

Improving the Retirement Process ...for members and employers

Starting at the end of March, OPB will start introducing changes to help improve the retirement process for our members and employers. We'll be rolling out the changes in two phases – the first in March and the second in April. This bulletin provides an overview of the changes we're introducing, the benefits of these changes and when these changes will be implemented.

What's changing...

- ✓ Simplifying and renaming the *Termination of Membership* Form (OPB 1012)
- ✓ Reducing the # of forms employers need to complete when a member retires/terminates their membership
- ✓ Assigning each retiring member with a Retirement Liaison at OPB
- ✓ Improving our retirement processing times
- ✓ Introducing a new *Retirement Elections and Confirmation Packages* for retiring members
- ✓ Giving members the ability to notify OPB electronically (via e-services) about their intended retirement date

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Phase 1

Change #1 - Renaming *and* Simplifying the Termination of Membership form:

- We're renaming the *Termination of Membership form* (OPB 1012) to *Retirement Notice or Termination of Membership Notice*. We feel this new name more accurately captures both uses for this form; **and**
- eliminating the need for employers to report data on the *Retirement Notice or Termination of Membership Notice* (OPB 1012) that you already provide electronically e.g. plan membership date, final salary, RPT ratio, LTIP information, etc.

To see the new form, click here <http://www.opb.ca/opb/forms/en/OPB1012.pdf>

Change #2 - Reducing the number of forms employers need to complete at retirement/termination *by eliminating*:

- the *Termination of Membership Checklist* (OPB 1053)

The only form employers will need to submit to OPB when a member retires/terminates is the *Retirement Notice or Termination of Membership Notice Form* (OPB 1012). Additionally, if there are any vital member documents that OPB requires to process the retirement/termination, such as the member's proof of marriage, proof of age, etc, OPB will contact the member directly for these documents.

Benefits

Making it simpler and less onerous for employers to notify OPB about a retirement/termination by:

- reducing the number of forms that need to be completed,
- streamlining the *Retirement Notice or Termination of Membership Notice form* (OPB 1012),
- eliminating the time employers spend trying to determine what member documents OPB has/still needs; and
- making the process less onerous for members by ensuring they're only asked to submit documents we require to process their retirement and that we don't already have on file.

Change #3 – Every retiring member will have a Retirement Liaison at OPB to help guide them through the retirement process and ease their transition from member to pensioner

Within 1-2 weeks of OPB receiving a *Retirement Notice* (OPB 1012), a Retirement Liaison from OPB will contact the retiring member to confirm that we've received their retirement application, to explain the process and to answer any questions the member may have. If there are any outstanding documents that we need to process the member's retirement, their rep will let them know during the call.

Benefits

Each retiring member will now:

- receive timely confirmation that OPB has received their retirement application; and
- have a Retirement Liaison at OPB to help them through the retirement process, to answer their questions and to help them transition from a member to a pensioner.

Change # 4 - Introducing a Retirement Information and Elections Package which provides retiring members with important details about the pension benefits they're entitled to and the documentation they need to complete to make the necessary elections prior to retirement.

Within a few weeks of OPB receiving a member's retirement application, the member will receive their personalized *Retirement Information and Elections Package*, with:

1. **a Cover Letter** explaining what's in the package, what they need to do, and what supporting documents we still require (if any)
2. **the Retirement Information Package**, which provides the member with information about their benefits (e.g. Projected pension, Insured Benefits Eligibility, Supplementary Life Insurance options and costs, current Beneficiary Designations, estimated Tax deduction information);
3. **the Group Insurance form** for members eligible for insured benefits
 - we are now including this form in the *Retirement Elections & Information Package* to allow members to review the premium levels for the available SLI options before they make their election. *Members who are eligible to continue SLI in retirement will see their premium choices as part of their Retirement Information Package.*
 - Members will still need to bring this to their employer to get the employer section completed and will be asked to remit the form with their *Retirement Election Package*.
4. **the Retirement Election Package** allows the member to review their personal information and make any necessary updates (e.g. marital status/spouse, address) It also details any necessary elections the member needs to make prior to starting their pension (e.g. declaration of spousal status, joint & survivor pension). *A duplicate copy of the member's Retirement Election Package is included so that the member may keep a copy of it for their records.*
 - For members with eligible spouses at retirement, their personalized package also details the corresponding deduction amounts for the various joint & survivor pension levels (0%, 50%, 60%, 65-75%) so that the member and their spouse can make an informed decision when selecting the right joint & survivor pension option for them.

Members are asked to remit their completed *Retirement Election Package* along with a void cheque to enable direct deposit of pension payments. OPB will then mail out a *Confirmation Statement* confirming their elections, benefit entitlement and personal information. If any corrections or changes are required, the member can notify OPB. A revised confirmation statement will be mailed out once the updates have been made.

Note: Members no longer need to remit a separate *Declaration of Spousal Status* or *Waiver of Joint & Survivor Pension* with their retirement application (OPB 1012); Members can now make the declaration/election right on their *Retirement Election Package*.

Benefits

- Provides the member with an at-a-glance view of everything they need to know about their pension benefit and clearly details what they need to do to complete the retirement process
- Allows the member and their spouse to make an informed decision about their Joint & Survivor benefit level
- Helps eligible members make informed decisions about SLI coverage in retirement
- Provides member with a duplicate for their records

Phase 2

Allowing members with e-services accounts to notify OPB of their intent to retire *online*.

Starting in mid-April, members with e-services accounts will be able to notify us *online* that they wish to retire from the plan within 6 months of their desired retirement date (provided they are eligible to retire).

Members will be able to:

- review an estimate of their pension entitlement based on their chosen date
- review their personal information and make any necessary changes (address, contact info and marital status)
- print a partially completed *Retirement Notice or Termination of Membership Notice* form (OPB 1012) to provide to their employer

Once an eligible member completes the retirement notification online, we instruct them to let their employer know about their intent to retire, and to have the employer complete the rest of the *Retirement Notice or Termination of Membership Notice* form (OPB 1012) and send it in to OPB.

A Retirement Liaison will contact the member within a week to review the process and next steps (including a reminder to notify their employer, if they haven't already done so).

We will follow up with the member after 30 days if we haven't received the 1012 from the employer to verify whether they still wish to proceed with the retirement. If they do, we will remind them that they need to notify their employer about their intent to retire because we cannot proceed with the retirement until we receive notification from the employer.

Benefits

- gives members the flexibility to both review their pension entitlement and insured benefits eligibility based on their desired retirement date and to initiate their retirement online if they wish
- allows members to update their personal information online and to receive immediate confirmation that OPB has received these changes.

Have a question? We can help you.

All you have to do is contact us. Here's how:

Phone us at...

416.364.5035 or 1.800.668.6203 (toll free)

Customer service representatives are available to provide assistance from 8 a.m. to 5 p.m. (EST).

Email us at...

clientservice@opb.ca

Email messages are not considered secure. So, please do not include any confidential information (i.e., bank account number, social insurance number).

Write to us at...

Ontario Pension Board

200 King St. West, Suite 2200
Toronto ON M5H 3X6

Send us a fax at...

416.364.7578

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