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# INTRODUCTION

## WELCOME TO THE EMPLOYER INSTRUCTION MANUAL

### Teachers' Pension Board of Trustees

The Teachers' Pension Board of Trustees is responsible for administering the pension plan and managing the pension fund. The board consists of five people appointed by plan member partners and five people appointed by the plan employer partners.

The board's duties include establishing investment policy, recommending changes in benefits and funding policy, and directing the application of pension plan rules. The board appoints an independent actuary to assess the plan's financial health every three years through an actuarial evaluation.

### Pension Plan Rules

A copy of the Teachers' Pension Plan Rules is available on the plan's website at [tpp.pensionsbc.ca](http://tpp.pensionsbc.ca). Copies of legislation affecting the plan, such as the *Public Sector Pension Plans Act* (PSPPA), the *Pension Benefits Standards Act* (PBSA), and *Income Tax Act* (ITA) (Canada), are available from the appropriate authorities.

### BC Pension Corporation

The British Columbia Pension Corporation was established on April 1, 2000 under the *Public Sector Pension Plans Act*. We serve some of the largest pension plans in Canada, representing more than 1,100 employers and over 560,000 active and retired members.

## Duties of the corporation

The corporation acts as the administrative agent for the Teachers' Pension Board of Trustees (the board).

Services provided to the pension plan include:

- enrolling employers and employees,
- collecting and recording service, salary, contributions and other information from employers and plan members,
- providing information about pension plan rules and benefits to employers and plan members,
- calculating and processing benefits,
- paying benefits to members,
- filing documentation with appropriate tax and pension regulators, and
- providing policy advice and secretariat services to the board.

## Pension plan website

The corporation maintains the plan's website at [tpp.pensionsbc.ca](http://tpp.pensionsbc.ca). Through this website, we provide considerable public information as well as information and services that require the use of a username and password (secured web services).

## Employers

From the employer website sign-in page, you will be able to access Web Services, employer enrolment and the *Employer Instruction Manual*.

Once signed in to the secure employer website, you will be able to access employer news and education, forms, the *Employer Instruction Manual*, and the employer reporting tools in the Employer Portal.

In the secure Employer Portal, you will find reporting tools and resources, including:

- Employer Reporting (including Data Submission, Plan Member Record Electronic Form, File Pick-up, LTD Start/Stop, LTD Policy Validation and reporting instructions)
- Message Board
- User Management

- View Member Data
- E-Remittance

### **Members (My Account)**

Members can register for My Account by selecting “my account” from the top menu, then “Register” under Sign in help. They will need the last three digits of their SIN and their Person ID number (unique identification number) from their Enrolment confirmation statement or most recent *Member’s Benefit Statement*.

My Account uses 2-step verification to enhance member security. When a member enters their username and password, a one-time code is emailed to them. Members must enter that code within 10 minutes, to verify their identity and proceed to My Account.

Within My Account, members are able to:

- update personal sign in information,
- view personal information, including their service and salary history, and recent *Member’s Benefit Statements*,
- view or change their beneficiary(ies),
- use the personalized purchase cost estimator,
- use the personalized pension estimator,
- scan and upload proof of age and identity documents,
- apply for retirement,
- contact the pension plan securely using *Message Centre*, and
- check the status of their requests in *View your requests*.

## Resources and publications

### Teachers' Pension Plan Rules

A copy of the plan rules is available from the plan's website at [tpp.pensionsbc.ca](http://tpp.pensionsbc.ca).

### *Annual Report and Report to Members*

A copy of the board's *Annual Report* is available to members and retired members on the plan's website. A summary version, the *Report to Members*, is produced for distribution to plan members who receive a *Member's Benefit Statement*.

### *Employer Instruction Manual*

We provide the *Employer Instruction Manual* to help employers administer the pension plan for their employees who are plan members. Manual sections are updated periodically. Check the employer website for updates.

### Bulletins and newsletters

The Pension Corporation publishes a monthly, online employer newsletter with information about the pension plan and data reporting. Emails are sent to employers if information is time sensitive or it is for a small group of employers.

Employer bulletins provide detailed information on a topic, when necessary. They are shared in an issue of the employer newsletter or an email.

The corporation publishes *Pension Life* for retired members.

### *Member's Benefit Statements*

*Member's Benefit Statements* are produced every year, showing the member's pension account. We will ask you to distribute these statements for us.

## Additional information for members and employers

The *Guide for Plan Members* and other resources for members (e.g., information about health benefits, death benefits, etc.) is available at [tpp.pensionsbc.ca](http://tpp.pensionsbc.ca).

## Other information

Other resources, such as information for retired members and archived annual reports, are available from the website at [tpp.pensionsbc.ca](http://tpp.pensionsbc.ca).

## Using the instruction manual

There are 10 major sections:

1. Enrolment
2. Purchasing Service
3. Termination of Employment
4. Retirement
5. Pre-retirement Death
6. Short-term Disability and Long-term Disability
7. Reporting
8. Remitting Contributions
9. PAs, E-PAs, PSPAs, APAs & PARs
10. Division of Benefits on Marital Breakdown

In this manual, “you” means the employer and “we” and “us” means the Pension Corporation.

### Forms

You can download copies of any of our forms from the website at [tpp.pensionsbc.ca](http://tpp.pensionsbc.ca).

### Examples

Detailed examples have been provided to further assist you with your pension-related duties.

## Proof of age and identity

Copies of documents no longer have to be certified.

