

P & B Times

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

May 2018 – ISSUE 54

The York University Pension Plan

2018 Year to Date Fund Rate of Return	
January	0.47%
February	0.28%
March	0.88%
April	0.83%

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***.

Changes regarding eligibility of naturopathic, podiatrist and chiropodist providers

Sun Life no longer recognizes service providers registered with the Newfoundland & Labrador Federation of Podiatric Medicine (NLFPM) and the Association de Médecine Manuelle du Québec (AMMQ). This decision is not intended to question individual provider integrity, credibility or professionalism. Rather, these associations do not meet the administrative standards required by Sun Life.

New paramedical and vision claims process coming to my Sun Life Mobile app

Coming soon, you (plan member) will need to include the full address of the facility where you received your medical treatment when submitting claims using my Sun Life Mobile app. Previously this requirement was added to the Submit a Paramedical e-claims option on mysunlife.ca to help safeguard against and manage any fraudulent activity pertaining to claims.

2017 Annual Pension Statements

Our regulatory obligation is to provide pension statements by June 30th. Your pension statements were made available to you April 25th. 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 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://www.yorku-ret.ca>

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

Unfortunately, the Pension & Benefits Office does not have email addresses for all members of the pension plan. As a result, these members receive their annual pension statements later than those with an email address on file. These statements need to be printed and mailed via Canada Post.

We understand not everyone uses email for various reasons, however, York University continues to reduce their carbon footprint.



Out-of-Country Coverage

Spring and summer are very busy months for out of country travel. It is a good idea to familiarize yourselves with your out-of-country coverage, if applicable. Information regarding this coverage is located in your Benefit Booklets.

Benefits Booklets are found on yu link, Employee Resources, Pension & Benefits.

For easy reference it is also helpful to bring along a copy of your Travel Card. Log into *my Sun Life*, click on Benefit Centre where you will have access to a printable copy of your Travel Card. Keep this card with all other important travel documents.



Moving, changes in your Mailing Address

If you are a retired or deferred member and have moved or plan on moving, please ensure you advise the Pension & Benefits Office of any changes in your mailing address. This information should be forwarded to askpb@yorku.ca.

If you are receiving a monthly pension, please ensure you also advise CIBC Mellon of this change. Please access the link below for more information.

https://www.cibcmellon.com/Contents/en_CA/English/Home/Home.html

If you have benefit coverage (active or retired) through Sun Life the Pension & Benefits Office will advise them of this change.

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 have not 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 you should be checking your junk mail folder on a regular basis. 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 obtain 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 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.
