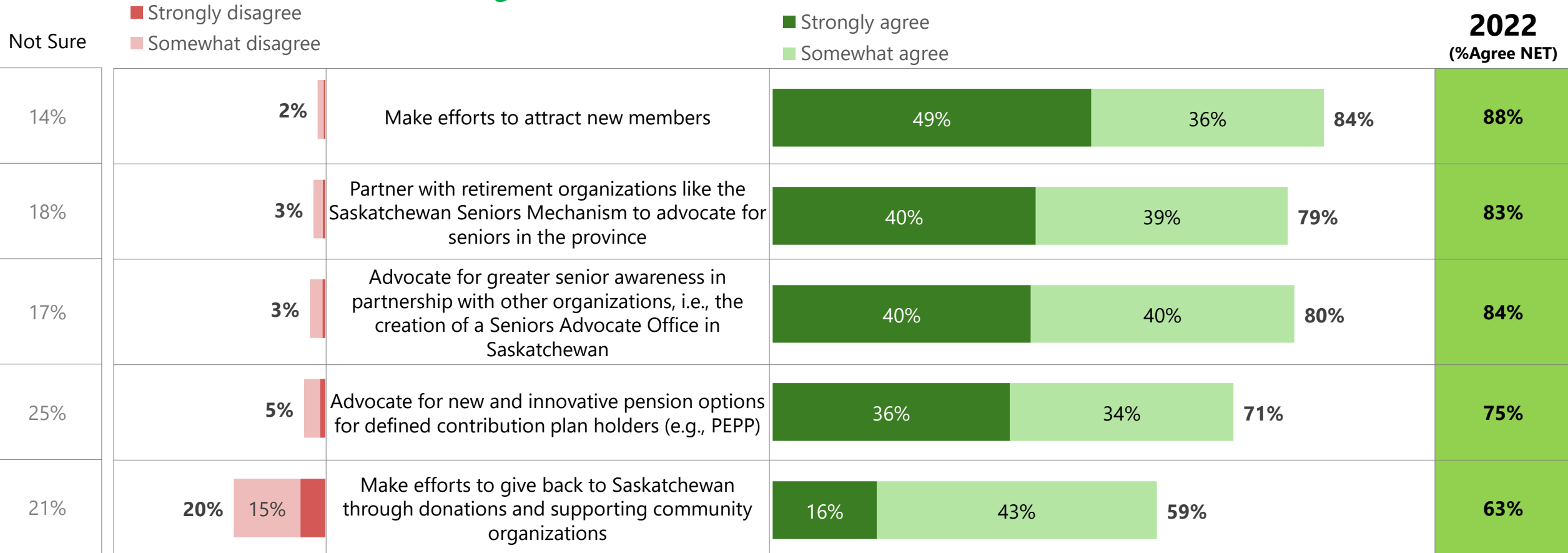
Capping health care fee increases and more options within the coverage.

To get better health dental and drugs for better coverages and to keep the costs down.

Q10. In your opinion, what should be the top priorities for the SRA over the next few years? Base: Respondents excluding "Don't know", n=1195.

Members continue to show strong alignment on SRA's core role, with broad agreement on attracting new members and partnering with organizations to advocate for seniors. Advocacy efforts are well supported, though interest is slightly lower for pension-related innovation. Giving back to the community receives comparatively less support.

Agreement with SRA Priorities (2026)



11. How strongly do you agree or disagree with the following statements about the SRA? The SRA should... Base: All respondents, 2026: n= 1813, 2022: 1628-1631.

Support for SRA priorities is broadly consistent across member demographics, though longer-tenured members (5+ years) show stronger alignment, particularly around advocacy and partnerships. Agreement tends to be higher among those 75+, especially for advocacy and community-oriented efforts

Top Priorities for the SRA

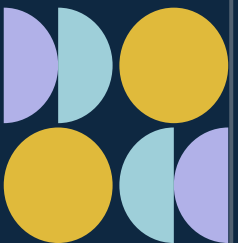
Demographic Breakdown (2026)

% Agree NET	Member Tenure		Age				
	Overall	Less than 5 years	5 years or more	55-64	65-74	75-84	85+
Make efforts to attract new members	84%	84%	85%	83%	84%	87%	87%
Partner with retirement organizations like the Saskatchewan Seniors Mechanism to advocate for seniors in the province	79%	76%▼	81%▲	73%▼	79%	85%▲	86%
Advocate for greater senior awareness in partnership with other organizations	80%	75%▼	83%▲	71%▼	81%▲	88%▲	87%▲
Advocate for new and innovative pension options for defined contribution plan holders (e.g., PEPP)	71%	67%▼	73%▲	66%	71%	75%	70%
Make efforts to give back to Saskatchewan through donations and supporting community organizations	59%	56%	60%	53%▼	58%	64%▲	74%▲

11. How strongly do you agree or disagree with the following statements about the SRA? The SRA should... Base: All respondents, n= 1813.

Awareness with New Initiatives

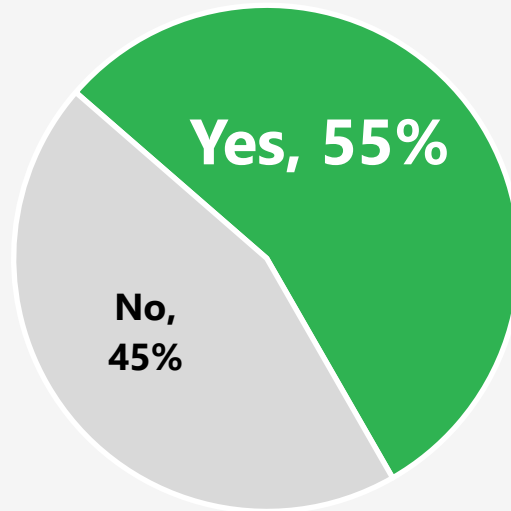
SRA – Member Survey 2026



Awareness of Trip Merchant is moderate, and while only 1 in 10 members have registered so far, about 3 in 10 members are interested.

Trip Merchant

Awareness



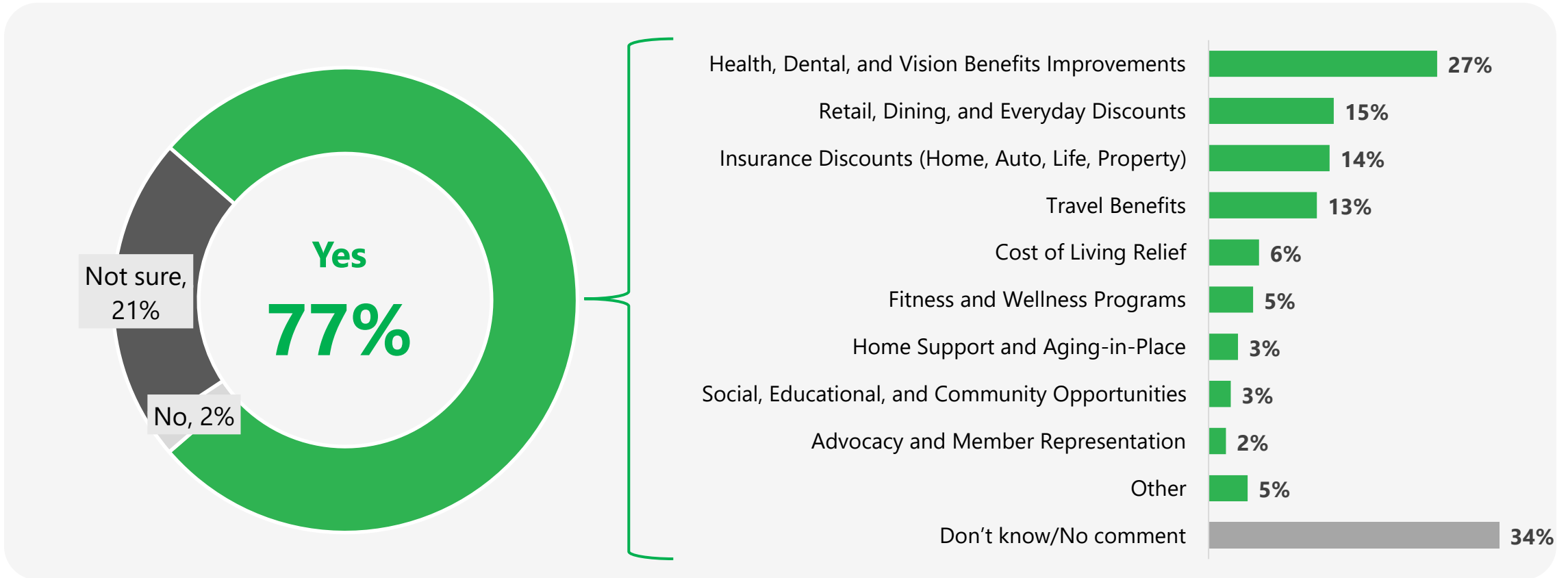
Trip Merchant Registration (All Respondents)

Yes	11%
No yet, but intend to	28%
No, do not intend to	17%
Not aware	45%

T1. Before today, were you aware that SRA had launched Trip Merchant? Base: All respondents, n= 1813.
T2: Have you registered for the Trip Merchant travel platform? Base: All respondents, n= 1813.

