



telecommunication workers pension plan



TWU-USW Employee Life and Health Plan

March 17, 2020

**A note to our members on COVID-19**

The health and safety of our staff, our members and our communities are our top priority as we all work together to contain the spread of COVID-19.

While we are currently maintaining our operations to help support you, we are also preparing our office to adapt quickly to any emerging situation. As such, our response and your experience may change as this situation evolves. Thank you in advance for your patience as our response time may take longer than normal.

**As of today March 17, 2020 our office will be closed to all members of the plan and members of the public who do not have a prearranged appointment. If you need assistance with paperwork, starting a benefit claim or starting the retirement process please call 604-430-1317 and we will do our very best to work with you over the phone and email.**

We will continue to support the decisions made by local governments and adapt based on each community's need. Contingency plans have been put in place in the event full shutdown occurs to ensure while doing our very best to ensure Pension and Benefits continue for our members.

We will do our best to continue to keep you updated.

Please take care and be safe,

*Jennifer Bucholtz, Administrator*

JB/mm