Before receiving a benefit, a plan member must supply the Pension Corporation with proof of age and identity documents. Any spouse or beneficiary who receives a benefit must provide proof of age and identity as well. Members can sign in to My Account at [tpp.pensionsbc.ca](http://tpp.pensionsbc.ca) to upload identity documents.

A member can provide documents at any time prior to receiving a benefit.

If documents are in a foreign language, translation may be required. The cost of translation is the member's responsibility. The translator must not be a member of the member's family, and must sign and date the translated document.

## Gender identity

Pension Corporation collects gender information for plan administration. Gender information is fundamental as actuaries use this data to help determine the life expectancy of members and whether a pension plan is sufficiently funded.

Members who do not identify as female or male may identify as X. Both the provincial and federal governments allow individuals to change their gender designation to X on government-issued identification such as BC birth certificates, BC driver's licenses, passports and permanent resident cards. In other provinces and territories, individuals may also indicate their gender as X on government identification.

A member updating their gender identity is not required to provide documentation.

The X gender designation recognizes that sex and gender are different concepts that aren't interchangeable.

- "Sex" refers to a person's biological and physiological characteristics, such as male.
- "Gender" refers to how a person feels internally (e.g., a man), and/or the gender a person publicly expresses in their daily life (e.g., at work, while shopping, at home). A person's current gender may differ from the sex they were born and may differ from what is indicated on their current legal documents. A person's gender may change over time.



## Providing the documents

There is no longer a need for employers or members to provide certified copies of documents to the Pension Corporation. The only requirement is that they be clear copies of the originals. If the information on the copy is not clear, please print and initial this information on the border of the copy. Members can sign in to My Account at [tpp.pensionsbc.ca](http://tpp.pensionsbc.ca) to upload proof of age and identity documents.

**Original documents must not be submitted** because of the risk of loss or damage and the cost of returning the documents by registered mail.

## Contacting the BC Pension Corporation

### Mailing address

Teachers' Pension Plan  
PO Box 9460  
Victoria BC V8W 9V8

### Location

2995 Jutland Road  
Victoria BC V8T 5J9

## Employer Operations (EO)

EO is responsible for all aspects of current data reporting in all pension plans, including: enrolment of new members; changes to members' personal and employment records; payroll reporting of contributions, salary and service data; and production of pension adjustments. Contact information for EO follows.

### Employer Operations (all plans)

Toll-free: 1-855-356-9701 (Canada/U.S.)  
Fax: 250-356-1784  
Email: [employer.services@pensionsbc.ca](mailto:employer.services@pensionsbc.ca)

## Client Education Program (CEP)

CEP is responsible for member and employer education programs. In addition to the free eLearning course and webinars we offer plan members, we are offering you an opportunity to host a webinar for your employees. Contact information for CEP:

Toll-free: 1-877-558-5573 (BC)  
Fax: 250-953-0415  
Email: [TPPEducation@pensionsbc.ca](mailto:TPPEducation@pensionsbc.ca)

## Member Services

Member Services serves both plan members and plan employers. They are responsible for service requests regarding termination of employment, retirement, death of a plan member, and service purchases. Contact information for each plan is as follows:

### Teachers' Pension Plan

Toll-free: 1-800-665-6770 (Canada/U.S.)

Fax: 250-356-8977

## Member Services (other plans)

### College Pension Plan

Toll-free: 1-888-440-0111 (Canada/U.S.)

Fax: 250-953-0412

### Municipal Pension Plan

Toll-free: 1-800-668-6335 (Canada/U.S.)

Fax: 250-953-0421

### Public Service Pension Plan

Toll-free: 1-800-665-3554 (Canada/U.S.)

Fax: 250-953-0425

### WorkSafeBC Pension Plan

Toll-free: 1-888-440-0111 (Canada/U.S.)

Fax: 250-953-0433

## Retired members

Contact information for retired members.

Fax: 250-953-0431 (all plans)

### Teachers' Pension Plan

Toll-free: 1-866-876-8877 (Canada/U.S.)

## Retired members (other plans)

### College Pension Plan

Toll-free: 1-866-322-8277 (Canada/U.S.)

### **Municipal Pension Plan**

Toll-free: 1-866-876-6677 (Canada/U.S.)

### **Public Service Pension Plan**

Toll-free: 1-866-876-6777 (Canada/U.S.)

### **WorkSafeBC Pension Plan**

Toll-free: 1-866-322-9277 (Canada/U.S.)

## **Rates, contributions and remittances**

Employer Operations manages employer contribution rates, employer contribution remittances and other employer billings and payments.

Victoria: 250-356-9701

Email: [employer.services@pensionsbc.ca](mailto:employer.services@pensionsbc.ca)

## **Resources and publications (all plans)**

Toll-free: 1-800-663-8823 (Canada/U.S.)

Fax: 250-356-9591

Email: [penc.orderproducts@pensionsbc.ca](mailto:penc.orderproducts@pensionsbc.ca)

## **BC Pension Corporation Reception**

Phone: 250-387-1002

Email: [penc.reception@pensionsbc.ca](mailto:penc.reception@pensionsbc.ca)

## **Disclaimer**

Rules and employer process information in this instruction manual may be subject to change without notice. We will provide you with updated material as rules and/or processes change. Check our website often to confirm that you have up-to-date information before advising your employees on any pension-related matters.

Material contained in this manual applies specifically to the Teachers' Pension Plan. If you administer more than one pension plan for your employees, please ensure that you apply the correct plan's rules.

In the event of a conflict between the information contained herein and the plan rules, the plan rules shall apply.