



Season's Greetings from EIS!

DECEMBER 2005

LOOKING BACK, AND AHEAD

When we talked about our initiatives for this year, “empowerment” was a key theme. This year we improved online processing and enabled you to manage your account information online, in addition to working hard to process collective agreement settlements and clear remaining historical anomalies.

Together, we’ve accomplished a great deal.

2005 HIGHLIGHTS

- 92% of members have online access to personal information
- 2003 accounts reconciled
- All remaining historical anomalies resolved – end of 7-year program!
- 40% fewer member inquiries sent to employers
- Improved service to your employees by reducing average employer response time by 3 days!
- Online:
 - Event notification (i.e., leaves, rate changes) and purchase verification
 - ECDs and Account Summary details
 - Track amounts transferred between your accounts
 - Enhanced issues handling and employee record
- 124 employer sessions each day
- 22,542 service record adjustments (year-to-date)
- 50% of small employers now using web-based reporting

BUILD IT AND THEY WILL COME

While we continue to see increased traffic in both our employer and member secure websites (TIM and iAccess), we will continue to pursue new users and encourage those already registered to use both sites more regularly.

One of our member initiatives in 2006 will focus on new employees that you hire. We will explore opportunities to work together to register new members for iAccess—encouraging new employees to use the tools and information available to them from our website.

As always, we will continue to enhance current TIM functionality and add new options. As we move to paperless pension reporting, we will introduce the following:

- secure two-way communication channel—in-box like request handling, to eliminate the need to fax member specific inquiries and giving you the option of responding online,
- online document delivery and archive,
- enhanced resource centre—improved search capabilities and updated handbook, and
- expanded pension reporting metrics.

HOLIDAY HOURS



For the 2005 holiday season, we will be closed on the following days:

- Monday, December 26
- Tuesday, December 27
- Monday, January 2

DECEMBER REMITTANCE

This year’s December remittance is due on Friday, December 30. If your office is going to be closed and you plan to remit early, please contact your team and let them know.

Remember to provide both your back-up information and contributions by noon of the day you make your remittance.

WHAT'S INSIDE

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MEASURING TRENDS: DATA INTEGRITY AND VALIDATION

In our second in a series of features on Trends & Measures available on TIM, we're taking a look at Data Management. This online measurement helps you identify the current amount of validation work required for the records you send us.

As we look ahead to 2006, improving incoming data quality will be a primary focus for our business operations. One way you can monitor your organization's data quality is by referring to the Data Management chart on TIM.

BREAKING DOWN THE CHART

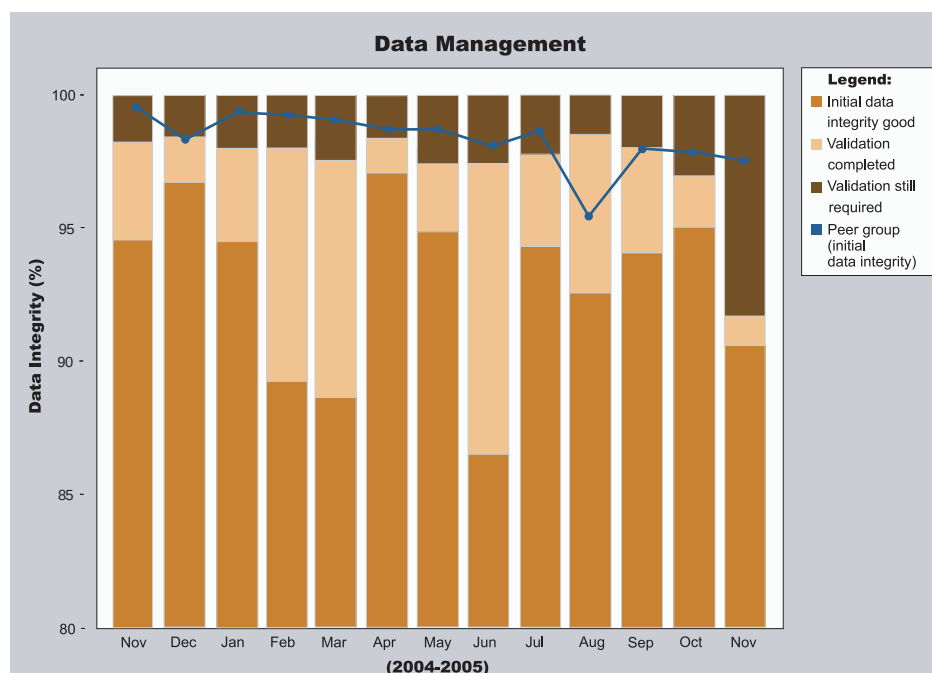
This chart identifies the initial state your data was in when we received it, the effort that has gone into resolving issues, as well as how your initial data integrity compares to your peer group (similar size organization, based on employee population, small to large).

