

Sun Life's Customer Care Centre

Stemming from a member survey conducted by Sun Life they have enhanced their Interactive Voice Response (IVR) system that allows you to identify yourself prior to their Customer Care Representative answering the phone. What does this mean to you? It means faster, more effective service. Your policy or contract ID is 014098. Your employee ID or member ID is also known as your payroll ID. It is nine digits and can be found on your pay advice.

If you have any questions regarding your benefits coverage or claim adjudication, contact Sun Life at 1-800-361-6212. Our contract or policy ID is 014098.

Two minutes could give you a longer, healthier life

November is diabetes awareness month and there are almost one million Canadians that have type 2 diabetes and don't know it. Are you at risk? In just two minutes, you can assess your risk for type 2 diabetes. Take the test at <http://take2minutes.ca/>

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Sun Life's Wellness Centre

Have you accessed the Wellness Centre on the Sun Life member website? If no, please take a few minutes as there is a great deal of information available to you. Please note that any information you access on the Sun Life member website is not shared with us.

Home	Coverage	Claims	Wellness centre	Leaving the plan	FAQs
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Wellness centre

Health & Wellness Companion

Your health is important. Take charge of your health by using the [Health & Wellness Companion](#) to:

Gain insight into your health: Complete interactive [assessments](#) to help you understand how your lifestyle choices are affecting your health now, and in the future.

Keep track of your health: Record details of immunizations, allergies, medications and health issues in your [Personal Health Record](#). It's private, confidential and available to you anytime.

Learn about the conditions and medications that affect your health: Use the [Health Library](#) to get accurate, up-to-date information about medical conditions and diseases. Look up drugs in the [Medication Library](#) and find out about their manufacturers' guidelines for use, possible side effects and interactions, and more.



Did You Know?

The Sun Life member website also provides you with information as to when you are next eligible for a dental checkup, prescription glasses, etc. if applicable. The Sun Life member website should be your first source when you want to know if something is covered. Remember the benefits coverage is not intended to provide complete coverage for all your perceived needs. It is intended to assist in the coverage of medically necessary services or supplies.

Go to <http://www.sunlife.ca/>

PLAN FIRST!

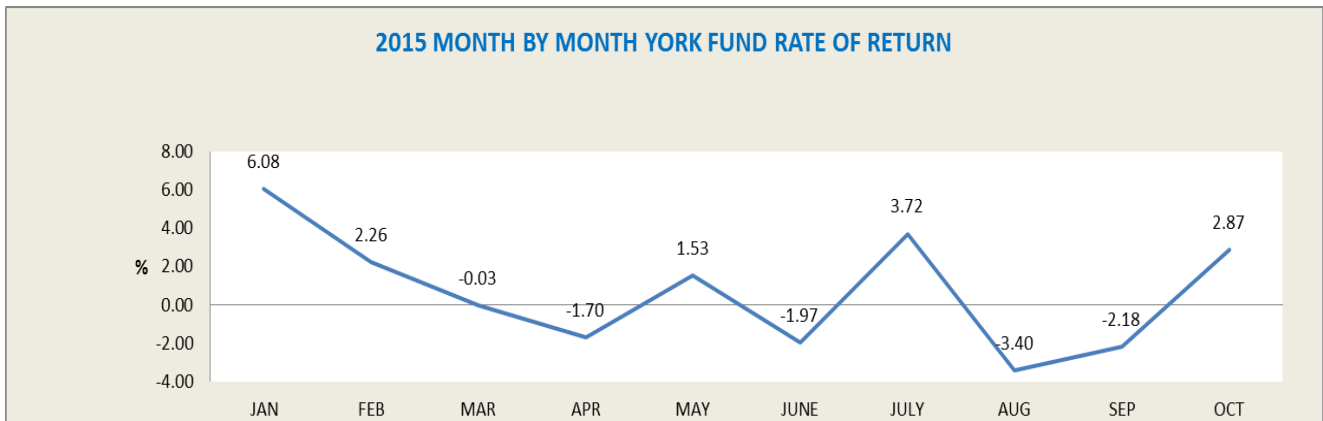
The Pension & Benefits office is inundated with requests on a daily basis and while we work hard at keeping more than 18,000 active, deferred or retired members and their dependents and beneficiaries happy we sometimes let you down. Each request is placed in our queue and while you may think yours is the most important that may not be the case. There are requests that take precedence such as the death of an employee or retiree. We have legislated deadlines for items such as terminations, death and retirement pension option packages. In order for you not to be frustrated or disappointed by our service please be sure to schedule your requests to provide us sufficient time. It is important that *before* you schedule the appointment with your lawyer, or financial institution you take into account our service standard. Our April 2015 – issue 29 provided our service standards. Here is an abbreviated version:

Request	Timeline for Pension & Benefits Action
Responding to e-mails	Three business days
Pension & Benefits updates such as beneficiary, dependent or benefit changes	Forms received by end of day Thursday will be updated in the system and sent to Sun Life the following Monday, if required, for Sun Life to update their system by end of day Wednesday
Letter of confirmation such as benefit coverage confirmation, pension amount confirmation, etc.	Ten business days
Responding to letters from external sources such as lawyers, your previous employer, etc.	Fifteen business days
Family law valuation applications (marriage breakdown)	Sixty days from when the completed application and payment are received

