

P & B Times

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

November 2018 – ISSUE 57

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%
August	3.25%
September	2.13%
October	-1.49%

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 contact the Pension Investments office.

Holiday Closure

The holidays are fast approaching with the Pension & Benefits office closed December 24, 2018 to January 1, 2019 inclusive. Please ensure you submit any questions to our office as soon as possible to ensure you receive a response before we leave for the holidays. Due to Canada Revenue Agency regulations, we must ensure all 2018 pension contributions are received and deposited to accounts prior to the closure. Therefore, if you are providing cheques for 2018 pension top-ups, they must be received in our office no later than December 14, 2018 to ensure we have enough processing time. Cheques received after this date will be returned to you.

Many of you will be travelling during the holidays. If you are travelling outside of Canada, please be sure you have sufficient out of country coverage as medical emergencies can be quite expensive. Your benefit booklet or the Sun Life member website will inform you of your limit. The mobile app includes a travel card with the information to contact Allianz Global Assistance in the event a medical emergency occurs.



The Pension & Benefits Office wishes everyone a safe and happy Holiday Season.



2019 Limits

The Government of Canada has announced the 2019 limits as follows:

Years Maximum Pensionable Earnings (YMPE)	\$57,400.00
Maximum pension plan contributions	\$27,230.00
Defined Benefit limit	\$3,025.56 per year of pension plan credited service

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 is 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.

It is helpful when calling our office to be mindful of the noise level you are in. At times it is difficult for us to hear you clearly and it becomes even more difficult if you are using speaker phone. We want to ensure we are hearing your questions clearly.

Sun Life Mobile App

Put Sun Life at your fingertips.

Submit claims and check coverage anytime, anywhere. Download it from Google play or the App Store. You will need a valid email/Access ID and password. Register directly from the app. Once you have downloaded the mobile app you can submit virtually any claim electronically, including diabetic supplies, etc. Take pictures of the receipts and submit them directly to Sun Life using the mobile app. If you have not yet signed up for direct deposit of your benefit refund cheque please do so now. This eliminates delays in receiving payment.

2019 Additional Voluntary Contributions

As a member of the York University Pension Plan, you are eligible to make additional voluntary contributions (AVC's) up to the limits set out in the Income Tax Act. Since AVC's are part of the York University Pension Fund (which is a tax-exempt registered pension plan) your AVC account balance will grow on a tax-deferred basis. When you make AVC's, **you receive an immediate tax break at the source**, meaning, you do not pay income tax on pension contributions, thereby lowering your taxable income. These contributions will provide you with additional pension at retirement. Please note **AVC's may only be withdrawn when you terminate or retire from the plan**. Unlike required contributions which are matched by the University, AVC's **are not matched** by the University.

An email regarding 2019 AVCs will be sent to active pension plan members in early December. Employees who entered the pension plan in 2018 will not have access to the planner until after the December 31, 2018 pension statements have been published. Please email askpb@yorku.ca if you do not have access to the planner and wish to make 2019 AVCs.

Legislation indicates the December 31, 2018 pension statements must be available on or before June 30, 2019. We will email you when the statements are available.

Delisted Service Providers

Don't be out of pocket.

Sun Life regularly looks at the claiming and administrative practices of medical and dental healthcare service providers and pharmacies. Sometimes, their review can lead to "delisting". This impacts you. If you receive healthcare services or supplies from a delisted provider, Sun Life **will not** reimburse you for your expenses. You can still choose to obtain services or supplies from a delisted provider; however, your claim will be denied. Look at the delisted providers before making an appointment, just to be sure!

This information is available by logging into *my Sun Life*, clicking on *Coverage Information*, and selecting *Delisted providers list*.

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

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.
