

**To: All Members of the TW Pension and Benefit Plans.**

Due to the TW Benefit Plan open enrolment offer nationwide the Plan office is experiencing a high volume of telephone calls. If you are unable to get through to the office by telephone you can also email your questions to [general@twplans.com](mailto:general@twplans.com). We will try to respond to emails within 24 hours.

Thank you for your understanding and patience.

Debbie Ellis  
Administrator