



## **A Message from the Executive Director on the BFO Office Closure**

April 20, 2020

With the Nation in the grips of the COVID-19 pandemic, the decision was made to close the IAM National Pension Fund's physical office location effective April 5th through April 16th to protect our employees and their families. During the office closure, we conducted deep sanitization due to COVID-19 concerns. On April 17th the IAM National Pension Fund office officially reopened on a limited basis. As always, the health and safety of the Fund's employees is a priority. New safety protocols require all essential working personnel entering the office to be screened prior to entry and the Fund's office is providing employees with essential safety wear to further enforce social distancing.

Our goal is to remain operational during the pandemic, however you may experience delays in processing or response time. We kindly ask for your patience and understanding should delays occur due to the unprecedented conditions under which we are currently operating. We are currently working remotely with limited staffing. Supported by the Board of Trustees, we have successfully supplied the remainder of our staff with work from home capabilities.

Our Customer Service Department is operating Monday through Friday, 9:00 a.m. to 7:00 p.m. Eastern Time and is available by calling 1-800-424-9608. If you are a participant and want to apply for a pension benefit, you may apply online by logging into the Fund's website. However, due to the global pandemic, pension application processing will be delayed. We are focusing on processing the completed applications and Benefit Election Forms with the earliest pension effective dates first.

Understanding these are trying times for all of us, we processed the April 1, 2020 pension payments for those in pay status early, and the direct deposits were made March 26, 2020. Checks were mailed out on Wednesday, March 25, 2020. The May 1, 2020 pension payments are expected to be direct deposit and mailed as normally scheduled.

We wish to remind you that while the physical office will remain closed during this time, we have taken all necessary actions to ensure that all participants and beneficiaries currently receiving benefits, will continue to do so.

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Given the spread of the pandemic, we encourage Plan participants to follow public health instructions and guidelines in their communities.

We will continue to monitor the COVID-19 situation to ensure business continuity, while protecting our employees and their families. We don't know when the pandemic or the restrictions will end, but we are committed to continued service to the participants. Working together, we will get through this. Stay safe and check back for updates.

Ryk Tierney, CEBS

Executive Director

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