

# P & B Times

News from the Pension & Benefits Office ([askpb@yorku.ca](mailto:askpb@yorku.ca))

August 2016 – ISSUE 41

## CUPE 3903 UNIT 1, 2 AND 3 BENEFIT ENROLLMENTS



Each year at this time we receive numerous phone calls and emails from members of CUPE 3903 unit 1, 2 or 3 regarding their benefit coverage. If there has been more than a four month break between contracts you need to resubmit the benefit enrollment form along with any necessary documents. The benefit enrollment form is found in yu link under Employee Resources>Forms and Documents>Benefit Enrolment Form – CUPE 3903. You will need your passport York login details to access yu link.

<https://passport.yorku.ca/ppylogin/ppylogin>

You may complete the form, print it, sign it and then scan and email it to [askpb@yorku.ca](mailto:askpb@yorku.ca)

By sending the form to us through your email account we are able to email confirmation of receipt.

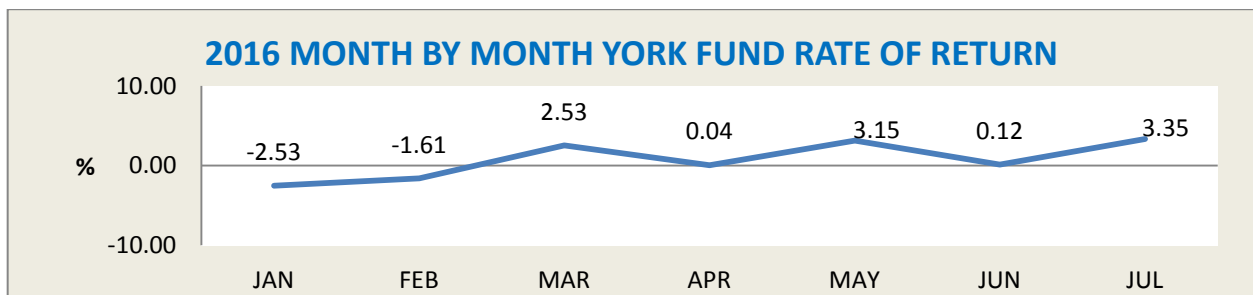
If you had a prior contract and had previously enrolled into benefits those benefits end five months after the end of that contract. If the break between contracts is four months or less there is no need to re-enroll as you will automatically be enrolled.

## Suggestions for Retirement Services Seminars

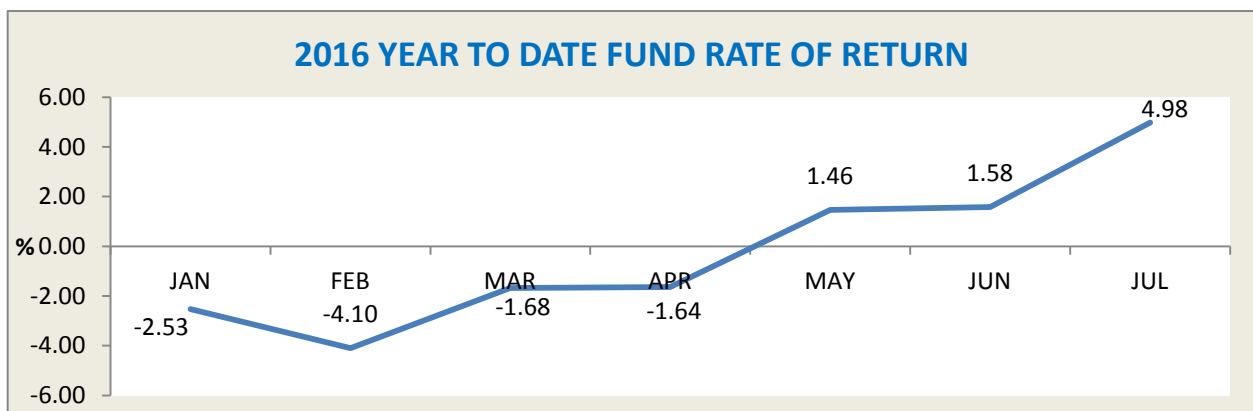
Throughout the year Retirement Services organizes information sessions on topics of interest for both retired and active employees. Most recently we provided a series of seminars on Aging Diseases. Please provide ideas and suggestions to [askpb@yorku.ca](mailto:askpb@yorku.ca) of topics you would like to see covered in our upcoming seminars.