Nearly eight in ten members support expanding exclusive member promotions, with strongest interest in health-related savings, everyday discounts, insurance, and travel benefits.

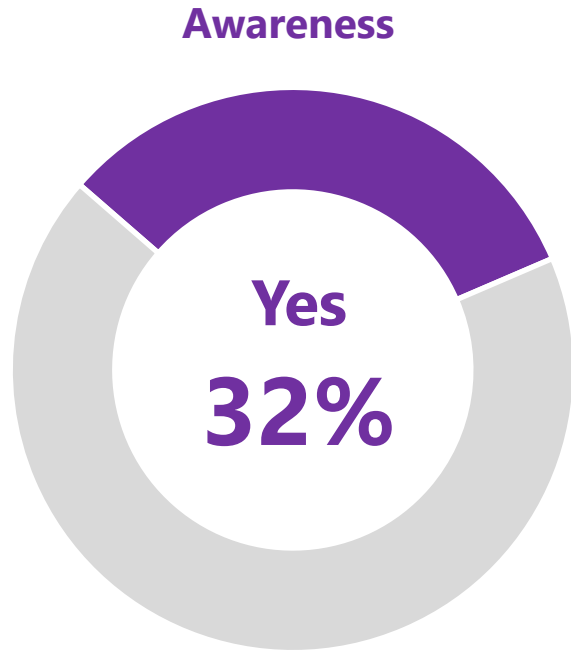
Interest in Expanding Exclusive Member Promotions (e.g., insurance discounts, health product discounts)



T4: Should the SRA pursue other member exclusive promotions like insurance discounts, health product discounts, etc.? Base: All respondents, n= 1813.
T5: What types of exclusive member promotions should the SRA explore? Base: All respondents who provided an answer, n= 1813.

Awareness of the SRA Legacy Scholarship program is modest. That said, support is strong among members, with around three quarters backing both offering scholarships to family members, continuing the program, and a clear majority seeing it as aligned with SRA's values.

SRA Legacy Scholarship Program

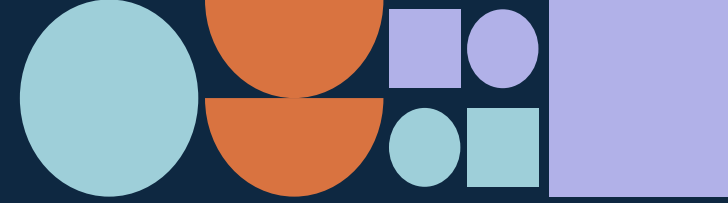


Member Agreement with Scholarship Program Value and Continuation

Not Sure		Strongly agree	Somewhat agree	
11%	I support offering scholarships to family members of SRA members	36%	39%	76%
13%	I support SRA continuing to offer the scholarship program in the future	35%	39%	74%
32%	The scholarship program reflects SRA values and mission	27%	34%	61%

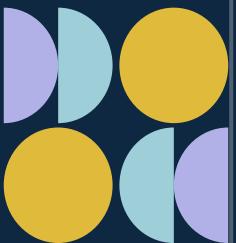
S1: Before today, were you aware of the SRA Legacy Scholarship Program? Base: All respondents, n= 1813.

S2: Please indicate how much you agree or disagree with each of the following statements. Base: All respondents, n= 1813.



Communication with the SRA

SRA – Member Survey 2026



Interest in receiving information from the SRA is high across topics, with strongest demand for practical, day-to-day areas such as support for aging at home, health and wellness, and fraud protection.

Interest in Receiving Information from the SRA

Not sure

■ Not at all interested
■ Not very interested

■ Very interested
■ Somewhat interested

2022
(% Interested NET)

Not sure	Not at all interested	Not very interested	Topic	Very interested	Somewhat interested	NET	2022 (% Interested NET)
1%	12%	8%	Help to remain in one's home as long as possible	53%	34%	86%	84%
1%	10%	7%	Health and wellness, including mental health	51%	38%	90%	87%
1%	11%	8%	Fraud protection (e.g., scams impacting seniors)	51%	37%	88%	83%
2%	17%	11%	Pensions plan or benefits	49%	32%	81%	80%
2%	25%	15%	Estate planning	33%	39%	73%	67%
2%	25%	17%	Managing technology	29%	44%	73%	67%
1%	30%	20%	Financial management	27%	42%	69%	64%
3%	38%	27%	Personal/relational security/elder abuse	18%	41%	59%	61%

13. How interested are you in receiving the following types of information from the SRA? Base: All respondents, 2026: n=1813, 2022: n=1,631-1,632.

Interest is broadly consistent across tenure, with longer-tenured members showing slightly more interest in topics like staying at home, safety, and fraud protection. By age, interest remains strong overall, with older members placing more emphasis on safety and support, while topics like estate planning are a bit less relevant among the oldest group.

Interest in Receiving Information from the SRA

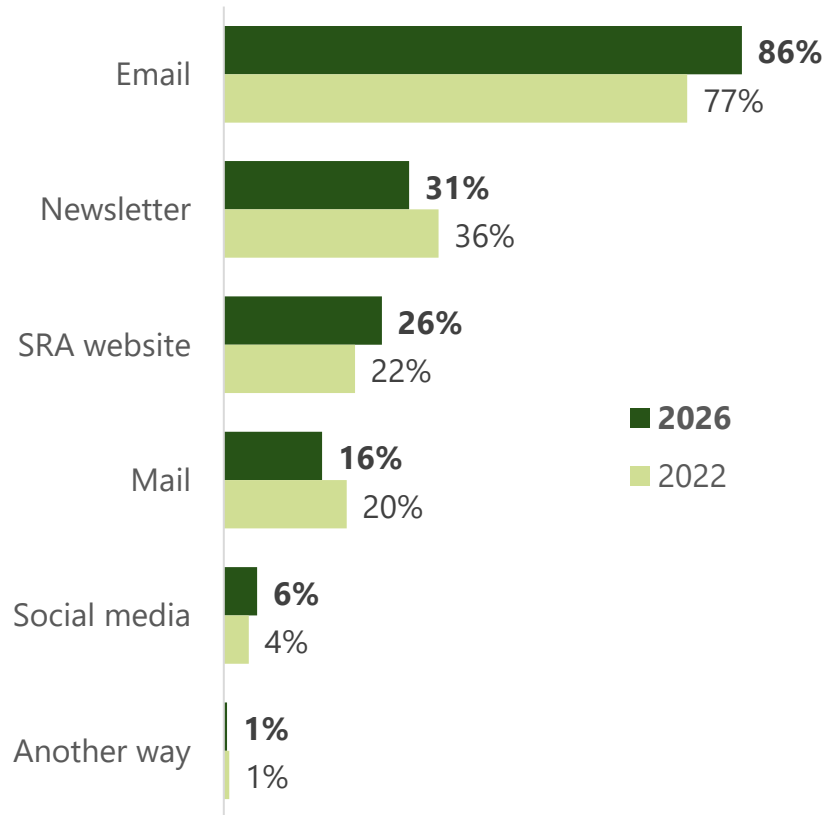
Demographic Breakdown (2026)

	(% Somewhat interested + Very interested)	Member Tenure		Age			
		Overall	Less than 5 years	5 years or more	55-64	65-74	75-84
Health and wellness, including mental health	90%	89%	89%	91%	89%	90%	86%
Fraud protection (e.g., scams impacting seniors)	88%	85%▼	89%▲	84%	89%	88%	93%
Help to remain in one's home as long as possible	86%	84%▼	88%▲	83%	87%	89%	85%
Pensions plan or benefits	81%	81%	81%	84%	81%	78%	85%
Managing technology	73%	71%	74%	71%	74%	72%	70%
Estate planning	73%	76%▲	71%▼	76%▲	74%▲	64%▼	60%▼
Financial management	69%	72%	68%	74%▲	69%	63%▼	66%
Personal/relational security/elder abuse	59%	55%▼	60%▲	53%▼	59%▼	60%▼	77%▲

13. How interested are you in receiving the following types of information from the SRA? Base: All respondents, n= 1813.

Email remains the clear primary channel for members, with usage increasing since 2022. Reliance on mail and newsletters has declined. Patterns are fairly consistent across groups, though email use is slightly lower among the oldest members, who show greater reliance on mail, while newer members lean more toward digital touchpoints like the website and social media.

