



UBCbenefits viewpoints



Welcome to the summer edition of *Viewpoints*, where you will find the following features for Retirement and Survivor Benefits (RSB) plan members:

- RSB Spring Cleaning
- Summer holidays? Use your RSB travel benefits
- Protect yourself against fraud
- Stay connected with UBC



See the online edition of Viewpoints, and review past editions by scanning the QR code

It's not too late for some RSB spring cleaning

As we move from spring to summer, we wanted to share a few RSB tips to ensure you are getting the most from your benefits.

Change of address

Please notify our office of your new mailing address to ensure Sun Life receives your updated information. Your Viewpoints newsletters, rate changes, and T4s will be mailed throughout the year.

Banking information

To ensure that you remain in good financial standing, please make sure your bank details are accurate (particularly if you were previously banking with HSBC). If there are any issues with the premium payments, please notify our office immediately so we can ensure your coverage continues with Sun Life.

A Non-sufficient Funds (NSF) fee of \$35 may be charged if there are not enough funds in your account to cover the monthly pre-authorized payments.

Power of Attorney

To confirm that your Power of Attorney (POA) documentation is on file please contact Kat Maihara. Without the POA, we are unable to discuss details of plan coverage with anyone other than the primary plan holder.

Sun Life lifetime maximum

If you are curious about the amount remaining for your lifetime maximum, please contact the Sun Life Customer Care Centre with your group policy number and member ID. If you are nearing or have reached your Lifetime Maximum, please contact Kat Maihara.

Summer holidays? Pre-travel checklist

If you are leaving Canada for cooler climates (not everyone loves the heat), don't forget your travel benefits. Before you depart, make sure you:

1. Print and fill out your **Medi-Passport card** (QR code below). This travel card provides telephone numbers for Global Excel Management and Sun Life's medical emergency assistance provider.
2. Take your **Personal Health Number** (PHN) card or write down the number.
3. Review your **out-of-province/out-of-country coverage** under the RSB plan. There are some limitations and exclusions to your coverage — check your Sun Life RSB Benefits Booklet for coverage information.

4. **Read travel advisories** for your destination.

5. **Decide** if you need to purchase extra travel insurance.

6. **Sign up** with the Registration of Canadians Abroad service to get notified in case of an emergency at destination or personal emergency at home. This service enables you to receive important information before or during a natural disaster or civil unrest.

7. Ensure you are carrying enough of your **prescription medication** for the duration of your trip.



Download the Medi-Passport by scanning the QR code or visiting: hr.ubc.ca/emc

Summer 2025

A Newsletter for UBC Retiree Benefit Plan Members

RSB information

RSB Policy/Contract Number: **020605**

Sun Life Member ID: your employee ID

Contact Sun Life: 1-800-661-7334 or 1-800-361-6212

Visit hr.ubc.ca/rsb for:

- Extended health or dental claim info
- Claim forms
- Sun Life RSB Policy Booklet

Workday Access

As an RSB member, you can use Workday to make changes to your personal profile. This includes changes to your mailing address, your contact information, and your banking information. Log in using your Campus Wide Login (CWL).

For assistance with CWL, contact the Integrated Service Centre (ISC) by calling **604-880-8200** for UBC Vancouver or **250-807-6163** for UBC Okanagan. You can also access Workday and the ISC by scanning the QR codes below with a smartphone.



Log into Workday



Contact the ISC

Emergency Medical Coverage

Global Excel Management (GEM) is available 24 hours a day, 7 days a week.

- **Canada and the US: 1-800-511-4610**
- **Rest of the world: 1-519-514-0351**

Information you need when contacting Global Excel Management:

- Policy number: **020605**
- Member ID: 7-digit **UBC employee ID**

Please note

All invasive or investigative procedures (such as surgery, angiogram, MRIs) must be pre-approved by Global Excel Management, except in extreme circumstances.

Emergency travel assistance claims will apply towards your lifetime maximum.

How to protect yourself from fraud: a message from Sun Life

There has been an increase in fraud attempts targeted at the UBC community in recent months. This is why we are sharing these helpful fraud prevention tips from **Sun Life**.

It's old advice, but it's still valid: if something sounds too good to be true, it probably is. Here are some important points about common frauds you might run across:

Lotteries

If you didn't enter a lottery, you can't win it.

There are no email draws or lotteries where tickets are not sold — ticket sales pay for the prizes, so no sales = no prizes. Legitimate lottery operators will not ask you for a payment before you can claim your winnings.

