

# SunCares FAQs

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SunCares is managed through an online tool managed on Suncor’s behalf by Benevity Inc. Within SunCares you can access general Benevity Frequently Asked Questions by clicking on the “Help” option in the top right corner once you have logged into SunCares.

For SunCares information, access information and program details please access the [SunCares Reference Guide](#) on [the Core](#) and [suncor.com](#)

Below you will find answers to Suncor specific Frequently Asked Questions:

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## Accessing SunCares

### 1. Where do I access SunCares?

For employees: You can access SunCares through [The Core](#) under “About Suncor” and “SunCares”. Or, through [suncor.com](#) on the [SunCares page](#) under “Community Investment.”

For retirees: If you have not received email correspondence from Suncor providing you with SunCares instructions, please email [sef@suncor.com](mailto:sef@suncor.com) to receive your access information. If you have received your login information, you can access SunCares through [suncor.com](#) on the [SunCares page](#) under “Community Investment.”

For contractors: To engage in eligible opportunities through SunCares, please access the SunCares Community Impact Portal found on [suncor.com](#), on the [SunCares page](#) under “Community Investment” or [the Core](#) under “About Suncor” and “SunCares.”

### 2. My SunCares user ID is not working

To access SunCares, employees will need their employee ID/badge number to use as their “User ID”. All Suncor employee IDs/badge numbers are 8 digits, however if your employee ID/badge number is not 8 digits, you will need to enter the corresponding amounts of zeros in front of you employee ID/badge number to make it 8 digits. Example: Employee ID number 1384 would become 00001384.

### 3. My SunCares user ID and password are not working

If you are accessing SunCares on the Suncor network through Single Sign On and you get an error message, please contact [Suncor Client Support](#).

If you are accessing SunCares outside of the Suncor network and your User ID or password are not working, please ensure your User ID is 8-digits and/or click on “Forgot Password” to reset your password. Follow the steps outlined in the email sent from SunCares to your work email.

For more information, access information and program details please access the [SunCares Reference Guide](#) on the SunCares page on [the Core](#) or [suncor.com](#).

### 4. Am I eligible for the SunCares programs?

SunCares is available for Suncor full-time and part-time employees and retirees. Employees are eligible for SunCares as soon as they start working with Suncor.

Students and temporary employees can access the SunCares volunteer program and make personal donations in SunCares.

Contractors can access eligible SunCares programs through the SunCares Community Impact Portal. This includes the annual United Way campaign and the Humanitarian Grant when activated.

### 5. What is the Community Impact Portal?

The SunCares Community Impact Portal is a public site for Suncor contractors to access eligible programs within SunCares. This includes participating in the annual United Way campaign and the Humanitarian Grant, when activated. Contractors can also make personal donations through the

SunCares Community Impact Portal at any time during the year. Access the Community Impact Portal on the SunCares page on [the Core](#) or [suncor.com](#).

## **6. Why do I receive a “Page Not Displayed” error message when trying to access SunCares?**

If you get a “Page Not Displayed” error message when trying to access SunCares on the Suncor network, try changing your internet browser from Internet Explore to Google Chrome. All employees should have Chrome as an option on their Suncor computer. If you continue to get a “Page Not Displayed” error message, please contact Suncor Client Support.

If you get a “Page Not Displayed” error message when trying to access SunCares external to the Suncor network, please try changing your internet browser to Google Chrome. You can download Google Chrome for free. If you continue to experience the “Page Not Displayed” error message please contact Benevity directly at [support@benevity.com](mailto:support@benevity.com).

## **7. When does SunCares close?**

SunCares never closes! You can make personal contributions, create volunteer opportunities and track your volunteer time year-round.

However, all rewards in employees’ SunCares “My Rewards” accounts need to be donated by December 1 of every year. Rewards will not carry forward and need to be donated the year they were received. All post-secondary match requests need to be entered by December 1 to receive matching for that year.