Preferred Method of Receiving Information from the SRA



Demographic Breakdown (2026)

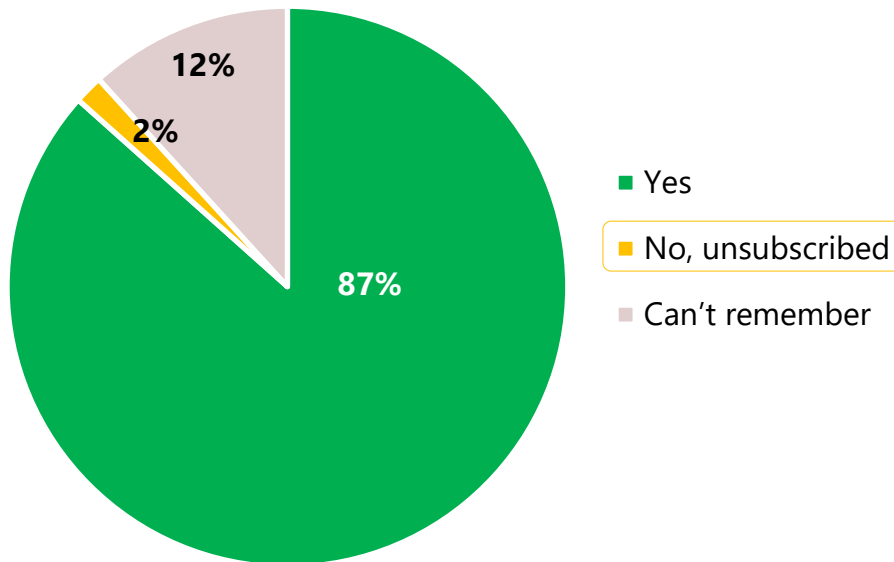
	Member Tenure		Age				Gender	
	Less than 5 years	5 years or more	55-64	65-74	75-84	85+	Female	Male
Email	89%▲	85%▼	91%▲	87%▲	84%▲	68%▼	85%	87%
Newsletter	30%	31%	32%	30%	32%	29%	34%▲	28%▼
SRA website	30%▲	24%▼	32%▲	27%	19%▼	16%▼	26%	26%
Mail	16%	17%	18%▼	14%▼	18%▼	33%▲	19%▲	14%▼
Social media	8%▲	4%▼	10%▲	5%▼	4%▼	2%	6%	5%
Another way	1%	1%	1%	0%	1%	0%	1%	0%

14. Through which methods would you like to receive information from the SRA? (do not read list, select all that apply) Base: All respondents, n=1813.

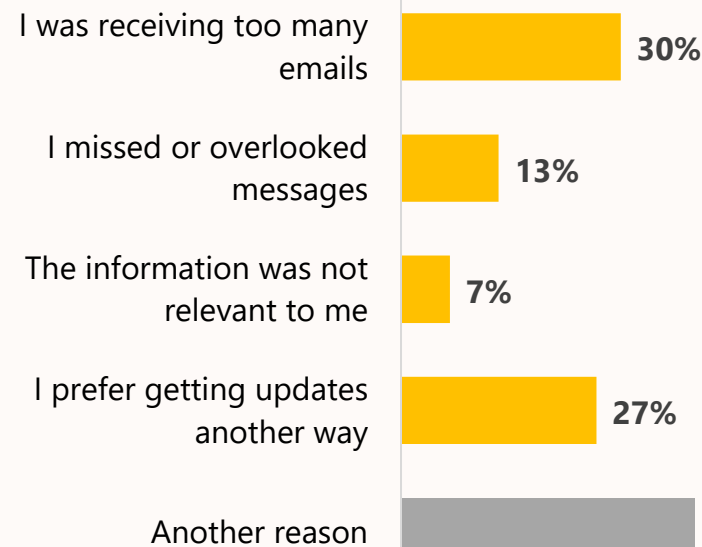
Updates from SRA continue to play a central role in how members stay connected. Among those who have unsubscribed from SRA emails, reasons are largely practical, such as preferring other ways to receive information, managing email volume, or limited access to technology, rather than concerns with the content itself.

Email Engagement

Receipt of SRA Emails



Reasons for Unsubscribing from SRA Emails*



- Do not have computer
- Do not receive emails despite being subscribed
- Concern about scams or phishing emails
- Never subscribed

*Small sample size

14.1: Do you receive email updates from SRA? Base: All respondents, n=1813.

14.2: Why did you unsubscribe from SRA email? Base: Respondents who unsubscribed from SRA email, n=30.

While the SRA newsletter is not a top preferred channel, it continues to reach and engage members, with most reporting they read it and find it helpful.

The SRA Newsletter

72% usually read the newsletter
2022: 75%

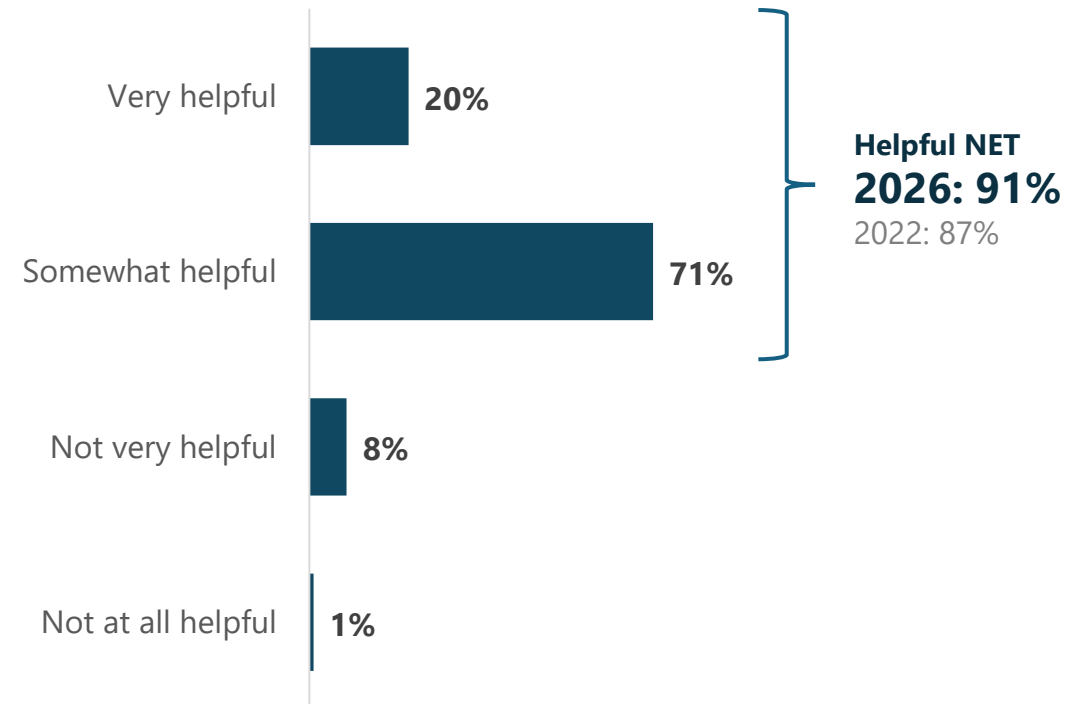
19% receive the newsletter, but often do not read it
2022: 18%

10% do not receive the newsletter
2022: 7%

Demographic Breakdown (2026)

	Member Tenure		Age				Gender	
	Less than 5 years	5 years or more	55-64	65-74	75-84	85+	Female	Male
Usually read the newsletter	66%▼	75%▲	65%▼	71%	78%▲	82%▲	69%▼	75%▲
Receive the newsletter, but often do not read it	19%	19%	20%	20%	17%	9%	20%	18%
Do not receive the newsletter	15%▲	6%▼	15%▲	9%▼	5%▼	9%	12%▲	7%▼

