



Frequently Asked Questions about DCRB and COVID-19

Date: April 21, 2020

The DCRB team recognizes that the global pandemic resulting from the coronavirus is creating uncertainty and concern among our members. We want to reassure you that your benefits are safe, and we are operational. Despite the circumstances, DCRB is here for you!

1. Is DCRB following District Government guidelines?

Mayor Muriel Bowser declared a State of Emergency as part of the District's continued effort to slow the spread of coronavirus infections in DC and the region. We remain in constant communication with the Mayor's Office and District health officials and are following their guidance as it relates to operations and the safety of our members, stakeholders, and employees.

2. What is DCRB's current operating status?

Out of an abundance of caution to protect the health of our members and our employees, DCRB's office is closed for in-person appointments at least through May 15. The DCRB Member Services Center remains open and our benefit team members are available to assist you Monday through Friday from 8:30 a.m. to 5:00 p.m. by calling **(202) 343-3272**.

3. Whom may I contact with questions regarding my benefits?

You may reach DCRB in several ways:

By phone: You may call us on **(202) 343-3272**. If you leave a voicemail message, it will be returned within 1-2 business days. Please note that under current circumstances, voicemail message, will be returned within 1-2 business days. So that we may better serve all Plan members, we ask that you please limit your phone calls to those that involve time-sensitive matters.

By email: You may send emails to: dcrb.benefits@dc.gov. All emails will be addressed in the order in which they are received. As we are experiencing extended email-response times, email requests currently are being answered within 2-4 business days.

Please do not include any personally identifiable information (PII) in an email to DCRB. For your protection, DCRB has recently implemented a secure portal for the transmission of all PII, such as social security numbers, addresses, birthdates, or any other information that can personally identify you.

By fax: Our fax number is: (202) 566-5001. Please also be sure to include your contact information with your fax.

By U.S. mail: Please note that mail delivery has been temporarily halted. DCRB support teams will soon start processing documents sent by U.S. Mail and route them to team members to process and respond.

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4. Will I continue to receive my annuity payments on time?

Current retired and survivor annuitants will continue to receive their annuity payment monthly on the first of each month. Direct deposit is highly recommended to ensure timely receipt of your payment, and to avoid delivery delays or interruptions with U.S. mail.

5. Will new retirement and survivor annuities be processed?

New retirements under the Police & Fire Retirement Plan and Teachers' Retirement Plan will continue to be processed and paid under standard operating procedures.

Survivor annuity claims and lump-sum death benefit payments will continue to be processed, although there will be processing and payment delays.

Currently, there are also delays in processing reviews of purchases of service, qualified domestic relations orders, powers of attorney, and guardianships or conservatorships. We will provide an update on these services in the next *Frequently Asked Questions*.

6. The coronavirus has impacted the stock market. What does that mean for my retirement benefit?

While the COVID-19 pandemic has negatively impacted global markets, your pension benefit is being processed in accordance with the Plan provisions. DCRB's trust fund is fully funded, meaning we have funds on hand to pay promised benefits. However, due to COVID-19 limitations, benefits may be subject to delayed and/or suspended processing times.

Finally, please keep in mind that DCRB invests in a diversified portfolio, and follows a long-term investment strategy. DCRB trustees, staff, and external consultants continually monitor the fund's asset allocations, and adjustments are made, as necessary. All these provisions are in place so that your defined benefit pension results in a retirement payment throughout your and your survivor's lifetime.

7. How will I receive updates as the COVID-19 situation changes?

We know you will continue to have questions about your retirement and health benefits during this time of uncertainty. To get you timely answers and avoid having to wait on the phone, we will compile and distribute subsequent *Frequently Asked Questions* that we're getting from our active and retired members. To facilitate communication via email, we are asking all retirees and survivors to confirm your information by sending your full name and email address to: dcrb.benefits@dc.gov.

We thank you for understanding that the health, safety and welfare of our members and staff are our utmost concern. We will continue to monitor the evolving situation as well as the recommendations of the Centers for Disease Control and the District Government's guidelines. We will continue to adjust our plans as needed and aim to keep you informed. We know this is a difficult time for you and your families, so please be safe and know that you can count on DCRB to be there when you need us.