## The York University Pension Plan

The return for the month of July 2016 was 3.35%



The year to date return as of July 2016 is 4.98%



The annualized year to date return to the end of July 2016 is 8.53%

In each issue of the P&B Times we publish the most recent rates of return. If you are interested in more detailed investment information please access the Pension Newsletter. This information is available on the York Website, by searching **Pension Newsletter**.

## Allianz to become the Sun Life provider of travel assistance services

Starting on October 3, 2016, the Sun Life provider of emergency out-of-country and out-of-province travel assistance services will be Allianz Global Assistance. The telephone numbers and all existing services will remain the same. Sun Life's goal is to make this transition as seamless an experience as possible for plan members.

Allianz Global Assistance will be replacing Sun Life's current provider – Europ Assistance USA – but will be providing all of the same services that plan members currently receive including:

1. Referrals to physicians, pharmacists and medical facilities
2. Confirmation of a plan member's coverage and benefits
3. Facilitation of payments to a hospital or medical provider when possible
4. Monitoring of the medical situation, if plan member is hospitalized
5. Facilitation with plan member's physician if they may need to move safely to another medical facility or be sent home

For those York employees and retirees with travel assistance services you should not experience any change or disruption to your travel assistance services. Please refer to your benefits booklet or the Sun Life member website for more information.

## Tuition Fee Waiver Program

Once an eligible employee, spouse or dependent has been admitted as a student to the University, a completed Tuition Fee Waiver Application form must be submitted to the Pension & Benefits Office for verification and processing **prior to the start of the course**. The Tuition Fee Waiver will not be backdated. **A completed application is not required each academic year.** The application form is available on [yu link](#).

CUPE 3903 Unit 2 employees must submit a Tuition Fee Waiver Application each academic year. The Tuition Fee Waiver Application requires prior written approval from the Department of Faculty Relations, York University, 276 York Lanes, 416-736-5518.

## Dependent Coverage for Children ages 21 – 25

The Pension & Benefits Office requires confirmation that your dependent child is a full-time student between the ages of 21-25. Our office will email you the month prior to their birthday each year requesting confirmation that they continue to be a full-time student. If we do not receive a response coverage will be terminated. If you contact our office at a later date coverage will not be backdated. This may result in claims not being reimbursed.

## Pension & Benefits Office Customer Service Standards

Event	Due date for ETF
Leave of Absence	Four weeks before leave commences
Retirement	Three months before retirement date
Sabbatical	Three months before sabbatical commences

Request	Timeline for Pension & Benefits Action
Responding to emails	Three business days
Pension & Benefits Updates i.e. beneficiary, dependent or benefit changes	Forms must be received by end of day Thursday in order for information to be sent to Sun Life each Monday morning – Sun Life will update your record, where applicable by end of day Wednesday
Pension & Benefits Updates i.e. beneficiary, dependent or	Five business days from receipt of fully completed application
Letter of Confirmation i.e. Benefit coverage confirmation	Ten business days
Responding to Letters from external	Fifteen business days
Family Law Value Applications	Sixty days from when completed application is received

### Pension & Benefits Office Summer Hours

Every Friday from June 1 up to and including Labour Day weekend the phones will be answered until 3:00 pm.

### Possible Postal Disruption

It is more important than ever to register for direct deposit and paperless statements through mysunlife.ca

This summer, there is a possibility of a disruption to postal services.