Sun Life does not sponsor lotteries — as an insurance company, we are forbidden from doing this by law. We will never ask you for an advance processing fee.

Personal loans

Sun Life does not offer personal loans. We won't take any fees off the original loan

amount as it is illegal for a company to request an upfront fee before granting a loan.

Making payments

Sun Life will not send you cheques with over-payment and ask you to deposit the correct amount into your account and deposit the excess into another account.

Sun Life will never ask you to transfer funds by wire to us.

Identity theft

We will never call or email you to ask for personal information such as passwords, bank account information or credit card numbers, unless you contact us first and we will respond to you.

Do your research. Make sure the people and companies you deal with are legitimate. You can find helpful information through reputable sources on Sun Life's Anti-fraud site.

Scan the QR code to visit the Anti-fraud site.



Happy BC Seniors week

Did you know the first week of June in British Columbia has been designated Seniors Week since 2002? To celebrate, we wanted to point you to a few resources and services from UBC and beyond, that — in combination with your Retiree and Survivor Benefits — can help you live happy and healthy lives.

The best place to start for BC residents is **SeniorsBC.ca**. This website provides

information on services and programs offered by the British Columbia and Federal governments, and non-profit organizations. The website includes information on health, finances, benefits, housing, transportation, tips for healthy living, and other topics of importance to seniors.

Please visit **SeniorsBC.ca** to learn more.



Stay connected with UBC

Lifetime learning

"Ancora Imparo - I am still learning." — Michelangelo (age 87)

There is always a new skill to be learned, knowledge to be gained, and experience to be had. As a global centre for teaching, learning, and research, UBC has had a long tradition of supporting lifelong learning with flexible offerings that provides opportunities for personal and professional development and a more fulfilling life.

Lifelong learners are welcome to participate in a variety of UBC lectures, seminars and social events open to the public at the UBC Vancouver campus. Scan the QR codes below with your mobile device to learn more.



Green College



Irving K. Barber Learning Centre



Access Studies

Visit the UBC Farmer's Market

With the weather warming up, we hope you have a chance to visit the UBC Farm to grab some fresh ingredients for your meals.

- Saturday Multi-vendor Farmers' Market at the UBC Farm | June - November | 10 am-2 pm

Certified organic farm-fresh produce such as fruits and herbs from the UBC Farm and dozens of vendors selling local fruits, vegetables, meats, baked goods, beverages and food trucks.

- Tuesday Evening Market at the UBC Farm June - October | 4 - 6pm
- Wednesday Bookstore Market | June - October | 11 am-2 pm
- Seasonal U-picks: berry u-picks typically occur in late June-July alongside the markets.

Scan the QR code with your mobile device or visit: **ubcfarm.ubc.ca**



Senior Abuse and Information Line

The Senior Abuse and Information Line (**SAIL**) is a safe, confidential place for older adults, and those who care about them, to talk to someone about situations where they feel they are being abused or mistreated, or to receive information about elder abuse prevention.

- Lower Mainland: **604-437-1940**
- Toll-Free: **1-866-437-1940**

Hours: 8 am-8 pm daily (excluding holidays).

Language interpretation is available.

If you or someone you know is in immediate danger, please call **9-1-1**.

Plan members contact information

To better serve the RSB community, we would like to ensure we have your correct email on file. Providing your email will help us to communicate important information if there is a disruption to postal service.

When we send the newsletter to your inbox directly, we will reduce the use of paper.

Please note we will continue to provide a printed copy of Viewpoints to your home address; however, we want to give members of the RSB community the choice to go paperless. Updating or providing us with your email address will help us serve you better.

If you are uncertain if your mailing address, phone number or email is current, please contact Kat Maihara.

Viewpoints is a publication from UBC Human Resources and provides consumer benefits and health information to UBC retirees on a semi-annual basis.

For enquiries about the RSB program, contact:

Kat Maihara | 604-822-4580
kat.maihara@ubc.ca

Human Resources
600-6190 Agronomy Road
Vancouver, BC V6T 1Z3

You are receiving this newsletter because you are enrolled in one or more UBC Retiree Benefits plans. If you wish to change your mailing address, please contact Kat Maihara. The information contained in the *Viewpoints* newsletter is for information purposes only; it is not a contract. In the event of a discrepancy between the information in *Viewpoints* and the applicable contracts/documents and/or governing legislation, the applicable plan contracts/documents and/or governing legislation will apply.

For more information about RSB benefits, visit **hr.ubc.ca/rsb**.