Specifically, the chart breaks down the quality of the service data you have reported into three categories:

- Number of employee records received without issues (accurate and reliable)
- Validation work completed to resolve issues (either by you or us)
- Validation work still outstanding

If you point to any of three-coloured sections, it will also display the actual percentage for that category.

While this chart is a high-level summary, it provides payroll managers with a relevant measure of the reliability of incoming information, the effort that goes into resolving issues and overall status of data quality by month. Check monthly to see what percentage of your



GOAL FOR MANAGING MEMBER DATA:

RESPOND TO MEMBER SERVICE REQUESTS AS SOON AS THEY ARE RECEIVED

incoming data was reliable for use in benefit calculations. Also, talk to the members of your TPP team on how we might be able to help you reduce the effort that goes into pension data management. ■

INTERPRETING RESULTS

- ✓ Use information as a trending tool for your organization – the focus is not on minor fluctuations, but watching progress over time.
- ✓ Identify how 'pension' effective your payroll transmissions are and where opportunities exist.
- ✓ Foster understanding of effort to support pension reporting – share results at all levels of your organization.

ESA LEAVES – TAKING CARE OF FAMILY

Under the Employment Standards Act (ESA), your employees are eligible to take several different types of leaves and maintain their membership in the plan. While pregnancy and parental leaves are the most common types of leaves governed by ESA, your employees may also be eligible for Family Medical and Emergency leaves.

FAMILY MEDICAL LEAVE

Your employees are entitled to eight weeks of unpaid leave to provide care or support for a specified family member. They include:

- employee's spouse
- a parent, step-parent or foster parent of the employee
- a child, step-child or foster child of the employee or the employee's spouse

The family member must have a serious medical condition with a significant risk of death occurring within a period of 26 weeks. The medical condition and risk of death must be confirmed in a certificate issued by a qualified health practitioner (period begins once this certificate is issued).

All employees who take the Family Medical leave to care and support a specific family member must share the eight weeks of leave with other family members. For example, if one spouse takes six weeks of leave to care for her child, the other spouse would only be eligible for two weeks of leave.

EMERGENCY LEAVE

If you regularly employ 50 or more people, your employees are also entitled to 10 days of unpaid leave each calendar year for the following reasons:

- Personal illness, injury or medical emergency,
- Death, illness, injury, medical emergency or other “urgent matter” relating to immediate family members.

HOW TO REPORT

There are tax implications when employees purchase credit, so it's important for us to track these types of leaves. The more detail you can provide to us, the more accurate your employees' benefits can be.

Many of you are able to report event codes through your payroll extract. We currently have one event code (065) to identify these types of leave.

If your payroll extract is not capable of including event information, you can use TIM. Simply go to the employee record page, select “Notify us of an event” and select “Family Medical Leave” or “Emergency Leave”.

SUMMARY

	Emergency Leave	Family Medical Leave
Effective Date	September 4, 2001	June 29, 2004
Number of Employees	Minimum of 50	No minimum
Limits	• Up to 10 days per calendar year • Must be entire days, not part days	• Up to 8 weeks within a specified 26-week period • Must be taken in periods of entire weeks • Weeks do not have to be consecutive
Membership Eligibility	Continue to contribute unless employee waives right	
Contributions and Service Credit	Deduct contributions and report service credit based on the salary employee would have earned had they not taken the leave	
Event Code	065	
Tax Implications	Tracked under 5-year purchase limits under the <i>Income Tax Act</i>	
Start and End Date	n/a	One-week period must always start on a Sunday and end on a Saturday

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KEEPING IT CLEAN— PAYROLL SERVICE RECORDS

From the moment we receive your payroll records to the time your account is reconciled, the life of data can be quite tumultuous. Here's a closer look at how we handle your service records from the moment you submit a file to us.

PHASE 1

When we receive your payroll information, it's automatically routed into our first information handling system (CIRCUIT).

During this first phase, we perform very basic tests—the focus is on formatting and file specifications rather than record quality. This preliminary handling also splits the data



into groups for those with multiple employee groups (i.e., profiles, work codes).

PHASE 2

Once the preliminary process is complete, we perform a secondary check, within the same system—this time, we check for things like:

- missing information (i.e., SINS),
- wrong order—if we received a December file in November, we wouldn't move on to the next phase; also, receiving a current file before receipt of the previous pay file,
- receiving one file before the previous one was due (won't post out of order),
- duplicate files for same pay date (sometimes employers accidentally click "submit" twice).

PHASE 3

Once the data has passed through CIRCUIT, we begin the posting process. To avoid slowing down our systems during regular work hours, we post all payroll records overnight. When we post the data, it runs through our second system, FILTER, which is used to assess the quality of the employment information.

