

# P & B Times

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

June 2017 – ISSUE 46

## *The York University Pension Plan*

### **2017 Year-To-Date Fund Rate of Return**

January	-0.56%
February	1.66%
March	3.32%
April	6.56%
May	7.91%

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***.

## *Statements*

Our regulatory obligation is to provide pension statements by June 30<sup>th</sup>. Your pension statements were made available to you April 26<sup>th</sup>. Please review the information on your statement and contact us as soon as possible if there is a change to your mailing or email address. You may contact us by email at [askpb@yorku.ca](mailto:askpb@yorku.ca) or call (416) 736-2100 extension 27572.

Your pension plan statement is available through the Retirement Planner. If this is the first time you are accessing the system or have forgotten your password please follow these instructions.

Go into the planner and type your employee number where applicable and then click on forgot password. You will receive an e-mail from askpb to the e-mail address we have on file. You may need to check your junk mail as at times it goes there. Then go in again, type your employee number and type the password. You cannot copy and paste. The password is also case sensitive.

The planner is available at <http://retire.info.yorku.ca/second-page/retirement-planner/>

You may need to copy and paste the link into your internet browser.

## ***Sun Life Claims Submission***

This is a friendly reminder any benefit claims received in the Pension & Benefits Office will be sent to Sun Life the last Friday of each month. There are several other avenues in which to submit claims such as: Sun Life Member website, Sun Life mobile app, mail the claim directly to Sun Life. Please be sure to go into the Sun Life Member website and provide your banking information for direct deposit of payment of claims.

## ***Seminars***

**Conduct at Seminars** – Guest speakers are often invited to attend and speak at our seminars. As each of us is an ambassador for the University it is important that our guests are made to feel welcome and comfortable. All content delivered in a seminar may not apply to you however we ask that you respect the time and effort taken by the guest speaker to come to York to present for us.

**Committed attendance at Seminars** – The Pension & Benefits office is pleased to provide seminars on a variety of different topics. Space at these seminars is limited. Therefore, it is important if you registered for a seminar you ensure you are available to attend. We have had to turn people away due to room availability however 50% of those that registered did not inform us of their change in plans thus preventing others that wanted to attend to be able to attend. Emergencies occur however a quick email to [askpb@yorku.ca](mailto:askpb@yorku.ca) or a call to extension 27572 would be much appreciated if you have a change in plans.

## ***Junk Mail***

This is a reminder you should be checking your junk mail folder on a regular basis because at times important information sent by our office is received there.

## ***Pension & Benefits Office Customer Service Standards***

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

<b>Request</b>	<b>Timeline for Pension &amp; Benefits Action</b>
Responding to emails	Three business days
Pension & Benefits Updates i.e. 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 changes	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 sources i.e. lawyers	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/>

The Retirement Planning Guide is also found 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)

<b>For</b>	<b>Contact</b>
Address changes for active employees	hrhelp@yorku.ca
Employment Letter	E-mail request to hrhelp@yorku.ca
T4's for active employees	<a href="http://hrhelp@yorku.ca">hrhelp@yorku.ca</a>
Benefit /claim denial questions (health,	Sun Life 1-800-361-6212 – policy or contract ID is 014098

dental, vision)	
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)

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**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.**

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