Helpfulness of Newsletter Content

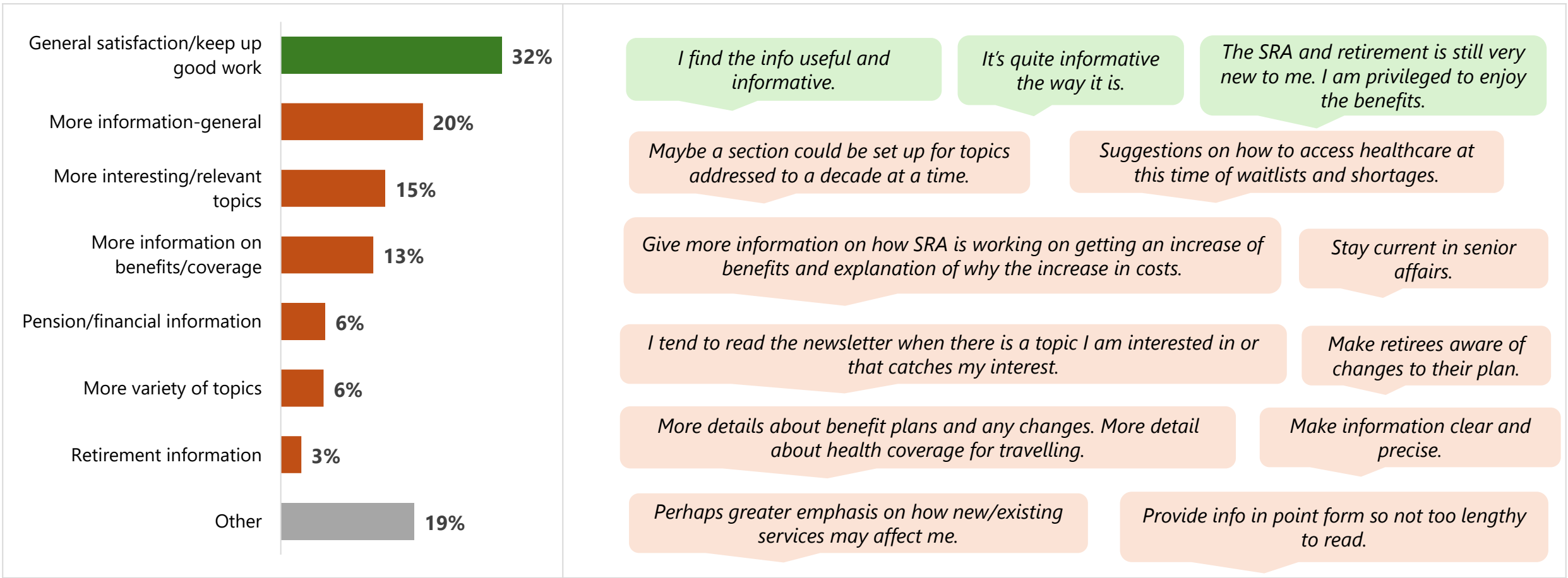


15. Which of the following best describes your experiences with the SRA newsletter? Base: Respondents who have subscribed to SRA emails, n=1783.

16. How helpful do you find the content of the newsletter? Base: Respondents who receive the newsletter, n=1611.

About one third of members express general satisfaction with the SRA newsletter, suggesting the newsletter is largely meeting expectations. Member feedback tends to focus on keeping content concise and more clearly relevant, with greater emphasis on practical topics like benefits, health, and financial matters that drive engagement.

The SRA Newsletter Improvement Suggestions



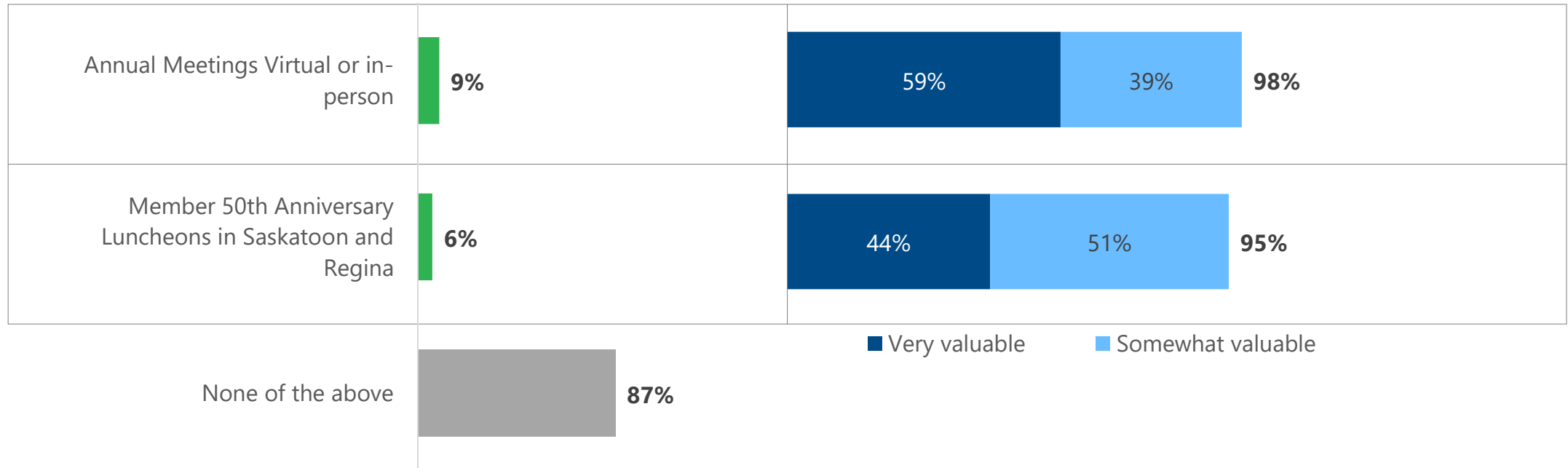
17. What improvements could be made to the newsletter to ensure it is as helpful as possible? Base: Respondents who receive the newsletter and chose to answer, n=405.

Event participation remains limited, with the majority of members not attending any SRA events in the past two years. Among those who have attended, the experience is very positive, with nearly all finding the information valuable. This points to strong impact, with an opportunity to broaden reach and awareness.

SRA Events

Type of Event Attended

Impressions



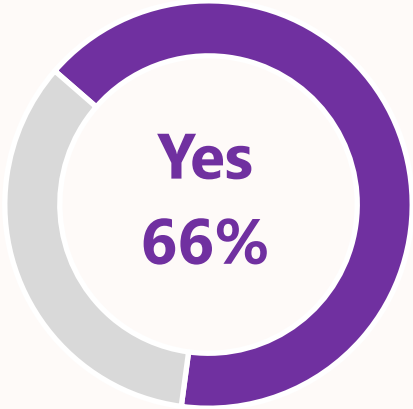
18. Have you attended any SRA events within the past two years? Base: All respondents, n=1813.

19. Thinking about the following SRA events, how valuable was the information that was presented? Base: Respondents who have attended some event in Q18, n=117-172.

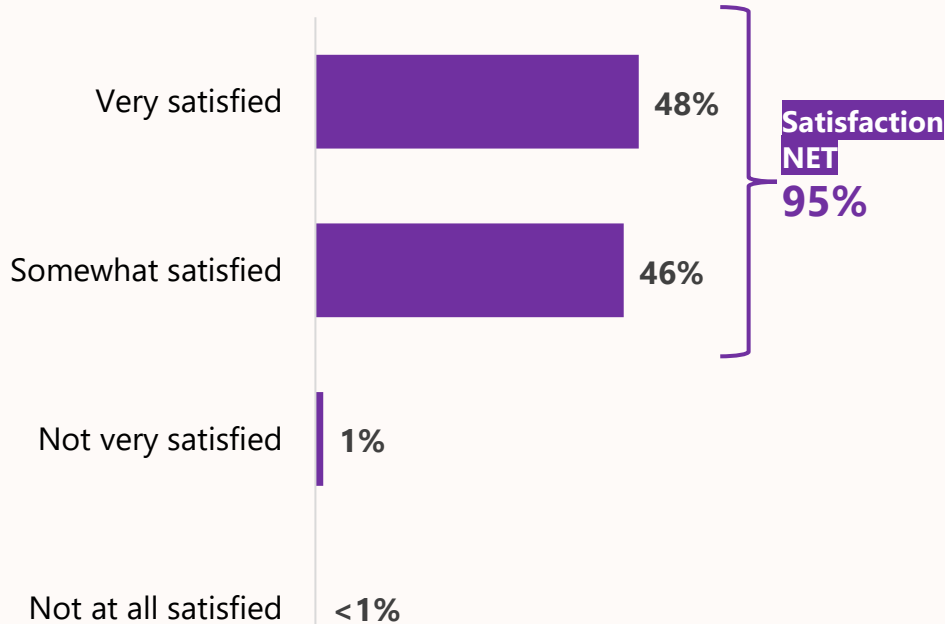
About two thirds of members are aware that the SRA sends shorter, more frequent emails, and among those receiving them, satisfaction is very high.

