

P & B Times

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

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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%
June	6.08%

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*.

Pension Funds


From time to time we are asked what the difference is between locked-in and non-locked in pension funds. Any employee or employer mandatory pension plan contributions in the York University pension plan are locked-in funds. If you are making additional voluntary contributions to the York University pension plan those funds are non-locked-in funds when you terminate or retire. Locked-in funds have to be transferred to a locked-in vehicle such as a Locked-In Retirement Account (LIRA) or a locked-in Registered Retirement Savings Plan (RRSP). Non-locked-in funds can be paid in cash less tax or transferred to a non-locked-in RRSP.

We are also asked if the York University pension funds are provincially or federally regulated. The plan is provincially regulated and the registration number of the pension plan is 0329763.

Sun Life

Benefit Claims

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, or 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. The Sun Life mobile app also has answers to your health questions anytime and anywhere. The processing of claims submitted electronically saves time and money.



The image is a screenshot of a webpage for the Sun Life mobile app. At the top, there is a navigation bar with the text "Home > Customer support > Download our app > my Sun Life Mobile" and social media share icons for Facebook, Twitter, and LinkedIn. The main content area features a photograph of a smiling woman holding a smartphone. To the right of the photo, the text reads "my Sun Life Mobile" followed by "Submit claims, check coverage, manage workplace savings and view your investments anytime, anywhere." Below this, a yellow banner contains the text "Put Sun Life at your fingertips" and "See why the my Sun Life Mobile app has a 4.5-out-of-5 star rating.¹". Underneath, it says "Download it now for iPhone and Android devices." and provides two buttons: "GET IT ON Google play" and "Download on the App Store". At the bottom of the banner, a small note states "You'll need a valid email/Access ID and password. Register directly from the app."

When Sun Life declines a claim or pays a portion the claim the Claim Statement will explain the reason(s) why so be sure to review the reason(s) and then contact Sun Life to determine if you have further questions. Your claim information is confidential so we do not have access to the information.

Delisted Service Providers

Remember to check the list of service providers which have been delisted by Sun Life. If you obtain services or supplies from these delisted service providers your claim will be declined.

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.

Enrolling or Updating Dependents & Beneficiaries

There is now an easier way to enroll or update your dependent and beneficiary information. If you have your Passport York employee (not your student, if applicable) login information you can go to <https://askpb.yorku.ca/CherwellPortal/PBMain#0>

- Click on “I am an Employee”
- Enter your Passport York login information and password

You will see three boxes: Inquiry (you have a quick question)
Service Request (you have something for us to process)
My Records (shows your existing tickets and the status of those tickets)

- Click on Service Request (be patient as it moves to the next screen and populates certain fields for you)

In the **Service Name** find the form you want to complete.

For example: **Benefits Enrollment / Change** (for health, dental, vision, group life and voluntary accidental death and dismemberment coverage / beneficiary(ies)). CUPE 3903 unit 4 members please use this form.

CUPE 3903 Benefits Enrollment / Change – if you are a CUPE 3903 unit 1, 2 or 3 member and are enrolling for the first time or making changes

Pension Enrollment / Change – enrolling into the pension plan or providing us with your pension plan beneficiary information

- Complete the relevant form – if you need to complete more than one you will need to work through the process for the first service request and then go back to do the second service request
- Attach any necessary documentation and hit submit

This eliminates the need to complete a form, print it off, sign and then scan / take a picture and email it to us. It will also reduce the errors we make in deciphering hand writing.

If you have not yet received your Passport York login you may wish to go to: <https://passport.yorku.ca/ppylogin/ppylogin>

Pension & Benefits Office Customer Service Standards

Going on a leave, retiring, or resigning can be stressful and confusing. In most instances we need your department to send the Employee Transaction Form (ETF) to Human Resources in order for us to be able to begin our processes. If you haven't received something from us in the time periods below please be sure to check with your department first to find out if they have sent the ETF.

Event	Due date for Employee Transaction Form
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. 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 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 your 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	hrhelp@yorku.ca
Employment Letter	E-mail request to hrhelp@yorku.ca
T4's for active employees	hrhelp@yorku.ca
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://retire.info.yorku.ca/second-page/retirement-planner/
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.