Funds in your SunCares “My Funds” account remain in the account until spent.

## **8. Will I be able to access SunCares after I retire?**

Yes.

- If you’re currently accessing SunCares as an employee, when you retire Suncor will advise the Suncor Community Investment team and will provide you access as a retiree. You will receive a new User ID and temporary password and you will access SunCares through [suncor.com](#) following your retirement.
- If you are an existing retiree who has not accessed the SunCares program in the past but you would like to do so now, please email [sef@suncor.com](mailto:sef@suncor.com) and we’ll provide you with a User ID and password

## **9. How will my privacy be protected?**

Suncor has provided Benevity with only essential information to set up your SunCares account including your employee ID/ badge number, your name and your Suncor email. Suncor will not provide Benevity with any personal information. All information that you provide in your SunCares profile is at your discretion and choice and subject to Benevity terms of use policies. You can customize your privacy settings in your profile and choose what personal information to share with organizations.

For more information please access Benevity’s (SunCares service provider) privacy policy found under “Privacy and Cookies” and in the “Terms of Use” in SunCares.

### **10. Why am I getting company emails sent to my personal email?**

If you changed the email in your SunCares profile to your personal email that is the email you will receive SunCares communications to. If you leave the email in your SunCares profile as your Suncor email all SunCares communications will be sent to your Suncor email.

## **Eligible community organizations**

### **11. What is an eligible community organization?**

This is an organization that is registered in the Benevity Causes Portal.

### **12. What is the Benevity Causes Portal?**

The Benevity Causes Portal is a database of community organizations that have registered with our service provider, Benevity. Generally, eligible organizations are community organizations that are a:

- Registered charity
- Non-profit/ not-for-profit organization

### **13. How do I know if my organization is in the Benevity Causes Portal?**

If your organization is in the Benevity Causes Portal, it will populate when you search for it in SunCares.

If you cannot find an organization in the “Search” function, please nominate your organization or initiative by selecting “Nominate a Cause” (found in Quick Links). Benevity will then follow up with you to confirm if your organization or initiative is eligible to receive a donation. Only organizations that are included in the Benevity Causes Portal are available to select. Once your organization/ initiative is added to the portal you will be able to select this organization for any of your volunteer or giving needs.

## **Rewards**

### **14. Where do I apply for SunCares Rewards?**

The SunCares Program offers volunteer, leadership and milestone rewards, and post-secondary matching and bereavement grants. To access rewards and grants please access SunCares from [the Core](#) or [suncor.com](#).

### **15. How do you get SunCares Rewards?**

You can receive rewards for your engagement in community by:

- volunteering and/or fundraising for an eligible community organization
- serving as a board member for an eligible community organization
- donating your Suncor Milestone Service & Retirement Awards

Please access SunCares to apply for rewards and donate them to eligible community organizations of your choice. For more information, visit SunCares on the Core or on [suncor.com](#). You can earn \$17/hour for volunteering or fundraising in your community

### **16. What qualifies as volunteerism? What can I receive Volunteer Rewards for?**

To receive Volunteer Rewards, volunteerism must take place at an eligible community organization and meet the guidelines and eligibility requirements found in the [Volunteer Rewards QRG](#).

### **17. To receive Volunteer Rewards, do I need to volunteer a minimum of 48 hours with an organization?**

You no longer need to volunteer for a minimum of 48 hours to request Volunteer Rewards. You can track your volunteer hours at any time in SunCares in the “Track Volunteer Time” form under the Volunteer tab. You will receive Volunteer Rewards for each hour of volunteer time up to a maximum reward of \$1,000 per person, per year. Upon review and approval by Suncor and/or the Suncor Energy Foundation, the Volunteer Rewards will be deposited into your SunCares “My Rewards” account and then you can donate your rewards to any eligible community organization of your choice.

