

SECTION CONTENTS

INTRODUCTION

WorkSafeBC Pension Committee	3
Pension plan rules	3
BC Pension Corporation	3
Pension plan website	4
Publications	5
Additional information for members and employers	6
Other information	6
Using the instruction manual	6
Contacting the BC Pension Corporation	7
Disclaimer	8

INTRODUCTION

Welcome to the Employer Instruction Manual

WorkSafeBC Pension Committee

WorkSafeBC is responsible for managing the pension plan, including investing the plan's assets and administering the plan's benefits. WorkSafeBC appoints the pension committee members. There are three pension committee members for the WorkSafeBC Pension Plan (plan). The pension committee members are appointed by the WorkSafeBC Board of Directors (the board). One represents the members of the plan, one represents WorkSafeBC and one provides an independent perspective. Among other duties, the pension committee members are responsible for the prudent investment of the plan's assets and ensuring the plan's administration services are provided to plan members.

Pension plan rules

A copy of the WorkSafeBC Pension Plan Rules is available on the plan's website at worksafe.pensionsbc.ca/worksafebc-pension-plan-documents. Copies of legislation affecting the plan, such as 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 (Pension Corporation) is appointed as the administrative agent on behalf of the pension committee members. The Pension Corporation is one of Canada's largest pension administrators, and serves the pension committee members for the largest public sector pension plans in British Columbia, representing approximately 500,000 plan members and over 1,000 plan employers.

Duties of the corporation

The Pension Corporation acts as the administrative agent on behalf of WorkSafeBC. The corporation enrolls members, collects contributions, processes benefits and issues pension payments.

Pension plan website

The Pension Corporation maintains the plan's website at worksafe.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.

Employer

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*.

Publications

Annual Report and Report to Members

A copy of the board’s *Annual Report* is available to active 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

The *Employer Instruction Manual* is provided to help you administer the pension plan for your employees who are plan members. Manual sections are updated quarterly or as needed. Check the employer website for updates.

Bulletins and newsletters

The Pension Corporation publishes a monthly, online employer newsletter with information about the plan and data reporting. Emails are sent to the employer if information is time sensitive.

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

The Pension Corporation publishes and mails *Pension Life* directly to retired members.

Member's Statements

Member's Benefit Statements are sent to members every year, to show members their status in the plan. Members can also view their statement under My Account.

Additional information for members and employers

The Pension Corporation provides the [Guide for Plan Members](#) and other resources for members (e.g., information about health benefits, death benefits, etc.) for use by the employer and members available at worksafe.pensionsbc.ca.

Other information

Other resources, such as information for retired members and archived annual reports, are available from the website at worksafe.pensionsbc.ca.

Using the instruction manual

New and updated information is added to the *Employer Instruction Manual* on a quarterly basis or as needed. To ensure that you are always receiving the most up-to-date information, it is important that you always access this manual via the website at worksafe.pensionsbc.ca.

There are 10 major sections:

1. Enrolment
2. Purchase of Service & Pension Transfer Agreements
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 any form from the website at worksafe.pensionsbc.ca.

Contacting the BC Pension Corporation

Mailing address

WorkSafeBC 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.

Toll-free: 1-855-356-9701 (Canada/U.S.)

Fax: 250-356-1784

Email: employer.services@pensionsbc.ca

Member Services

Member Services serves both plan members and plan employers, and is responsible for service requests regarding termination of employment, retirement, death of a plan member, and service purchases.

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

Fax: 250-953-0433

Retired Members

Contact information for retired members.

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

Fax: 250-953-0431

Publications (all plans)

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

Fax: 250-356-9591

Email: penc.orderproducts@pensionsbc.ca

Disclaimer

Rules and employer process information in the *Employer Instruction Manual* may be subject to change without notice. Updated material will be provided as rules and/or processes change. Check the plan 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 WorkSafeBC Pension Plan.

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