Awareness, Satisfaction, and Improvement Opportunities for SRA Emails

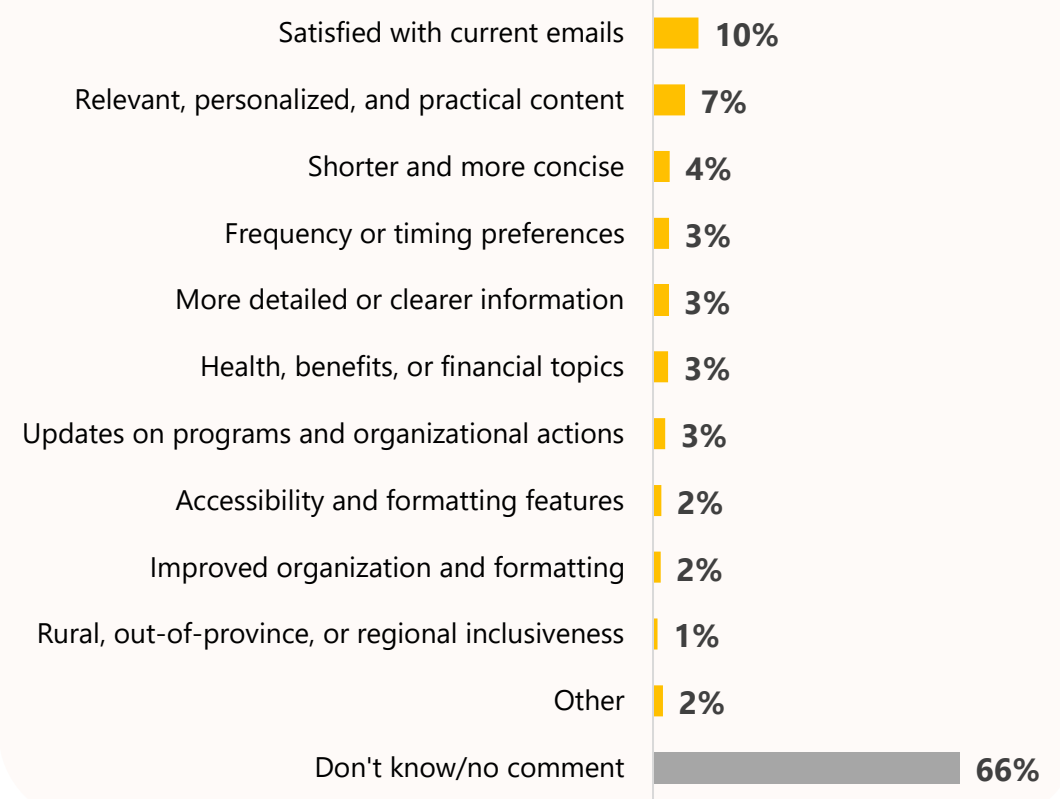
Awareness



Satisfaction



Feedback on SRA Email Communications



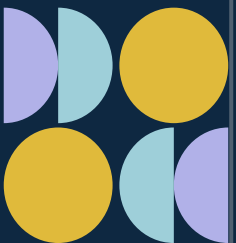
20.1: SRA now sends shorter and more frequent email for timely updates. Are you aware of these emails? Base: All respondents, n=1813.

20.2: How satisfied are you with the emails? Base: Respondents who are aware of the shorter emails SRA sends, n=1192.

20.3: What would make the emails more helpful to you? Base: Respondents who are somewhat satisfied/ not satisfied with the emails SRA sends, n=615.

SRA Health Benefits Plan

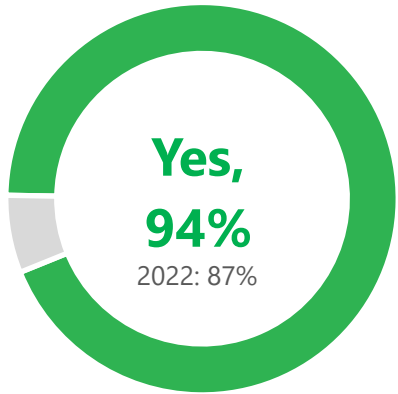
SRA – Member Survey 2026



Nearly all members are part of the SRA Health Benefits Plan. Coverage is most commonly held as couple plans, and satisfaction remains high overall.

Benefits from the Program

Part of the SRA Health Benefits Plan



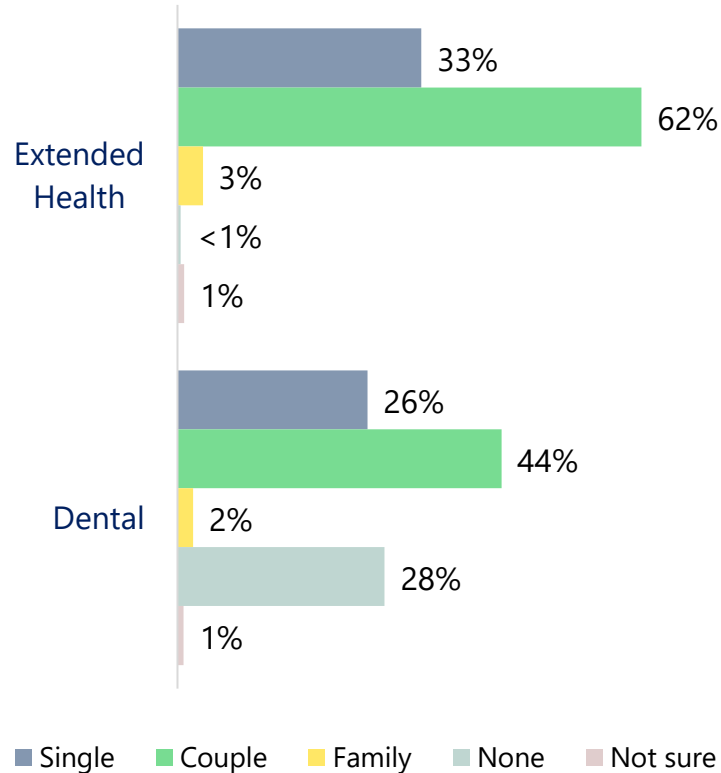
Member Tenure (% Yes)

Less than 5 years	5 years or more
96%▲	93%▼

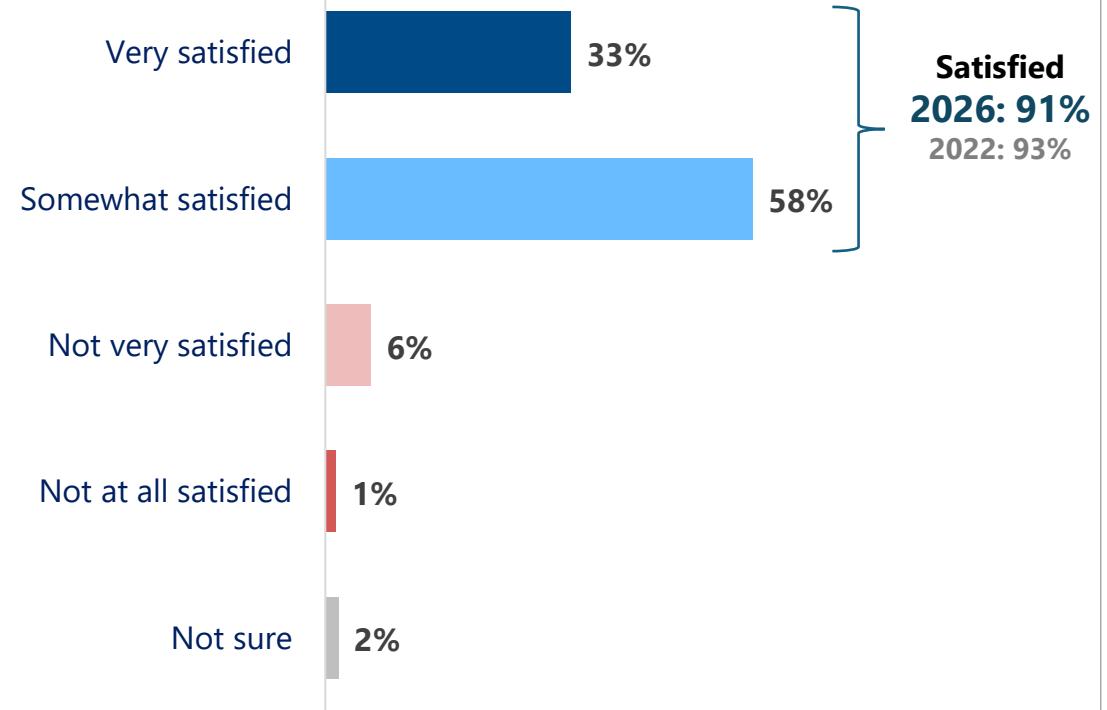
Age (% Yes)

55-64	65-74	75-84	85+
96%▲	97%▲	86%▲	62%▼

Type of Coverage



Coverage Satisfaction



21. Are you a part of the SRA Health Benefits Plan? Base: All respondents, n=1813.

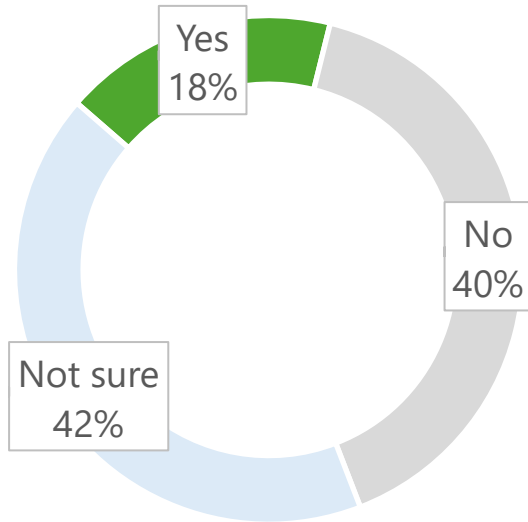
22. What type(s) of coverage do you have through the SRA Health Benefits Plan? Base: Respondents who are part of the SRA Health Benefits Plan, n=1697.

23. Overall, how satisfied are you with the coverage offered through the SRA Health Benefits Plan? Base: Respondents who are part of the SRA Health Benefits Plan, n=1697.

