

Pension E-lert



CTPF Operations Update, March 16

CTPF Members,

Information and guidance from federal, state and city agencies on the COVID-19 outbreak has been evolving rapidly. The health and well-being of our members and staff, as well as the continuation of business operations, are our primary concerns.

On Friday afternoon, the Governor announced plans to close all schools in Illinois, starting Tuesday, March 17, 2020. Yesterday, he closed all of Chicago's bars and restaurants for dine-in service through March 30. The Governor has urged companies to have employees work from home when possible in order to help #flattenthecurve.

Member Payments

CTPF pensions are secure and are not based on market conditions. We have procedures in place to ensure the payment of member benefits, even when normal business may be interrupted. Please note, we strongly encourage members to take advantage of direct deposit in order to assure the timely payment of benefits. [Find a direct deposit form here.](#)

Meetings, Questions, and Concerns

CTPF will be closed to unscheduled, outside visitors to minimize the risk of member and staff exposure to the virus. We are unsure of the duration but will communicate frequently as the situation evolves. Please visit www.CTPF.org for up-to-date information.

- In-person appointments with members will be restricted to emergency, benefit payment situations only, and must be prescheduled. If you arrive at CTPF without an appointment, you will not be admitted to the building.
- Members are encouraged to contact us via phone at 312.641.4464 or email memberservices@ctpf.org for assistance.
- Beginning 3/16/2020, all calls will be forwarded to voicemail and Member Services will return calls as soon as possible. When you call, please state your name and the nature of your call clearly at the beginning of the call so that we may answer as quickly as possible.
- We have canceled all non-time sensitive meetings and conferences, and workshops or moved them to webinars.

Submitting Documents

If you are submitting your [retirement application](#), [change of address](#), [direct deposit](#) or [other form](#), the best way to send documents is by Fax 312.641.7185 or email a.pdf to imaging@ctpf.org.

At this time, we are continuing to receive incoming mail from the USPS. However, this could be disrupted at any time with minimal notice. Also, due to our alternate staffing plans, U.S. mail processing may be delayed. We highly encourage electronic document submission at this time.

Retirement Seminars Changed to Webinars

Retirement Seminars scheduled for April 7 have been changed to webinars. Two sessions will be offered:

- 9:00-10:30 a.m. Register at <http://bit.ly/3aQnH6W>
- 1:00-2:30 p.m. Register at <http://bit.ly/38EwzLn>

Spring Town Hall Webinar

Want more information about CTPF? CTPF Executive Director, Charles A. Burbridge, will offer a Town Hall webinar on Wednesday, March 18, 2020, at 4:30 p.m. The webinar will offer an update on the Fund and should last about 45 minutes. [Register here.](#)

Thank you

Please know that we are doing our best to make decisions in the best interest of our staff, our members, and the public. Our leadership team is meeting daily to guide and plan our continued response. The situation continues to be fluid, dynamic, and ever-changing. We are grateful for your understanding and cooperation.

We will provide updates as the situation develops. For more on COVID-19, we encourage you to seek information from reliable sources, such as the CDC and your local public health departments. And remember, there are steps all of us can take to keep each other safe.