



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

April 7, 2020

With the Nation in the grips of the COVID-19 pandemic, the decision was made to close the IAM Benefit Funds Office physical location effective April 5th through April 17th to protect our employees and their families. We will reassess the situation on April 17th to determine if our physical office must remain closed for an additional period or can reopen on a limited basis. 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 been acting to supply the remainder of the staff with work from home capabilities and expect to reach that goal over the next one to two weeks.

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.

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.

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.

99 M St., SE | Suite 600 | Washington, DC  
20003 P: 202-785-2658 | F: 202-974-6283

Ryk Tierney, CEBS

Executive Director

99 M St., SE | Suite 600 | Washington, DC  
20003 P: 202-785-2658 | F: 202-974-6283