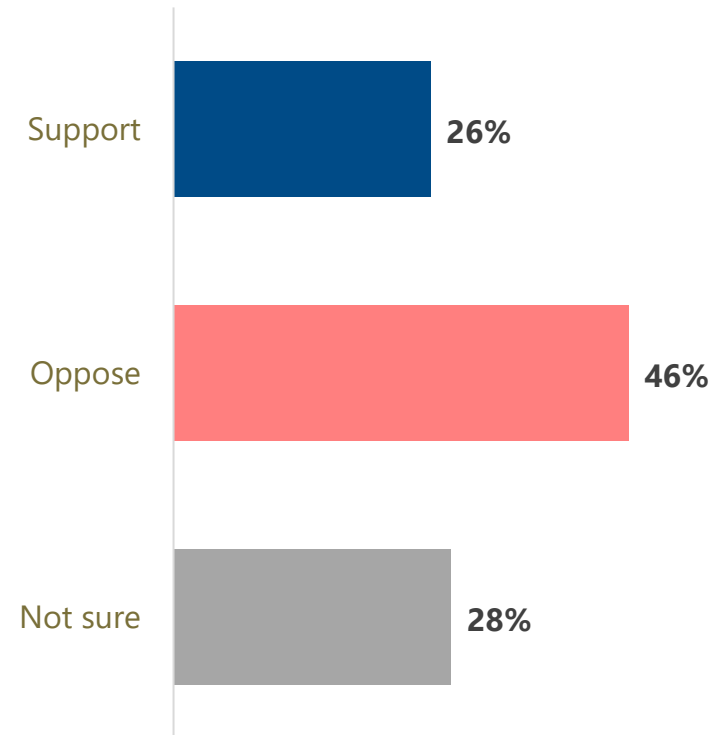
Recent plan changes have had limited impact so far, with many members unsure whether the added drug and dental options have been beneficial. Views on extended travel coverage are mixed, with opposition outweighing support.

Perceived Value of Recent Coverage and Travel Benefit Changes

Perceived Benefit of Increased Drug and Dental Coverage



Support for Extended Travel Coverage Options

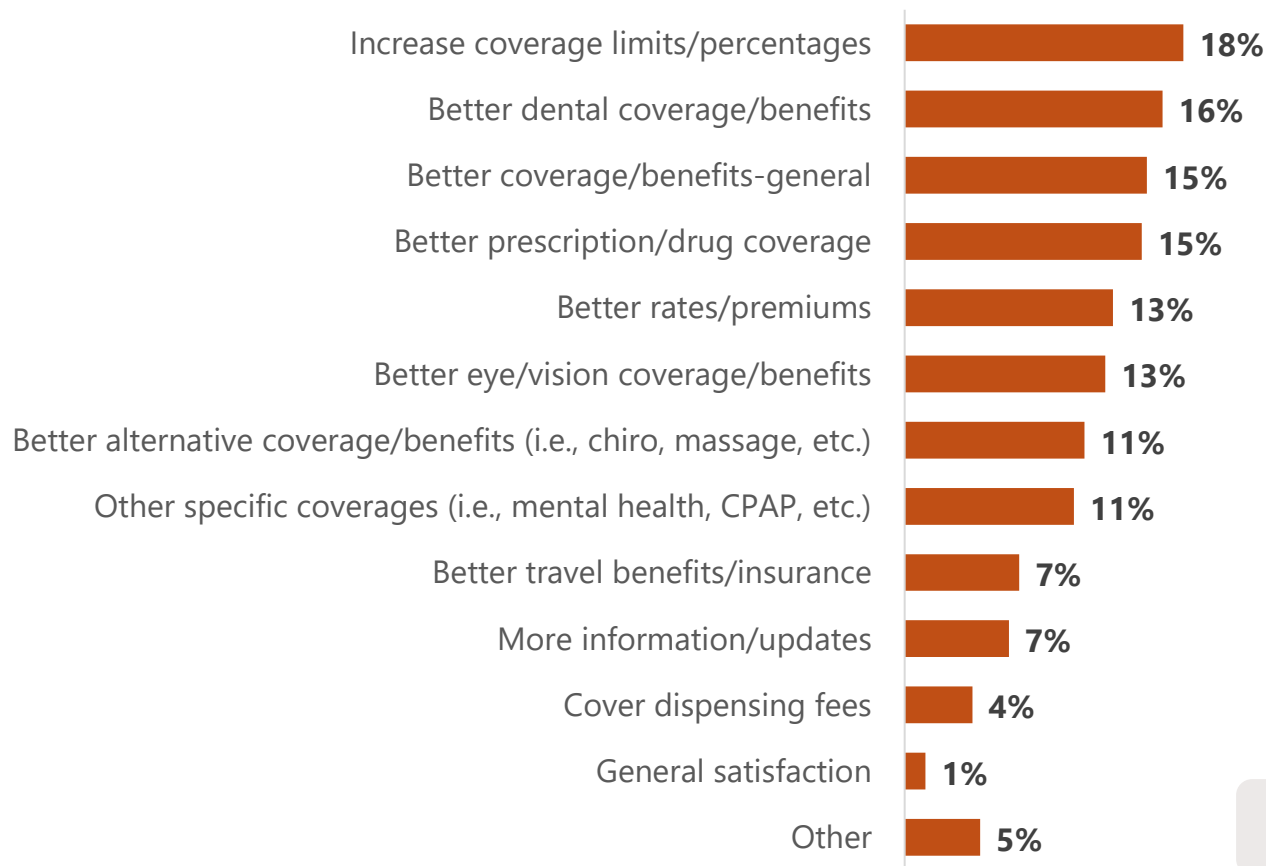


23.1: With this year's renewal, the SRA and GMS added the option for members to increase the maximums on their drug and dental coverage. Was this change of benefit to you? Base: Respondents who are part of the SRA Health Benefits Plan, n=1697.

23.2: In January, the SRA and GMS added a pilot option to purchase extended travel coverage beyond the current 60-day limit. Alternatively, the SRA could extend the basic travel coverage in the plan from 60 days to 90 days to make the plan more attractive to use. This change would result in a 2.1% overall rate increase for all plan members. Would you support or oppose this alternative? Base: Respondents who are part of the SRA Health Benefits Plan, n=1697.

Regarding improvements to the SRA Health Benefits Plan, member feedback tends to focus on improving the depth and flexibility of coverage rather than introducing entirely new benefits. Priorities centre on better value, including enhanced coverage for dental, prescription drugs, and paramedical services, alongside calls for higher limits and more adaptable plans that reflect individual needs.

SRA Health Benefits Plan Improvement Suggestions



More coverage for massage, physio or naturopathic medicine.

Coverage for prescriptions not covered by SK drug plan.

Timely communication of annual renewal, including communication to members and to participating pharmacies.

Allow members to tailor coverage maximums to suit their individual needs.

Better coverage for dental- higher percentage, more services such as implants and dental surgery.

Keep it easily accessible for none computer users.

Due to the fact I don't use many of the services, I wish that money could be put into a health spending account to offset other areas I use more often.

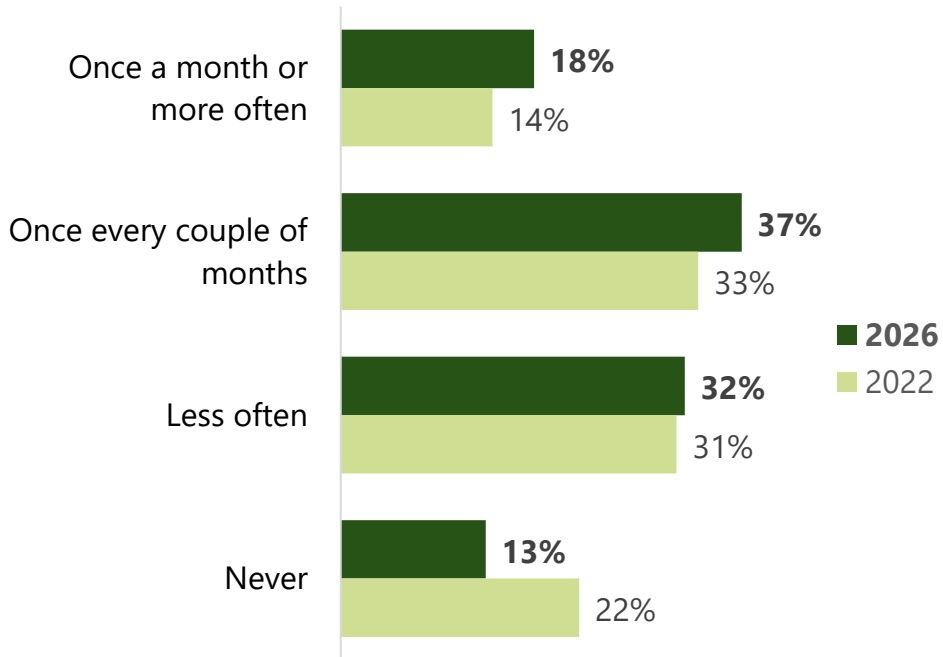
Enabling more providers to directly bill.