We test the content of each record for "reasonability" based on information you have provided to us (i.e., rates of pay, calendars, etc.).

The next day, we generate reports on all data that was posted. Our regional teams review the reports and look for global problems and solutions that will help "clean-up" the data. We often resolve these by the next day, before you see it in your Work Centre.

PHASE 1

Pass – if the format is OK, it moves on to phase 2.

Fail – if the format doesn't pass, it moves to a holding place for review by an EIS analyst. The analyst may need to contact you if there was a problem with the transmission.

PHASE 2

Pass – if the file is OK, it moves on to phase 3.

Fail – if the file doesn't pass, we may contact you to rectify the problem.

ONGOING REVIEW

Issue resolutions you submit automatically run through final validation—if they pass, we remove the issues from your Work Centre. For resolutions that our systems are unable to process automatically, we generate reports for our staff to review and we may need to contact you for additional information or clarification.

REGULAR REVIEW = FEWER YEAR-END DISCREPANCIES

By working with us to maintain “clean” data throughout the year, including reviewing employee records and resolving issues regularly, it will help reduce the effort of reconciling your account.

TABLE OF EVENT CODES

The more detail, the better when it comes to sending service records. Here's an up-to-date list of event codes you can use to provide greater detail when preparing your employee data.

Event Code	Event Description		
002	Change in CPP Liabile status	027	Bridge to Retirement
003	Change in Daily Rate of Pay	028	Reduction in salary due to X/Y Plan
005	Change in FTE	030	Secondment
006	Parental Leave	034	Bridging to Retirement Salary Deferral
007	Re-Employment	035	Transfer from Other Pension Plan
008	Break in Service	056	Strike - Credit and Salary lost
010	Absence due to Deferred Salary leave begins	064	Foreign Service Leave
012	Extra salary earned or lost	065	Emergency or Family Medical Leave
015	Strike - no credit lost	066	Letter of Permission
016	Employer Approved Leave	070	Adoption
020	Resignation From Employer	071	Paternity
021	Member begins to receive LTIP Payments	072	Maternity
024	New Hire	083	Return from Employer Approved Leave
025	Grid Change	084	Return from Break in Service
026	LTO Occurrence	085	Contract semester - absence period begins
		086	Contract semester - work period begins



PHASE 3

PASS – if the system understands the record and it is consistent with our expectation, no issue will appear in your Work Centre. This data will fall into the “Initial Data Integrity is Good” category in your Data Management chart (see article on page 2).

FAIL – if the system doesn’t understand the record, it will appear as an issue in your Work Centre (and fall into the “Validation Still Required” category in the Data Management chart on page 2).

FAIL
Issue

PASS
No Issue

**DATA IS READY FOR
USE WHEN MEMBER
REQUESTS SERVICE**

BRIEFLY

2005 PAs

Another tax season is around the corner—here are a few things to remember when preparing your pension adjustments (PAs) for the 2005 calendar year.

- Send us PA amounts for all of your employees who will have contributed to the plan in 2005 (exception—employers who use Ceridian and ADP, as these payroll providers send us PA info directly).
- LTIP pensionable earnings (PE) information is available online. Remember to provide end dates for LTIP claims—this has an impact on the PE values we provide for use in your PA calculations.
- Use the “Create an Excel File” button in the LTIP and ESA applications to copy LTIP pensionable earnings and PAs for ESA leaves directly into a spreadsheet.
- Section 9 of the employer handbook has all the information you need to calculate your 2005 PAs—go online to view the November 2005 version, including updated PA tables.

ANNUAL STATEMENTS

When we produce the Personal Statement of Pension Benefits, your employees with reliable service



records receive their statements before those who have outstanding issues.

Over the past few years, the number of members with reliable service records has increased dramatically. Why the big increase?

There are a number of reasons, all made possible because of your ongoing commitment:

- Active use of TIM and more current reconciliation results in fewer outstanding issues
- Better data coming in
- Resolution of historical data discrepancies
- Annual certification—fewer issues uncovered this year

FAST FACTS...

185,229

PERSONAL STATEMENT OF
BENEFITS SENT THIS FALL

62,500+

REGISTERED iACCESS MEMBERS
ABLE TO VIEW AN ONLINE,
INTERACTIVE PENSION STATEMENT

ESA LEAVES (CONTINUED)

Continued from page 3

EXCEPTIONS

Most employers offer comprehensive sick leave and benefit coverage for their full-time employees. As a result, you may not have received many requests for these types of leaves since many of your employees already have coverage under your existing policies.

For occasional and other casual employees, i.e., those who have irregular work schedules, it may be difficult to administer these types of leaves. Please advise these employees to contact us so we can set-up a purchase based on their pattern of employment. In these cases, we may need to contact you to confirm the absence details.

