

VISITING TRAF

INTRODUCTION

The Teachers' Retirement Allowances Fund (TRAF) office is open for pre-scheduled appointments. This fact sheet can help you prepare for your appointment at our office, or if you are visiting to drop off or pick up documents.

If you plan to attend our office, please check our website at traf.mb.ca for office hours and any important updates.

Zoom and phone appointments are available as an effective and convenient alternative to meeting in person. We are also available to assist you by phone or email during regular business hours.

MAKING AN APPOINTMENT

All appointments must be pre-scheduled by calling our office. **Walk-ins are not permitted.** By pre-scheduling your appointment, you receive the best value for your time, as a Member Services Specialist will prepare in advance to discuss your personal situation.

When planning to book your appointment, we encourage you to consider requesting a virtual meeting through Zoom. These meetings have proved to be effective and convenient. Alternatively, you may book a phone appointment, or an in-person appointment.

Document drop-offs or pick-ups do not require an appointment. However, any documents you are dropping off must be fully completed in advance.

IS IT AN APPOINTMENT OR A DROP-OFF/PICK-UP?

If you have all necessary documentation completed in advance, you can drop it off with a staff member in our office without booking an appointment. Similarly, if we have contacted you and invited you to come pick something up, you may do so without an appointment. These visits should only take a minute.

As an alternative to dropping off documents at our office, we encourage members to share documents with us through our secure online platform. **Register for and log in to Online Services** for immediate access to this easy-to-use tool.

However, if you have any questions about your documents or require assistance to complete them, please call us. We can assist you over the phone or schedule an appointment to discuss it in further detail.

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EXPECTATIONS WHEN YOU VISIT OUR OFFICE

WHAT YOU CAN EXPECT FROM US

- All appointments must be pre-scheduled. We do not permit walk-ins.
- Our staff will wear a mask during in-person member appointments, if requested.

WHAT WE EXPECT FROM YOU

- Whether you would like to meet over phone, Zoom or in person, please contact us to schedule your appointment.
- If you are dropping off documents, please make sure they are fully completed in advance.
- If you are feeling unwell, please stay home and call us to re-schedule your appointment or book a phone or Zoom appointment.

SELF-SERVICE OPTIONS

Sometimes, you don't need an appointment to find the information you need. We encourage you to visit our website and **register for and log in to Online Services** to take advantage of its many benefits and features, including:

- Review your annual statements, which include projected gross monthly pension estimates at various ages.
- Try the pension estimator to experiment with a variety of pension variables.
- Apply for pension by completing your pension application online up to one year in advance.
- Share documents with us, including your pension application and other supporting documents, through the secure online platform.
- Designate or update your beneficiary.
- Watch digital presentations on a variety of topics to learn more about your pension plan.
- Receive news and updates from TRAF through email delivery of member newsletters twice a year.