### **18. Do my fundraising efforts count as volunteer hours?**

Yes, whether you are volunteering or fundraising you are engaging in your community. Fundraising efforts can be through raising pledges or participating in the fundraising activity for eligible community organizations. SunCares will reward this engagement, per hour, with an eligible organization up to \$1,000 per year, per person.

### **19. Can I volunteer on company time?**

You might be eligible to receive time off for volunteering. For more information, please reference the Suncor Time off for Volunteer policy on [the Core](#).

### **20. Will my rewards be provided in my local currency?**

- Canadian employees will receive Canadian funds in their “My Rewards” account
- US employees will receive US funds in their “My Rewards” accounts
- International employees will receive US funds in their “My Rewards” accounts

### **21. Where is the Fundraising Grant?**

The benefits received through the previous SunCares Fundraising Grant can now be accessed through Volunteer Rewards. You will receive an hourly reward for your volunteer time towards a fundraising activity or a volunteer activity. Volunteer Rewards have a maximum amount of \$1,000 per year (January 1-December 1).

### **22. How do I apply for a Bereavement grant on behalf of an employee?**

The Bereavement Grant online application form can be found by clicking on “Bereavement Grant” under “Quick Links” in SunCares, or on the [SunCares page](#) on suncor.com . Please follow the step-by-step application to apply.

Please submit grant requests with a copy of the obituary. If you have any concerns, please email [sef@suncor.com](mailto:sef@suncor.com).

## Making donations

### **23. What's the difference between My Funds and My Rewards? Can I be reimbursed for "My Funds" contributions?**

My Funds are personal donations made by SunCares users. Contributions made to your "My Funds" account are non-refundable as there is an immediate charge to your payment method. You can spend those funds at any time and they do not expire. Donations to eligible organizations made with funds in your "My Funds" account are eligible for post-secondary and humanitarian matching requests.

My Rewards are reward dollars provided by Suncor and the Suncor Energy Foundation to recognize employees' engagement in their community through eligible programs. Employees can choose to donate "My Rewards" dollars to any eligible community organization of their choice. All rewards in "My Rewards" account must be donated by December 1.

### **24. Do Volunteer and Leadership Rewards go to the organizations where I volunteered?**

Volunteer Rewards can be donated to any eligible community organization of your choice through your "My Rewards" account.

Leadership Rewards go directly to the organization where you have volunteered as a board member.

### **25. How do I send My Rewards to the youth sport team I volunteer with?**

To donate SunCares "My Rewards" to sports teams, search for the organization that the sports team is registered to (i.e. for an Atom team registered within the Fort McMurray Minor Hockey Association, search for the Fort McMurray Minor Hockey Association and select it). Then click on the "Donate Now" yellow button and complete the form. When you get to the "Add your comments" section of the form, you need to specify what chapter or team to send the funds to. Also, if you want the sports organization to see who the donation is from, you will need to change the "Privacy settings" in the form to include your name when the donation is sent by Benevity to the sports organization.

Please note, specific instructions on the use of the funds are not binding for the recipient

### **26. Can I donate My Rewards to more than one organization?**

Yes, you can distribute the rewards in your SunCares "My Rewards" account to as many eligible community organizations as you would like to support.

### **27. Why can't I choose to donate from "My Funds" in SunCares?**

The option to donate from your "My Funds" account will not be available or appear if the organization is not a Canadian registered charitable organization or an organization with 501 (c) (3) status in the United States or the international equivalent, or if you have \$0 in your "My Funds" account.

### **28. How do I donate my Suncor Milestone Service & Retirement Awards?**

Canadian employees celebrating a company milestone year or retiring can choose to have the value of their Milestone Award gift donated by the Suncor Energy Foundation (SEF) to a registered Canadian charitable organization of their choice. This option is outlined in the package of information sent to the

Milestone Award recipient by Suncor HR and more information can be found in the SunCares Milestone Reward QRG.

**29. Can I carry My Rewards over to the next year?**

No, rewards in your SunCares “My Rewards” account will not carry forward and need to be allocated by December 1 of each year.

