

# Service Standards

TRAF provides a wide range of information to members including benefit calculations, member appointments, seminars and verbal and written communications. This information may be delivered by telephone, electronically, in person or by mail. Our service standards encompass accuracy, availability, professionalism and timeliness, and represent the level of service that we strive to achieve.

## 1. ACCURACY

Information provided will be accurate, thorough and complete.

## 2. AVAILABILITY

Member Services staff is available to answer your questions in English and French, Monday through Friday from 8 a.m. to 5 p.m. (8 a.m. to 4 p.m. in July and August). Pre-scheduled member appointments are held throughout the year during these hours and may be conducted virtually, by phone or in person. We are also available for appointments one Saturday per month during the school year. Walk-ins are not permitted.

TRAF's website, [traf.mb.ca](http://traf.mb.ca), is a great resource for general information about the plan and benefit entitlements, and the secure member portal, [Online Services](#), gives you access to your personalized information and other tools.

## Accessibility

TRAF believes in inclusion and is committed to ensuring equal access to the programs and services we provide to our members, stakeholders and the public, regardless of their abilities. Publications are available in alternate formats upon request.

## 3. PROFESSIONALISM

Staff will treat members with courtesy, respect and professionalism. All personal information is held in strict confidence and in compliance with the requirements of *The Freedom of Information and Protection of Privacy Act*.

## 4. TIMELINESS

The following time frames reflect response times that we expect to achieve for regular requests upon receiving all required information to process your request, such as:

- Your completed application, if applicable, including all other required documents
- Required information from external sources such as your employer

In all instances, TRAF must be satisfied that legislative requirements have been met before information can be provided.

Occasionally, there will be circumstances beyond our control which will result in longer periods of time to process your request.

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## TARGETED RESPONSE TIMES

SERVICE	TARGETED RESPONSE TIME (AFTER RECEIVING ALL REQUIRED INFORMATION)
Response to written enquiries	14 days*
Response to voicemail messages	By end of following business day*
Response to email enquiries	Acknowledgment: Same business day (general inbox only) Response: 14 days*
Annual statements (active members)	November 30 of each year (four months after July 31 year-end date)
Pension estimates	30 days (Self-service tool available through Online Services for instant pension estimates)
Purchases for:	
Maternity / Parental leave (during leave)	Within 30 days after the leave starts
Maternity / Parental leave (after leave)	45 days
Educational leave / Substitute service / Other past service	45 days
Reinstatement of refunded service	30 days
Upgrade from seven- to five-year average salary	30 days
Termination statement	60 days
Relationship breakdown statement	45 days
Death benefit statement	60 days
Acknowledgment of pension application	30 days
First pension payment	When application is received before first of the month, the last banking day of effective month. In all other cases, last banking day of following month.
Subsequent pension payments	Last banking day of month
Other benefit payments (death, relationship breakdown, termination)	60 days
Reciprocal transfers to and from TRAF (each stage)	60 days

\*Targeted response time is based on common member service queries. Complex issues may require additional time.



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