

# Fund Office Computer System Upgrade

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So that we can better serve you, on July 8, 2014 we will be upgrading the computer system at the Fund Office. This upgrade allows better access to your account information and will also provide storage and retrieval of your records electronically.

During this changeover, you may notice longer than normal wait time when calling the Fund Office. Also, while there is NO CHANGE in Benefits some Participants such as Surviving Spouses and/or Dependents will receive replacement identification cards from CVS Caremark and Empire BCBS.

As you already know, our top priority is providing services to the Participants and Beneficiaries of the Plumbers Local Union No. 1 Trust Funds. Our new system will further build on this commitment. It gives Fund Office Staff better access to your records without having to pull a physical file. We are building this electronic database and scanning existing paper files, and in the near future all your files will be accessible electronically.

We appreciate your patience and understanding as we change over to the new system!

Sincerely,

Plumbers Local Union No. 1 Trust Funds

**The Board of Trustees**