2006 CONTRIBUTION FORMULA

The 2006 YMPE is \$42,100 — please use the formula on the right when calculating contributions next year:



TIM UPDATE

PURCHASE VERIFICATIONS

Beginning this month, you can verify your employees' leave information online using TIM. This new process replaces the form we previously faxed to you on the first business day of the month (*Leave of Absence Verification Request*).

NEW ISSUE

The "Verify leave information" issue will appear in your Work Centre when we need to confirm eligibility and purchase calculations for employees making purchases through us. Check under "Data Status" on your homepage to see how many employee records have outstanding requests.

FOCUS GROUP RECAP

On September 23, several employers from across the province traveled to our office for a focus group. This session's focus was ongoing TIM development—we wanted to hear more first-hand user experience about our existing applications. Specifically, we discussed issue resolution, the ESA application, reconciliation and online resources.

Thanks to the eight employers who took time away from their offices to provide us with valuable feedback. With several TIM developments well underway, it was critical for us to review our plans and obtain some feedback on our initial design ideas.

Seated (l to r): Donalda Johnson (Peel DSB), Karen Meeson (Thames Valley DSB), Danièle Richer (Conseil scolaire de district du centre-sud-ouest) and Lori Thompson (Hastings and Prince Edward DSB)

Standing (l to r): Sandra McHugh (Teachers'), Sherilyn Smith (York Region DSB), Sharon Piwowarczyk (Thames Valley DSB), Adrienne Lemieux (Sudbury Catholic DSB), David Ng (Toronto DSB) and Tricia Kole (Teachers')

NEW PAGE

In late October, we introduced additional reviewing and editing options for the following three issues:

- Verify service and rate information
- Verify retro payment
- Verify adjustment record

You can now add "Verify leave information" to this list. When resolving any one of these four issues, a new page enables you to review contract information, change service totals and submit resolutions all from the same page.

WHAT'S NEXT?

Watch for these enhancements over the next few months:

- ESA application
- Online reconciliation

REMINDER

2005 SURVEY

If you haven't already, please take a few minutes to complete and return our annual survey.

Mailed to our primary contacts in mid-November, this year's survey is blue and once again contains only four questions. We will compile results from all surveys we receive before the end of the year—as always, your feedback is critical to improving reporting processes and strengthening our working relationship with you.

Last year, your response rate was 32%. While this is strong for statistical purposes, we want to hear from even more of you this year—let us know how we're doing!

POSTAGE-PAID ENVELOPE MISSING

We apologize for not including the return envelope this year. Please fax your completed survey to us at: 416-730-7807 or 1-800-949-8208.



LOOKING BACK, AND AHEAD (CONTINUED)

Continued from page 1

Protecting members' privacy is a priority at Teachers'. While Social Insurance Numbers (SINs) have always been used as the primary means of identifying our members for pension reporting, in 2006 we will develop a plan to transition to an alternative identifier/mechanism for our online interaction. We will work with employers to find the most effective solution; minimizing the impact on administrative processes, while increasing member privacy protection.

CONTRIBUTION INCREASE IN 2006?

Throughout the year, the co-sponsors of the Teachers' Pension Plan

(Ontario Teachers' Federation and Ontario government) have been meeting to discuss the funding status of the plan. We expect an announcement about the results of those discussions to occur sometime in 2006.

A contribution increase, which is "unavoidable" according to an OTF publication (Communiqué, February 21), would be the first of its kind in 15 years. The size and effective date will be announced by the OTF and government as soon as decisions are reached.

As these changes may have an impact on your business operations, we will inform you as soon

as the co-sponsors announce plan changes.

THANK YOU

This has been a challenging year, but we have all accomplished so much. Next year we will increase our commitment to TIM training and employer support, by getting out into the field more often.

By visiting your offices, we hope to learn more about your systems and processes, so that we can share best practices and suggest opportunities to improve the quality of incoming data.

We look forward to 2006 and working with you to provide even better service to your employees. ■

How to reach us

Our business hours are Monday to Friday, 8 a.m. to 5:30 p.m.

Please contact us whenever you need assistance or if you experience any technical difficulties while using our web applications.

Address:

Employer Information Services
Ontario Teachers' Pension Plan Board
5650 Yonge Street
Toronto, Ontario
M2M 4H5

Phone:

Employers	
Toronto area	(416) 227-7525
Toll-free	1-866-867-9147
Members	
Toronto area	(416) 226-2700
Toll-free	1-800-668-0105

Internet:

E-mail	eisinquiry@otpp.com
Employer Website	employers1.otpp.com
Corporate Website	www.otpp.com

Fax:

Toronto area	(416) 730-7807
Toll-free	1-800-949-8208