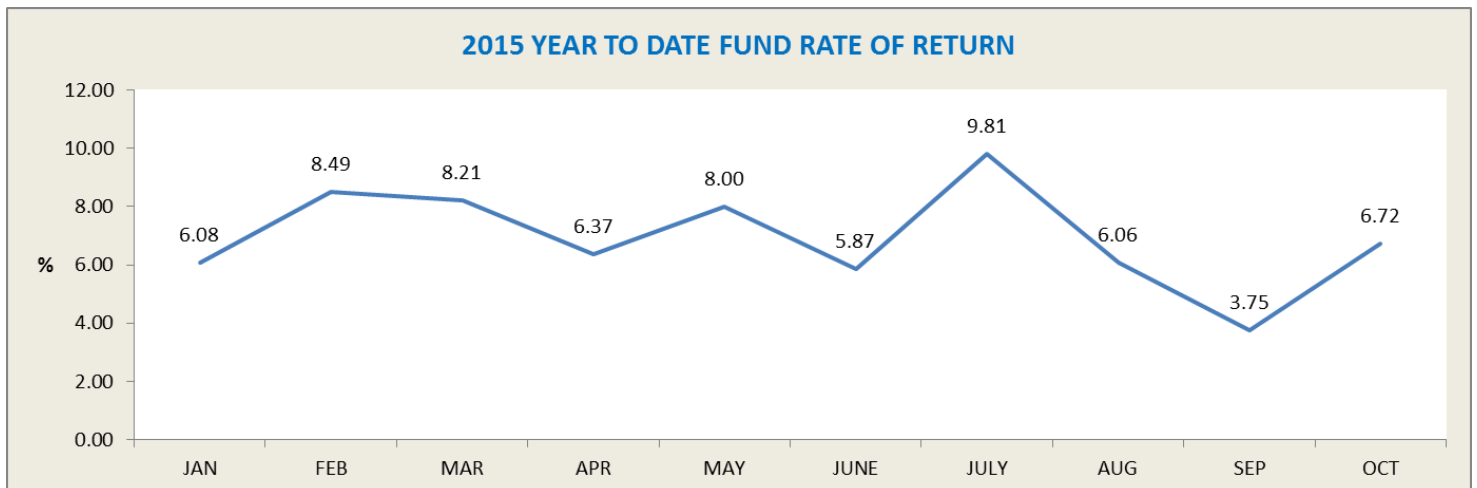
December is a really busy time for us so we will not be publishing an issue in December. Look for a new issue in January 2016.

The York University Pension Plan

The monthly York Fund Rate of Return for the month of October was 2.87%.



As a result of the positive return in October, the year to date return rose from 3.75% to 6.72%.



Contact List

For	Contact
Address changes for active employees	Employee Records, Human Resources
Employment letter	E-mail request to cogsweb@yorku.ca (Payroll, Human Resources)
T4's for active employment	Payroll, Human Resources 416-736-2100 extension 55552
Benefit /claim denial questions (health, dental, vision)	Sun Life 1-800-361-6212 – policy or contract ID is 014098
Courses covered by Tuition Fee Waiver	Student Financial Services http://sfs.yorku.ca/fees/waivers/
Personal Expense Reimbursement (PER)	Finance Department 416-736-5661
Vacation, Sick or personal credit questions	Your management supervisor, collective agreement or Standard Operating Procedures
Retiree questions regarding your T4A, pension payment, taxes and changes in banking information	CIBC Mellon 1-800-565-0479 extension 0
Your RRSP limit	Your income tax assessment or Canada Revenue Agency 1-800-267-6999
Termination, Death or Retirement Estimates	You have access to the Retirement Planner found at: http://www.yorku.ca/hr/services/employees/yurp.html
Alumni and Employee perks	Go to: http://alumniandfriends.yorku.ca/benefits/alumni-benefits-services/
Investment advice	Seek out a qualified financial advisor

How to contact the Pension & Benefits office:

Email us at askpb@yorku.ca

Call us at 416-736-2100 extension 27572 between 9:00 am and 4:00 pm Monday to Friday

- For Fridays from June 1 up to and including Labour Day weekend the phones will be answered until 3:00
- **Have your employee ID number available when you call as we document each conversation**

Here are some websites you can access to gain more information:

- Sun Life's Plan Member Services: sunlife.ca/member
- York's Retirement Services: retire.info.yorku.ca
- York's HR Self Service – for pay advice, direct deposit, dependent and beneficiary information etc. :
hrselfserve.yorku.ca

This newsletter is designed to present York employees, former employees and retirees with useful general information pertaining to their pension & benefits. Please keep in mind that as this newsletter is distributed to different groups with different entitlements, all articles may not pertain to you and your situation. In the event the information contained herein conflicts with the applicable contract, policy or guideline, the terms of the contract, policy or guideline will prevail.
