

Production Control

Quality Assurance

Manager

* To Dec. 31, 2006



OPTrust

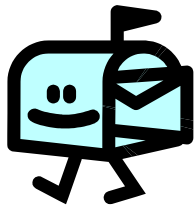
1 Adelaide Street East, Suite 1200
Toronto, ON M5C 3A7
Phone (416) 681-6100
Fax (416) 681-6175



Production Control & Quality Assurance

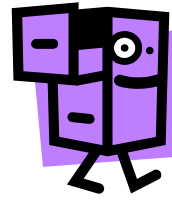
**Doing its part for
OPT's World**





Mail Processing

- ❖ Sort Mail
- ❖ Initiate Cases > closing interrupts
- ❖ Photocopy original documents for delivery to case owner
- ❖ Prep Mail for scanning
- ❖ Scan Mail
- ❖ Index Mail
- ❖ Verify Mail and Log it onto Spreadsheet
- ❖ Preparing 4 different packages:
 - Enrolment
 - CPP Integration
 - Immediate Pension
 - Termination
- ❖ Reception
- ❖ Recall
 - Shredding & Off-Site storage
- ❖ Fiche Requests
- ❖ Maintenance of Scanning Machine
- ❖ File
- ❖ Contacting OPB



Case Processing

- ❖ Beneficiary Updates
 - Members
 - Pensioners
- ❖ Enrolments
- ❖ Address Changes – Member and Pensioners.
- ❖ Document Incomplete
- ❖ Age 75 Project
- ❖ EFT Rejects
- ❖ Returned Mail – Member & Pensioners
- ❖ Data Entry - i.e. Term dates for non-vested termination



QA Compliments PC

- ❖ Processing
 - Data
 - Case Processing
 - Error Reporting
- ❖ 100 Report
- ❖ Batch Stats Report
- ❖ Queue
- ❖ Pro-active Communications
- ❖ Back up for Preparing Packages

