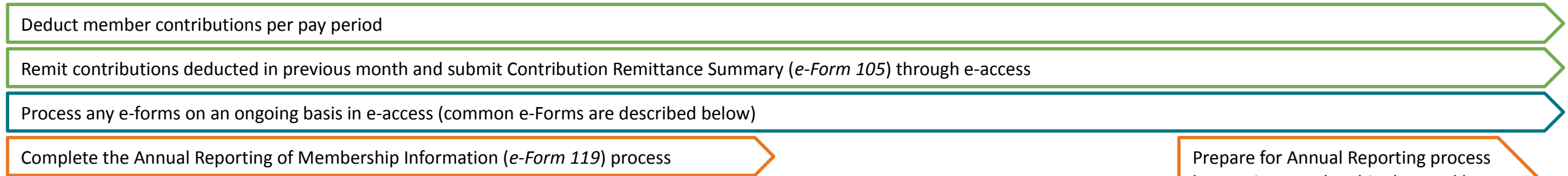


New Administrator Tip Sheet

Key Activities and Dates



February 28
If you submit your e-Form 119 before this date OMERS will calculate the PAs for you!

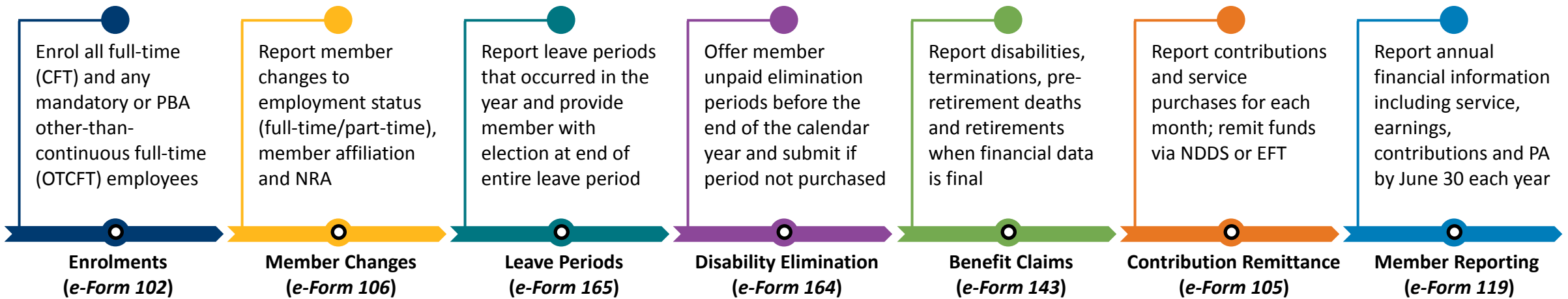
March 1
If you reconcile your e-Form 119 by this date, interest will not be applied.

June 30
PBA deadline for issuing pension reports to members.

Prepare for Annual Reporting process by running membership data and leave period extracts in e-access. Submit any forms that have not previously been submitted.

Prepare for payroll system updates to YMPE and contribution rates

Offer enrolment to OTCFT members that have met PBA criteria



New Administrator Tip Sheet

	Client Services	Education & Training	Employer Support Services	e-Correspondence	client@omers.com
What to communicate	<ul style="list-style-type: none"> First point of contact for all member and employer inquiries 	<ul style="list-style-type: none"> Any training or ongoing support needs Requests for member information sessions or one-on-one meetings 	<ul style="list-style-type: none"> Issues that are more complex in nature or when guidance is required such as adjustments, salary continuance, by-law amendments, etc. 	<ul style="list-style-type: none"> Secure channel to communicate on member-specific issues or transactions linked to membership number 	<ul style="list-style-type: none"> Not a secure channel General topics or information Do not include member specific information
How to communicate	<ul style="list-style-type: none"> Monday to Friday from 8am to 5pm Local 416-369-2444 Toll Free 1-800-387-0813 	<ul style="list-style-type: none"> Via telephone or email directly with assigned Education & Training Specialists 	<ul style="list-style-type: none"> Contact made via Client Services for a call back from an Employer Support Lead 	<ul style="list-style-type: none"> Available through e-access One e-correspondence per member and per issue Check e-access regularly Resolve only when request has been completed 	<ul style="list-style-type: none"> Send email directly to client@omers.com

Resources	Training Support	myOMERS
<p>Employer Administration Manual</p> <ul style="list-style-type: none"> First point of reference containing comprehensive resources for OMERS administration Searchable and can be personalized with notes and bookmarks Topics can be shared with coworkers Feedback can be sent easily on content Compatible with mobile and tablet devices <p>Calculators</p> <ul style="list-style-type: none"> Contribution and pension adjustment (PA) calculators available online <p>Checklists</p> <ul style="list-style-type: none"> Annual Reconciliation (Form 119) checklist available annually to assist with the annual reporting of member information 	<p>e-Tutoring</p> <ul style="list-style-type: none"> Request a live one-on-one learning session with real-time screen sharing <p>e-Learning Modules</p> <ul style="list-style-type: none"> Access interactive training modules 24/7 Take the whole course at once or at your own pace <p>Webinars</p> <ul style="list-style-type: none"> Register online for live administration webinars regularly scheduled throughout the year <p>Employer Workshops</p> <ul style="list-style-type: none"> Regional sessions scheduled throughout the province <p>What can we do for your members?</p> <ul style="list-style-type: none"> Overview sessions One-on-ones Retirement planning days Wellness fairs 	 <p>Visit myomers.com for a sign up demo!</p> <ul style="list-style-type: none"> Pension estimates Buy-back costings e-subscription Maintain contact information View and print T4 slips (retirees) Setup and maintain AVC account