

International Alliance of Theatrical Stage Employees

2026 Quarterly Service Report

canada life™

2026 ICHP Service Results – Call Centre

Target is 80% of calls answered in 60 seconds

Q1

98.9%

Q3

98.2%

Q2

99.5%

Q4

YTD

98.8%

2025 = 98.7%

2026 ICHP Service Results – Abandon Rate

Target is less than 3%

Q1

0.4%

Q3

0.2%

Q2

0%

Q4

YTD

0.2%

2025 = 0.3%

2026 National Results – Quality

Target is greater than 97%

Q1

98.3%

Q3

98.6%

Q2

98.8%

Q4

YTD

98.5%

2025 = 98%