**30. Do I need to allocate My Funds by the end of the year?**

No, “My Funds” are your personal contributions and do not expire (they will carry forward until spent). However, you will only receive the tax receipt for the year the funds are deposited in your “My Funds” account.

**31. Can I make a personal donation through SunCares?**

Yes, employees can support the causes they care about by making personal donations through payroll, credit card and PayPal.

**32. Will all my personal donations be matched?**

Only donations made to eligible post-secondary institutions will be matched up to a maximum of \$1,000 per person per year.

**33. Where is my donation history from the old SunCares?**

Your past donation history can be viewed by selecting “Donation Receipts” under “My Donation Activity” on your SunCares Dashboard. All new donations made will also be archived here. If your past donation history is not appearing, please email [suncares@suncor.com](mailto:suncares@suncor.com) for assistance.

**34. How does a charity receive my donation?**

When you make a donation through SunCares it is grouped together with all other donations made to the same charity. These funds are then transferred to the recipient charities in aggregated monthly disbursements – electronically whenever possible. The benefit to the organizations is instead of receiving thousands of individual checks, the receiving charities get a single payment for a month’s donations, reducing their administrative overhead and processing costs.

Payments to charities are initiated for disbursement by the 21st of the month following your donation. Funds should be disbursed to charities by the end of the month:

- For example: A donation made to a charity in September will be initiated for disbursement by October 21st and the funds should be sent by October 31st.

**35. If I make a donation directly to my favourite charity aren’t they better off?**

There are a lot of benefits to using SunCares, including simple recurring donations to the charities of your choice, the potential to make anonymous donations and engagement with your colleagues and company around Giving Opportunities. While you are always free to donate directly to your chosen causes via check or credit card, you should be aware that generally it will be more efficient and cost-effective for your charities to receive your donation through SunCares.

There are always costs incurred by charities to process funds, record donor information and prepare and distribute tax receipts. SunCares reduces these costs by aggregating donation transactions from employees and automating tax receipts and other administrative tasks. This is an industry best practice that results in more funds being directed to charity programs rather than being eaten up in administration. Remember, no matter how you donate, there are always costs incurred.

### **36. Are there fees associated with my donation?**

The only fees associated with your donation are Credit Card and PayPal merchant fees. Credit Card has a 2.4% merchant fee, and PayPal has a 1.9% merchant fee.

## **Payroll Donations**

### **37. How do I make a payroll donation?**

Payroll donations can be made through your SunCares account. You can select a “one time” payroll donation or a “recurring” payroll donation. For recurring donations you will need to enter a donation amount to be deducted per pay period NOT an annual amount. Recurring donations do not have an expiry date and will continue indefinitely until changed or deleted. You can edit or delete your payroll donation at any time through SunCares.

See “[how to make a donation](#)” for a step-by-step guide on how to make a payroll donation

### **38. When will my payroll donation start?**

If you make a one-time or recurring payroll donation during the annual campaign (Sept 25 – Oct 31, 2017) or at any time before December 18th, 2017, the amount will be deducted on the first pay of 2018 which is paid on January 4th. If the donation is a recurring amount, it will continue deducting each pay period until you change or cancel it. The 2018 payroll schedule will be posted later this year on the My Life at Suncor page

### **39. When will my payroll donation end?**

Your current United Way deduction will end as of the last pay in 2017. If you set up a new recurring payroll donation as part of this year’s campaign (Sept 25 – Oct 31, 2017) the deduction will start as of the first pay in January, 2018 and will continue until you change or cancel your donation in SunCares.

### **40. How will my donation show up on my pay statement?**

If you currently have a United Way donation, there will be no changes to how it appears on your pay statement in 2017. Starting in January, 2018, what you see on your pay statement will depend on which type of donation you have chosen as follows:

Registered Charity: DONATION TAX CREDIT

Non-registered Charity: DONATION N/TX CREDIT

### **41. What happens if I make a mistake entering my donation amount?**

When you make your donation, there is an opportunity for you to review and ensure that you have not made a mistake. If you do make a mistake, you have until the payroll cut-off date (usually end of regular

business on Wednesday the week prior to pay week) to make any changes to an incorrect donation amount.