If you submit claims and receive reimbursements and statements by mail this could mean significant delays in submitting claims, getting reimbursed and generally keeping "in touch" with your benefits.

**Makesure you are able to claim, get reimbursed and "keep in touch" with your benefits online by following these steps today.**

Step 1: Are you registered on mysunlife.ca?

If not, go to mysunlife.ca and choose Register now to sign up today.

Step 2: Have you signed up for direct deposit and paperless statements?

From the Home page click on MyClaims and under **Take me to** click on Direct Deposit. Provide or verify your banking information is up-to-date, and make sure you register for paperless statements while you are there!

### Questions

Please contact Sun Life's Customer Care Centre at 1-800-361-6212, Monday-Friday: 8am-8pm ET.

# Reminders...

## Retiree benefit Booklets

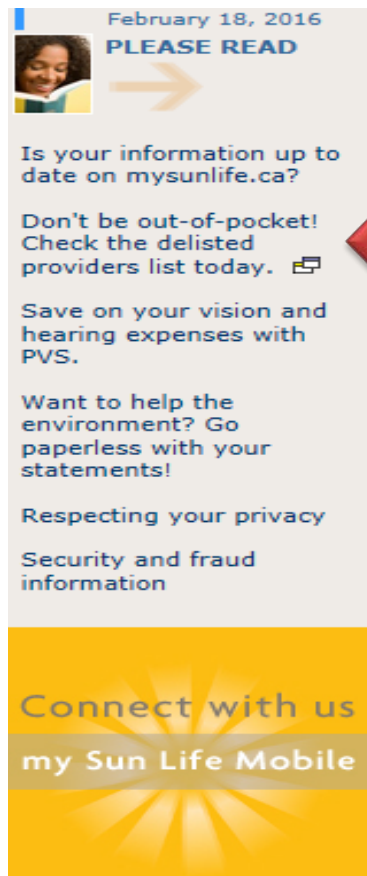
Retiree benefit booklets are available at <http://retire.info.yorku.ca/>

## Active benefit booklets

Active employees are able to access their benefit booklet by logging into yu link. You will need passport York log in credentials to access yu link.

For information on your particular benefit coverage please refer to your benefit booklet or the Sun Life member website [www.sunlife.ca/member](http://www.sunlife.ca/member)

Before using services or obtaining supplies please check the ***delisted providers*** on the Sun Life Website to ensure your claims will be adjudicated.



When accessing the Sun Life Member website, you will notice a panel on the left side with "PLEASE READ" notices. You need to check the delisted providers before using a provider you are unfamiliar with.



# Contact List

For	Contact
Address changes for active employees	Employee Records, Human Resources
Employment Letter	E-mail request to <a href="mailto:cogsweb@yorku.ca">cogsweb@yorku.ca</a> (Payroll, Human Resources)
T4's for active employees	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 <a href="http://sfs.yorku.ca/fees/waivers/">http://sfs.yorku.ca/fees/waivers/</a>
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: <a href="http://www.yorku.ca/hr/services/employees/yurp.html">http://www.yorku.ca/hr/services/employees/yurp.html</a>
Alumni and Employee perks	Go to: <a href="http://alumniandfriends.yorku.ca/benefits/alumni-benefits-services/">http://alumniandfriends.yorku.ca/benefits/alumni-benefits-services/</a>
Investment advice	Contact a qualified Financial Advisor

## How to contact the Pension & Benefits office:

Email us at [askpb@yorku.ca](mailto: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 all conversations**

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

- Sun Life's Plan Member Services: [sunlife.ca/member](http://sunlife.ca/member)
- York's Retirement Services: [retire.info.yorku.ca](http://retire.info.yorku.ca)
- York's HR Self Service – for pay advice, direct deposit, dependent and beneficiary information etc. : [hrselfserve.yorku.ca](http://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, collective agreement, policy or guideline, the terms of the contract, collective agreement, policy or guideline will prevail.

---