Coverage for Nurse practitioners since many of us do not have a family doctor and a nurse practitioner is our only option.

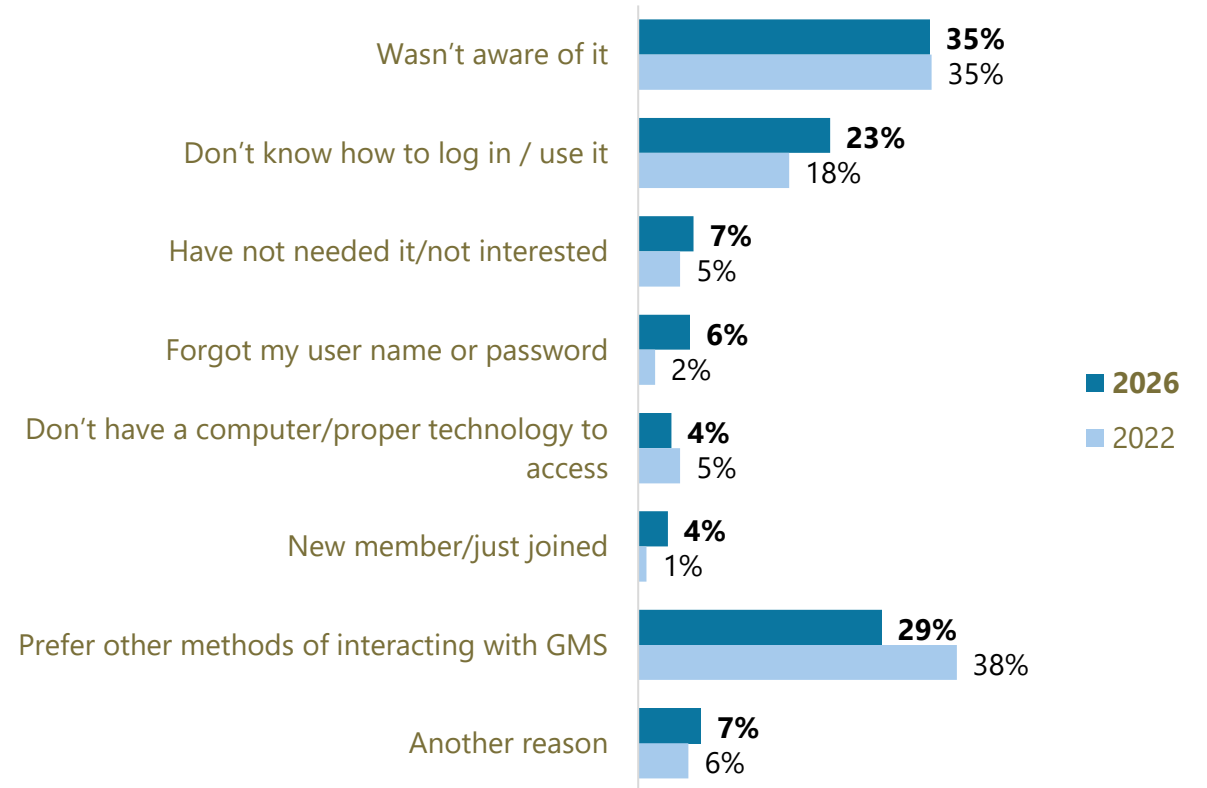
24. Beyond rates, how could the SRA Health Benefits Plan be improved? Please be as specific as possible. Base: Respondents who are part of the SRA Health Benefits Plan excluding "Not sure", n=603.

Use of the myGMS portal has increased over time, with more members now engaging at least occasionally and fewer saying they never use it. At the same time, key barriers persist, led by lack of awareness and login challenges, while reliance on alternative methods, though still present, appears to be easing compared to 2022.

Online GMS Portal Usage



Reasons for Never Using the GMS Portal

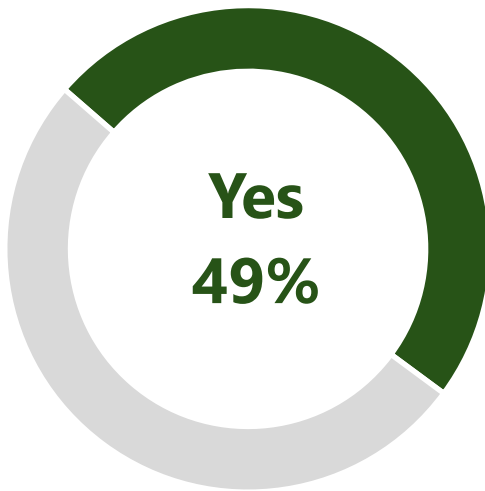


25. How often do you use the online GMS portal (i.e. myGMS)? Base: Respondents who are part of the SRA Health Benefits Plan, n=1697.

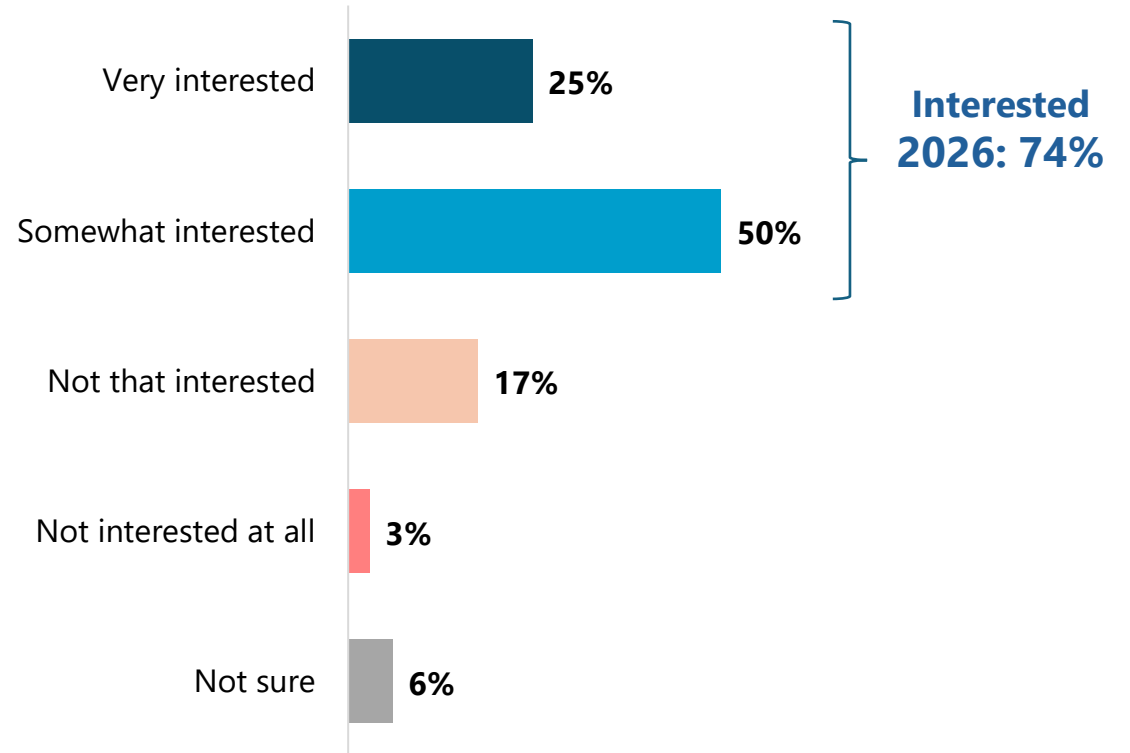
26. Why have you never used the GMS portal? Base: Respondents who have never used the GMS portal, n=227.

Almost half of members are aware of the GMS Care Network. Interest is notably higher, with nearly three quarters open to learning more. This points to an opportunity to grow engagement by improving visibility and communication with members.

