

# P & B Times

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

August 2018 – ISSUE 56

## ***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% |
| May                                   | 1.99% |
| June                                  | 2.31% |
| July                                  | 2.17% |

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***.

## ***We Are Here To Help***

The Pension & Benefits (P&B) staff are York University members who strive to deliver superior customer service. Often when a fellow York employee calls the P&B office it's because a situation has occurred that is stressful. Some of these situations are frustrating, and we understand this. We ask for your understanding when our responses are not in your favour. The P&B office administers benefits such as the Tuition Fee Waiver, health and dental benefits, etc. We administer these plans and others, based on the information and direction provided to us. The rules which apply to our fellow York employees also apply to the P&B staff.

## ***Things to Remember When Calling Sun Life***

All calls to Sun Life as well as chats initiated through their mobile app or member website are recorded or saved so they can be referred to later if necessary. This is done for training purposes and to help in resolving any disputes that may arise. If you require a call to be retrieved, it is helpful if you remember the date, time and the name of the person you were speaking with when the call was made.

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

If you haven't already, please take a few minutes to go into the Sun Life member website to set up direct deposit of benefit payments. This eliminates the wait time of receiving a cheque through Canada Post. Most claims are reimbursed directly to your bank account within 48 hours if you have submitted the claim electronically.

Claims which are sent to the Kinsmen building are sent to Sun Life the last Friday of the month. We recommend you send your claims directly to Sun Life, either electronically or through Canada Post.

The policy number is 014098.

Your nine digit member ID is also known as your employee ID or Payroll ID.

If you have any questions regarding the Sun Life member website or their mobile app please contact Sun Life directly at 1-800-361-6212.

## ***Pension & Benefits Fall Seminars***

### ***CUPE 3903 Pension & Benefits Orientation***

The Pension & Benefits Office is offering CUPE 3903 members an orientation presentation to familiarize them with their pension and benefits here at York. These sessions are being held on various dates, and times to accommodate schedules. If you are a new CUPE 3903 member, please join us on one of the dates listed below. Current CUPE 3903 members are also welcome to join and may find the information beneficial.

If you know a new CUPE 3903 member who may have not received this e-mail please pass along the information to them. **Please note these sessions do not require registration. It will be on a first come first serve basis.**

The Pension & Benefits Office is looking forward to meeting our new York colleagues.

| Date                         | Time              | Location                                 |
|------------------------------|-------------------|--|
| Thursday August 30, 2018     | 1:00 to 1:30 pm   | DB 0006 Dahdaleh Building (formally TEL) |
| Thursday September 6, 2018   | 10:00 – 10:30 am  | Stedman Lecture Hall SLH B               |
| Thursday September 6, 2018   | 11:00 – 11:30 am  | Stedman Lecture Hall SLH B               |
| Monday September 10, 2018    | 2:00 – 2:30 pm    | 280N York Lanes                          |
| Monday September 10, 2018    | 3:00 – 3:30 pm    | 280N York Lanes                          |
| Wednesday September 12, 2018 | 11:00 – 11:30 am  | 280N York Lanes                          |
| Wednesday September 12, 2018 | 12:00 – 12:30 pm  | 280N York Lanes                          |
| Friday September 14, 2018    | 9:30 to 10:00 am  | 280N York Lanes                          |
| Friday September 14, 2018    | 10:30 to 11:30 am | 280N York Lanes                          |

### ***YUFA Pension & Benefits Orientation***

The Pension & Benefits Office is offering YUFA members an orientation presentation to familiarize them with their pension and benefits here at York. These sessions are being held on various dates and at various times to accommodate schedules. If you are a new YUFA member, please join us on one of the dates listed below. Current YUFA members are also welcome to join and may find the information beneficial.

If you know a new YUFA member who may have not received this e-mail please pass along the information to them. **Please note these sessions do not require registration. It will be on a first come first serve basis.**

The Pension & Benefits Office is looking forward to meeting our new York colleagues.

| Date                         | Time             | Location                 |
|------------------------------|------------------|--------------------------|
| Tuesday September 25, 2018   | 3:00 – 3:30 pm   | Accolade West ACW 307    |
| Wednesday September 26, 2018 | 11:00 – 11:30 am | Ross South RS137         |
| Thursday September 27, 2018  | 9:30 – 10:00 am  | 280N York Lanes          |
| Friday September 28, 2018    | 2:30 – 3:00 pm   | Dahdeleh Building DB0006 |

## ***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   |

## ***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](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="mailto:hrhelp@yorku.ca">hrhelp@yorku.ca</a>   |
| 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 <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:<br><a href="http://retire.info.yorku.ca/second-page/retirement-planner/">http://retire.info.yorku.ca/second-page/retirement-planner/</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 obtain more information:**

- Sun Life's Plan Member Services: [sunlife.ca/member](https://sunlife.ca/member)
- York's Retirement Services: [retire.info.yorku.ca](https://retire.info.yorku.ca)
- York's HR Self Service – for pay advice, direct deposit, dependent and beneficiary information etc. : [hrselfserve.yorku.ca](https://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 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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