If you miss the cut-off date, then the incorrect donation amount will be deducted from your next pay. Once remitted to the charity, the donation is not refundable, so please check your pay statement promptly to ensure the accuracy of your donation. You can change or cancel any future donations on the SunCares site.

#### **42. How do I make changes to my payroll donation?**

You can make changes to your payroll donation through your SunCares account by selecting “edit donation” on your upcoming donation. For more information, see the [How to edit or delete your Payroll Donation QRG](#).

#### **43. How long will it take for changes to appear on my pay statement?**

All deduction changes will show up on the current pay statement if they are submitted by the payroll cut-off deadline. The payroll cut-off deadline is the end of regular business on Wednesday the week prior to the [pay day](#).

#### **44. Can the HR Employee Centre change my donation?**

No. Changes to your donation MUST be made online via SunCares.

#### **45. What’s the difference between donating to a registered and non-registered charity?**

If you donate to a Canada Revenue Agency Registered Charity you will receive a charitable tax receipt. If you donate to a non-registered charity (e.g., a non-profit society, club or association) you may receive a general acknowledgement for your donation but you cannot claim the donation as a tax deduction.

If you are ineligible to receive a tax receipt for a donation made to an organization, the message “You will receive a donation acknowledgment for this gift, not an official tax receipt” will appear on the donation form in SunCares. If you would like to receive a tax receipt for your donation, you will have the ability to change your donation to a registered charity before submitting your donation.

#### **46. How do I find out if I’ve donated to a registered or non-registered charity?**

You can search the CRA website here to check the status of your selected organization. Enter the name of your chosen organization in the “charity name” field and select “registered” under the “charity status” field. You can also view an organization’s charitable status on the organization’s cause profile in SunCares. If they are a Registered Charity their registered charity number is displayed.

#### **47. What happens to my payroll donation if I need to go on leave (short-term or long-term disability, maternity leave, personal leave, etc.)?**

What happens to your payroll donation depends on the type of leave you are taking. Contact the Employee Centre before your departure to find out what will happen with your payroll donation and any next steps that need to be taken.

#### **48. What happens if my employment ends with Suncor?**

The deductions will end on your final pay.

#### **49. Who do I contact if I have questions about SunCares and making donations?**

If you have questions about SunCares or making a donation you can find more information on the SunCares page on [suncor.com](http://suncor.com) or [the Core](#). Step-by-step information to make a donation can be found in the [How to Make a Donation QRG](#). For additional support, email [suncares@suncor.com](mailto:suncares@suncor.com).

#### **50. Who do I contact if I have questions about my pay statement?**

If you have questions regarding your pay statement please contact the Employee Centre

#### **51. What happens if I don't have enough money on my bi-weekly pay to cover the donation?**

If you don't have the funds available from your paycheque the donation amount will not be taken.

#### **52. How do I cancel a recurring payroll donation?**

For steps on how to cancel a recurring payroll donation please access the [How to Make Changes/Cancel Payroll Donations QRG](#). Cancellations need to be made by end of regular business Wednesday the week prior to pay date to be reflected on your next pay statement.

#### **53. How and when do I receive a tax receipt?**

Donations made to registered charities via credit card and PayPal appear on your My Account page immediately after making a donation. Click your name in the top right hand corner of the site and then click 'My Donation Receipts' in the left hand menu.

Donations made to registered charities via payroll deduction will appear on your Suncor T4 or RL-1 statement which is issued in February for the relevant tax year.

#### **54. How will my SunCares payroll donations show up on my Suncor T4 or RL-1?**

The donation will appear in Box 46 of the T4 and Box N of the RL-1.