Awareness of the GMS Care Network



Interest in Learning More About the GMS Care Network

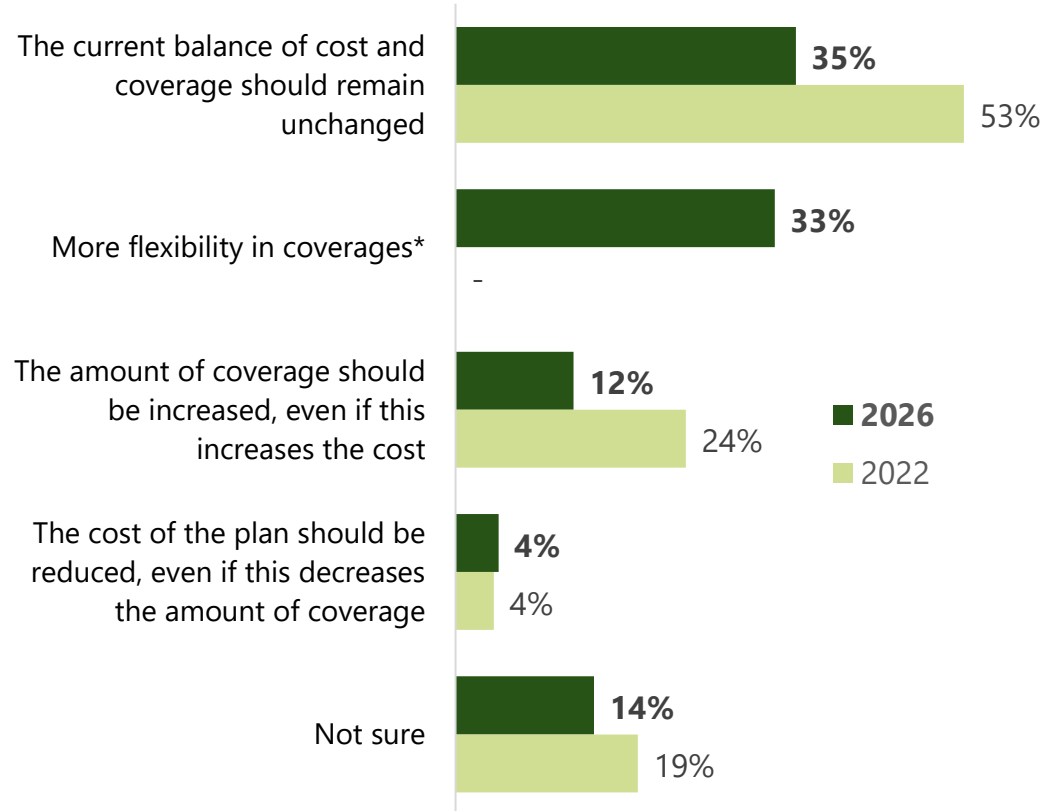


26.1: Are you aware that your SRA Health Benefits Plan includes access to the GMS Care Network, a secure virtual network of services that can support physical, mental, and emotional health? Base: Respondents who are part of the SRA Health Benefits Plan, n=1697.

26.2: How interested would you be in receiving more information about the GMS Care Network? Base: Respondents who are part of the SRA Health Benefits Plan, n=1697.

Member preferences have shifted away from maintaining the status quo toward greater flexibility in coverages. Differences across groups are modest, though those earlier in tenure show a stronger preference for flexibility, while older age groups are more inclined to maintain the current balance.

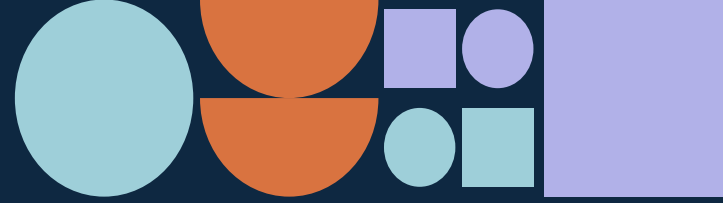
Impressions on the SRA Health Benefits Plan



*Added in 2026

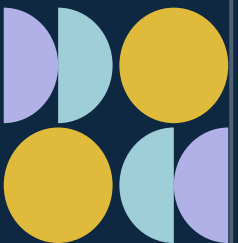
Demographic Breakdown (2026)	Member Tenure		Age			
	Less than 5 years	5 years or more	55-64	65-74	75-84	85+
The current balance of cost and coverage should remain unchanged	34%	36%	32%	35%	39%	48%
More flexibility in coverages	37%▲	31%▼	39%▲	35%▲	20%▼	15%▼
The amount of coverage should be increased, even if this increases the cost	10%▼	14%▲	10%▼	12%▼	19%▲	13%
The cost of the plan should be reduced, even if this decreases the amount of coverage	3%	5%	5%	5%	5%	3%
Not sure	15%	14%	14%	14%	17%	21%

28. Broadly speaking, which of the following statements best describes your thoughts on the SRA Health Benefits Plan? Base: Respondents who are part of the SRA Health Benefits Plan, n=1697.



Interest in Volunteering

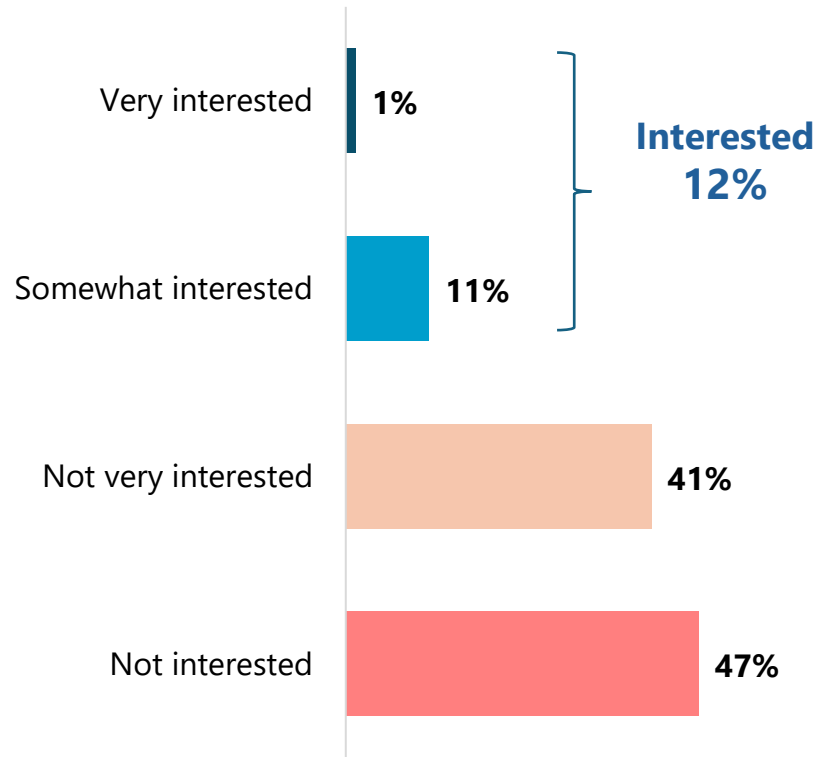
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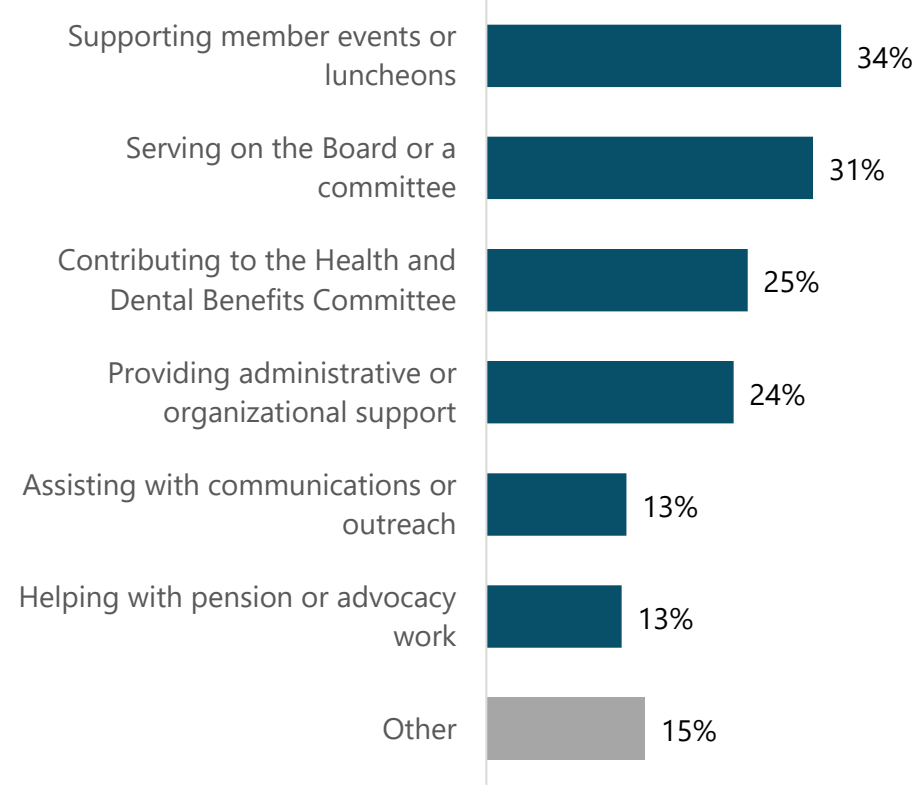
Interest in volunteering is low. Among those interested, roles tied to events, governance, and committees are most appealing.

Volunteering Opportunities at the SRA

Interest in Volunteering



Volunteer Role Preferences



V1: How interested are you in volunteering with the SRA? Base: All respondents, n=1813.

V2: Which types of volunteer roles appeal to you? Base: Respondents who are interested in volunteering with the SRA, n=225.