



A Message from the Executive Director on the Benefit Trust Fund Office Closure

April 10, 2020

With the Nation in the grips of the COVID-19 pandemic, the decision was made to close the IAM Benefit Trust Fund's physical office location effective April 5th through April 10th 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 to critical employees. 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.

If you are a participant and want to apply for disability or elect COBRA coverage, you can fax the forms to 202-785-3119. However, due to the global pandemic, COBRA and Disability claims processing will be delayed. If you have further questions, our Customer Service Department is operating Monday through Friday, 8:30 a.m. to 4:00 p.m. Eastern Time and is available by calling 800-457-3481.

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 Fund 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