



**NORTHWEST
ADMINISTRATORS, INC.**

March 19, 2020

MEMORANDUM

TO: Teamster Local Unions

FROM: Yessica Casillas, Regional Manager

RE: NWA COVID-19 Notice Regarding Field Service

At NWA, we have been diligently monitoring the spread of COVID-19 (aka Coronavirus) as well as responses to this threat at the local, state and federal levels. Our concerns are many but primarily focus on the health and safety of our associates, your staff members and the wellbeing of your members along with our ability to continue to provide you and your plan participants with the high standard of service you have come to expect from NWA. We thought it prudent to outline the precautions we are putting in place in order to ensure NWA's operations remain as stable as possible during this uncertain period.

Effective immediately, the participant service areas at NWA's offices are temporarily closed to in-person interviews with participants. Regularly scheduled Local Union Field Service will also be temporarily discontinued. Benefit and eligibility processing continue to be performed. NWA associates are available over the phone Monday through Friday from 8:00 AM to 5:00 PM at the numbers listed below to answer questions or to schedule an interview over the phone. Participants can also download forms and documents and upload correspondence securely via NWA's website at www.nwadmin.com. Our field service representatives are contacting members with previously scheduled appointments this week and next to ensure they receive the information and assistance they require. If you as a Local manage your own appointment schedule, we ask that you ensure your members are notified of these changes.

NWA is being as proactive as possible in assessing and addressing the impact COVID-19 may have on our associates and operations. We are confident in our ability to meet this challenge and thank you for your cooperation and understanding during this uncertain period. NWA will provide further updates as events unfold, but in the meantime please feel free to contact your Account Executive team or your NWA field service representative with any questions or concerns you may have.

General Pasadena Office Numbers:	Pension: (626) 463-6100 Health & Welfare: (626) 463-6097
Western Conference of Teamsters Pension Trust	(866) 648-6878
Western Conference of Teamsters Supplemental Benefit Plan	(877) 304-4289, option #4
Teamsters Miscellaneous Security Trust Fund	(877) 214-8928
Teamsters Death Benefit Trust	(877) 304-4289, option #3
Local 495 Race Track Employees Supplemental Welfare Fund	(877) 304-4289, option #1
Printing Specialties Paper Products	(800) 525-1817