

P & B Times

News from the Pension & Benefits Office (askpb@yorku.ca)

October 2016 – ISSUE 42

The York University Pension Plan

2016 Year-To-Date Fund Rate of Return

January	-2.53%
February	-4.10%
March	-1.68%
April	-1.64%
May	1.46%
June	1.58%
July	4.98%
August	6.30%
September	6.86%

For example: for a pension plan member who retired October 1, 2016, the interest rate that was applied to the account was 6.86%.

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***.

2016 Additional Voluntary Contributions – You Still Have Time

As a member of the York University Pension Plan, you are allowed to make additional voluntary contributions (AVC's) up to the limits set out in the Income Tax Act. Since AVC's are part of the York University Pension Fund (which is a tax-exempt registered pension plan) your AVC account balance is allowed to grow on a tax-deferred basis. When you make AVC's, **you receive an immediate tax break at the source** meaning that you do not pay income tax on pension contributions thereby lowering your taxable income. These contributions will provide you with additional pension at retirement. Please note that **AVC's may only be withdrawn when you terminate or retire from the plan**. Unlike required contributions which are matched by the University, AVC's are not matched by the University.

If you are interested log into the York University Retirement Planner at <http://www.yorku.ca/hr/services/employees/yurp.html> for more details. Employees that entered the pension plan in 2016 will not have access to the planner until after the December 31, 2016 pension statements have been published.

Family Law Valuation Requests

You may recall the government implemented a change in 2012 how family law valuations (marriage breakdown) are calculated. There are prescribed forms and processes that must be followed and there is a cost of \$800 per calculation. For more information regarding family law valuations you may access the Financial Services Commission of Ontario (FSCO) website at <http://www.fsco.gov.on.ca/en/pensions/Family-Law/Pages/familylawforms.aspx>

Sun Life Complaints

The Pension & Benefits Office understands that from time-to-time Sun Life Claims are denied or additional information is required from Sun Life in order to reimburse you for your expenses.

Our office does not have access to the details surrounding Sun Life's decision. Please contact them directly at 1-800-361-6212 or visit the following link for information regarding complaints and concerns.

https://www.sunlife.ca/ca/Customer+support/Complaints+or+concerns?vgnLocale=en_CA

Your Pay Advice

Have you checked your pay advice recently?

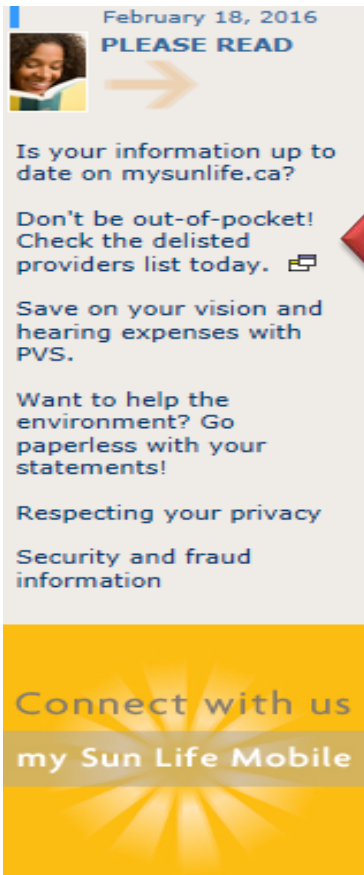
As an employee it is **your responsibility** to check your pay advice to ensure accuracy. Please ensure you review your pay advice on a regular basis to ensure your pension contribution and benefit deductions are correct.

Delisted Service Providers – Sun Life

Sun Life publishes a list of delisted service providers. In order to protect against increased costs due to questionable claims, Sun Life will disallow claims from certain healthcare service providers, clinics, facilities, or medical suppliers. Several reasons may lead them to put a provider on this list such as, the names provided on invoices that do not work at the named clinic, a provider does not validate services or provide requested information or they provided invoices for multiple members within a time period during which the services could not have been rendered.

You will find this list on Sun Life's website on the left hand side once you log on to the member website. You must allow popups for the list to be displayed.

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.

REMINDER

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.

P&B Office has a new Tracking System

The Pension & Benefits Office is moving to a new tracking system in the next couple of weeks. When you receive a response to your email to askpb you will see a number at the bottom of your email, for example CMI:MCID015860, please be sure to include this number in any responses to us. This will help us keep track of your historical emails.

We average 475 phone calls per month through the general “askpb” extension 27572 and well over 700 emails. Four Pension and Benefits Administrators handle these calls and emails and are able to respond to all of you. **Much of the information we are asked to provide is available online.** In order for us to better serve you, **please take a moment to see if the information you require is available** at yu link (yulink.yorku.ca), the Pension & Benefits website (www.yorku.ca/hr/units/cpb/), the SunLife website (www.sunlife.ca/member) or any of the other resources listed below. We believe you will be pleasantly surprised at the amount of information that is available at the click of a button. For those instances when you do need to contact our office, please be sure to have your nine digit employee number available.

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

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

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 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 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	Contact 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 all conversations**

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, collective agreement, policy or guideline, the terms of the contract, collective agreement, policy or guideline will prevail.
