

P & B Times

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

October 2017 – ISSUE 49

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%
July	4.11%
August	5.24%
September	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***.

Upcoming Seminars

Financial Education Series

Preparing financially for retirement can be challenging and intimidating. The Pension & Benefits office is presenting workshops discussing topics related to retirement and understanding the financial world. You do not need to be actively planning for retirement to attend these sessions. All ages would benefit from the information.

Each session can be attended independently however the more you attend the clearer the picture becomes.

A workbook will be sent to you approximately one week prior to the session. You may be asked to complete some minor items prior to attending to facilitate the conversation.

More details on the sessions can be found on YELC including the location of each workshop.

Wednesday November 1, 2017 12 pm – 1 pm

Pinpointing your Retirement Savings Target

- Understand how investment returns matter
- See the impact of investment taxation
- Calculate the Annual Contribution to Get You There

Wednesday November 15, 2017 12 pm – to 1pm

Stocks and Bonds in Detail

- Know the underlying investments in the main investing categories
- Understand how mutual funds work
- Understand ETFs (exchange-traded funds)
- Learn about REITs
- Do dividends matter

Wednesday November 29, 2017 12 pm – 1 pm

Earning More from Your Investments

- Know why stocks have value and what impacts value
- Learn how companies pay dividends
- Recognize payout ratios
- Identify reaching for yield

Group Life Insurance and VADD Coverage

York University provides some employee groups with Group Life Insurance coverage. It is important to remember this coverage ends immediately upon termination or retirement (or age 71). The Group Life Insurance coverage is three times your salary to a maximum of \$600,000, reducing to one time your salary July 1st coincident with or next following your 65th birthday.

VADD (Voluntary Accidental Death and Dismemberment) coverage ends immediately upon termination or retirement or age 70, whichever occurs first.

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.

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.

Fraud and your group benefits – tips to protect you

Why should benefits fraud matter to you?

One simple reason – it can have a direct impact on your coverage.

Here are some tips to help protect your plan – so you can continue to receive comprehensive coverage.

1. Keep your benefits information confidential. Your benefits information is valuable. Keep your benefits card, contract number and other plan details confidential and in a secure place.
2. Submit claims online whenever possible. Online claims submission and direct deposit is the most secure form of claims processing. Just be sure to keep your access ID and password private, even from your service provider.
3. Check your receipts. Ensure your receipts are correct and reflect the service you actually received. And if your provider submits claims electronically for you, cross-check your copy of this information with the claim statement you get from us to confirm they both reflect what you received.
4. Don't sign claims forms in advance. Sign one completed claim form at a time – never pre-sign blank forms.
5. Report suspicious activity. If you are suspicious of any activity or request from a service provider or medical equipment supplier – such as actions that provide little or no benefit to you but maximize payments to the provider or supplier based on your coverage – please call Sun Life's Fraud Hotline, toll free at: 1-888-882-2221. Your confidentiality will be protected.

Two tips for preventing unintended fraud

1. Know your plan. Understand the treatments, products, medications and services that are covered by your plan – and the limits that apply. Ask your health professional providing the service any questions if you're unclear about what their specific services are.
2. Don't substitute products or services. If a service provider suggests substituting one covered product or service for something that isn't covered, decline the offer. Common fraudulent substitutions include receiving:
 - a facial or spa services instead of a therapeutic massage
 - running shoes instead of orthotics

- designer sunglasses instead of prescription eyewear
- teeth whitening instead of regular dental care.

Sun Life's role in fighting fraud

Sun Life has a comprehensive fraud prevention, detection and investigation program – with a team of professionals dedicated to these tasks. And we continue to invest in powerful, industry-leading anti-fraud technologies and resources to help protect you, your employer and your benefits plan.

Presenting Ella, the insurance industry's first interactive digital persona

Last week, Sun Life Financial announced the newest member of the Sun Life family. Ella, a caring and knowledgeable digital coach, is ready to help plan members navigate their on line (and soon mobile) options in a personalized way.

Ella is dedicated to helping plan members achieve lifetime financial security and a healthier lifestyle through an algorithm that learns and evolves with plan member feedback. Ella is eager to build an emotional connection with plan members as their companion through life's incredible journey.

Ella will be available to plan members on sunlife.ca and mysunlife.ca. The functionality will be rolled out in a phased approach, beginning with Group Benefits and Group Retirement Services Clients, and will continue to expand as new products and services are added.

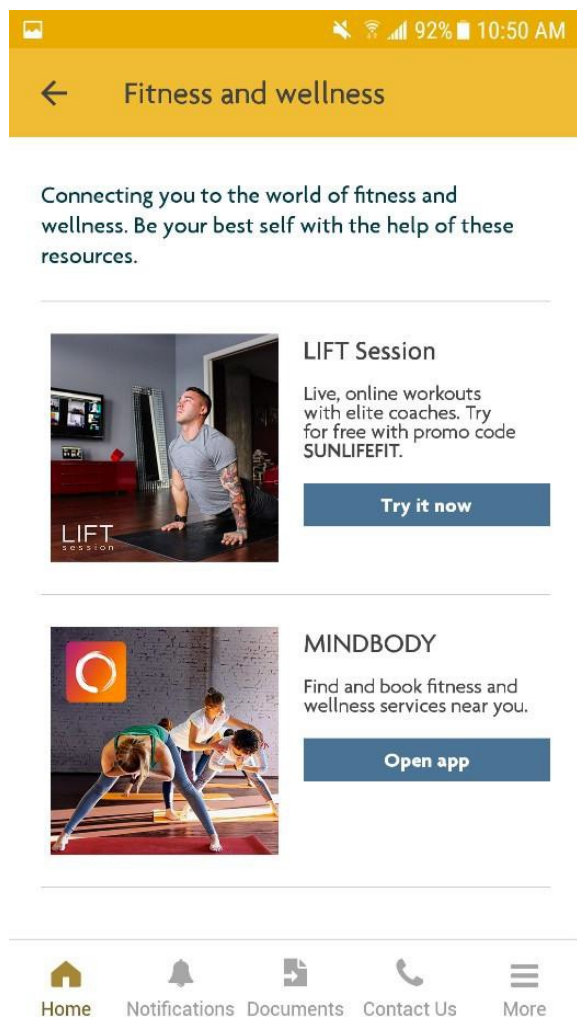
New Features for Web and Mobile

This fall, Sun Life plan members will have access to new tools and services that will allow you to more easily and effectively manage your plans and your health when engaging with Sun Life online via web or mobile. These new features respond to what plan members have told Sun Life they wanted.

Changes to my Sun Life mobile app:

Provider search and ratings: Searches can now be further customized through the Sun Life new address search function. They now have over 1.6 million ratings on over 70,000 providers.

Drug Lookup: This tool is now even easier to access and navigate, allowing plan members to quickly and easily find information on medications, including side effects, usage, contraindications and cost options.



Changes to the Sun Life online experience:

Provider Search and Ratings will include the ability to search for vision and dental providers, with plans to expand this to mobile in the future. Users will also be able to filter results by those who provide direct billing.

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 – please be sure to keep the file name short (50 characters or less) otherwise we will not receive your request

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://passportyork.yorku.ca/ppylogin/ppylogin>

- Please do not send a paper copy of the form as well and to ensure your coverage is set up quickly please have a second glance at the form to ensure all required information has been provided. If you prefer to send an email with attachments please be sure to keep the file name short (50 characters or less) otherwise we will not receive your request.

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.
