

P & B Times

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

May 2020 – ISSUE 68

The York University Pension Plan

2020 Year to Date Fund Rate of Return	
April	-1.05%

If you are interested in more detailed investment information, please contact the **Pension Investments office within Finance.**

Contacting Pension & Benefits

Please continue to contact the Pension & Benefits office by emailing askpb@yorku.ca. As a reminder, we also accept all documents electronically by emailing askpb@yorku.ca. Please do not mail documents to the Pension & Benefits Office. While we are working remotely, we can action mail from Canada Post once per month. We can also be reached at 416-736-2100 extension 27572 between 9:00 am and 4:00 pm Monday to Friday (3:00 pm on Fridays from now until Labour Day).

Lumino Health Online Care

On the SunLife website click on “Lumino Health Community” where several helpful articles are provided on topics such as Fitness and Lifestyle, Mental Health, Family Health, Diet and Nutrition, Aging and Caregiving and Diabetes.

You can access the Sun Life website by clicking the link below.

https://www.sunlife.ca/ca/Support/Sign+in+help/my+Sun+Life?vgnLocale=en_CA

Get Reimbursed Quicker

During this pandemic, there are six Sun Life employees going into the office to open the mail and scanning it for the claims to be adjudicated. By using the MySunLife website or the mobile app you will reduce the wait times. You may also sign up for direct deposit eliminating the need to wait for cheques to be mailed to you through Canada Post.

You will receive your money much quicker than submitting a paper claim.

To sign up on the MySunLife website please click the link below.

https://www.sunlife.ca/ca/Support/Sign+in+help/my+Sun+Life?vgnLocale=en_CA

2019 Pension Statements

Legislation indicates the December 31, 2019 pension statements must be available to all members of the pension plan on or before June 30, 2020. All 2019 pension statements for pensioners, active members and deferred members are now available or have been sent to members.

Pensioner Confirmation

This is a reminder the Pension & Benefits Office will be conducting a Pensioner Confirmation exercise. CIBC Mellon has sent you a letter for you to complete and return to them. It is very important when you receive this request you respond within the deadline provided to avoid any disruption in your pension payments.

Delisted Providers List

As a reminder please check the delisted providers list on the MySunLife website before proceeding with any service or supply that you would be unwilling or unable to pay for yourself. Sun Life continuously updates this list so it is important you check the list frequently. Once you have logged into the website go to the “Benefits centre” and the Delisted providers list is in the Take me to box on the right side of the screen. The link to the site is

https://www.sunlife.ca/ca/Support/Sign+in+help/my+Sun+Life?vgnLocale=en_CA

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
Leave of Absence	Four weeks before leave commences
Retirement	Three months before retirement date
Sabbatical	Three months before sabbatical

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...

Benefit Booklets are available at <http://retire.info.yorku.ca/third-page/>

The Retirement Planning guide is also found at <http://retire.info.yorku.ca/resources/retirement-planning-guide/>

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	E-mail hrhelp@yorku.ca
Employment Letter	E-mail hrhelp@yorku.ca
T4's or ROE's for active employees	E-mail 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 Procedure
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	http://alumniandfriends.yorku.ca/
Investment advice	Contact a qualified Financial Advisor

How to contact the Pension & Benefits office:

E-mail 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 the Friday prior to Victoria Day 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**
- Any benefit claims sent to Pension & Benefits are held and couriered to Sun Life the last Friday of every month. To avoid delays, submit your claims through the Sun Life member website or through their mobile app.

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.
