



IBEW LOCAL 569

**SAN DIEGO ELECTRICAL INDUSTRY
ADMINISTRATIVE CORPORATION**
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San Diego Chapter
National Electrical
Contractors Association Inc.

May 18, 2020

TO: All Participants of the San Diego Electrical Industry Trusts

FROM: Trust Office

RE: **TRUST OFFICE REOPENS MAY 18, 2020**

As an essential business under the definition issued by the State of California, our goal was to remain open and accessible to Participants by phone, mail and email during the COVID-19 pandemic. Following State and County guidelines, the Trust Office reopened on May 18, 2020. In order to reopen safely to all Participants and Staff, specific protocols have been put into place. Please note the following guidelines when visiting the Trust Office:

1. Per the San Diego County Order, all Participants will be required to wear masks. This is for the protection of all members who may be in the office at the same time. Please understand that you may be turned away if you do not have a face covering. This will remain in place until the San Diego County Order is lifted.
2. Only one Participant (and their dependents) will be allowed at the service window at a time. The lobby area can safely occupy two Participants (and their dependents) safely within a 6-foot distance. Overflow of Participants will be required to wait outside until the chairs become available in the lobby.
3. Please remember that most issues can be handled by phone, US mail, email (info@569trusts.org) or through the Trust's website www.569trusts.org. Items that can be completed on the website include downloading forms such as a change of address form, medical claim form, disability forms, and the annual update form. Applications for retirement benefits can also be downloaded from the website. These documents may all be completed, scanned, and sent back via email. If you do not have a scanner available both Android's Play Store and Apple's App Store have the Adobe Scan app which can be downloaded for free. The Adobe Scan app allows you to scan any document. The scanned document can then be sent by email to the Trust Office. The quality of the scan has been tested and is acceptable by the Trust Office. **The Trust Office will not accept photos taken by your smart phone.** Such photos do not translate into clear documentation.

4. For those Participants seeking their hours for a re-rate, the quickest way to obtain this information is by calling the Trust Office at 858-569-6322 (x310). Your hours can then be emailed to you within minutes.
5. Participants seeking help with claims may be asked to submit any documents to their respective Claims Examiner for review. Your Claims Examiner will then follow-up with a phone call to discuss. Since claims issues take more than a few minutes to resolve and only one Participant at a time can be helped at the window, follow-up will be required as not to delay other Participants from receiving services. The Trust Office is working on the ability for Participants to meet virtually with their Claims Examiner. The current claims office is not sufficient to handle a 6-foot safe distance. The Trust Office is hopeful that within a few days of reopening, we will have the capability to hold such virtual meetings either for Participants who come into the Trust Office and for those who have the ability from home. We will follow-up with more details as they become available.
6. The Trust Office mailbox/lockbox just outside our main door will remain there permanently to allow Participants to deliver documents safely. The box is checked on a regular basis.

Please understand that these are unprecedented times and we are doing everything within our capabilities to make sure your visit to the Trust Office is safe and as efficient as possible. There may be some growing pains as we slowly reopen but please be patient as we all learn how to adapt to our new normal. Trust Office staff is being trained on new procedures and actively implementing new protocols for the safety of all Participants. The goal of the Trust Office has been to try and eliminate unnecessary office visits for Participants. Your time is important to you and we are constantly looking at ways to help complete routine tasks more efficiently, such as the capability of completing the Annual Update Form online. Over the next few months, we hope to get as many forms as possible on our website. The ultimate goal is for every Participant to be able to log into the website, pick the necessary form, complete the form and submit it online.

We thank you for your patience during this time and look forward to continuing to serve all the Participants of the San Diego Electrical Industry Trusts. If you have any questions or concerns, please do not hesitate to contact the Trust Office at 858-569-6322. I am also available for your convenience at 858-987-3155.

Thank you,



Matt Morfoot
Administrative Manager
San Diego Electrical Industry Trusts