

P & B Times

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

April 2018 – ISSUE 53

The York University Pension Plan

2018 Year to Date Fund Rate of Return	
January	0.47%
February	0.28%
March	0.88%

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***.

The Virtual Doctor Is In



Sun Life is excited to let you know that on March 4, 2018 they became the first national insurance carrier to launch a coast-to-coast virtual care service.

What is virtual care:

Virtual care is a **fee-based service**, offering the ability to chat with a range of medical professionals, from doctors to registered nurses to mental health therapists, all via secure video through your smartphone, tablet or computer. This can help you save time as it is easily accessible from the comfort and privacy of your home or office, and you will avoid busy waiting rooms and

eliminate the possibility of interacting with other ill patients. The virtual care providers Sun Life have partnered with also offer convenient hours of operation, often including evenings and weekends, with 24/7 availability in some cases.

The companies Sun Life are partnering with are EQ Care, Maple, and Akira. Availability of each option varies by province, and you will see the options that are available to you based on where you live.

You will receive special discounts from each provider.

How to access these services:

Virtual care is available via the my Sun Life Mobile app. Simply open the app and click on the virtual care option within the Benefits section of the app as shown.

Download the [my Sun Life Mobile app here](#). The app is available from the Apple App Store and Google Play.

Questions?

Please contact the Client Care Centre at [1-800-361-6212](tel:1-800-361-6212), Monday to Friday, 8 a.m. to 8 p.m. ET.



Important Information regarding Non-Sufficient Funds and Returned Cheques

The Pension & Benefits office has experienced an increase in the number of N.S.F cheques from members who are maintaining benefits or topping up pension during a leave of absence or reduced load. Effective immediately, if a cheque is returned to us, we will require a money order or certified cheque if you wish to maintain benefits or top up pension.

Be On Alert for Benefits Fraud

If you have obtained services from a provider being investigated for fraud there is a possibility your claim may not be reimbursed. It is important for you to frequently review the list of providers Sun Life have delisted.

2017 Annual Pension Statements

The 2017 pension statements for active and deferred members will be available on the Retirement Planner by the end of April. An email will be sent out notifying members when the statements are available. For those that we do not have an email address on file for, paper copies of the statement will be sent out the week of May 28th.



Askpb Delivers

The Pension & Benefits Office has created short videos on the following general topics.

- Your Pay Advice
- How to Submit a Sun Life Claim
- CUPE 3903 benefit enrollment
- Benefit Coverage
- Beneficiaries

The videos have been posted on the Retirement Services Website. The link is <https://mediasite.uit.yorku.ca/Mediasite/Catalog/catalogs/askpbdelivers>

Feel free to contact our office to share ideas for additional videos.

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 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

Junk Mail

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

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 can 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 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.
