

CORONAVIRUS UPDATE

BENEFITS DEPARTMENT UPDATE



BENEFIT ELIGIBILITY & CLAIMS

What will happen to my benefits in the event that I am unable to go to work?

Your benefits will remain in force for you and your eligible dependents for as long as you satisfy the eligibility requirements of the Benefit Plans. The requirements are available in your Benefit Booklet and at www.ufcwbenefitfund.com.

If the city and/or country mandates a shut down will my benefits remain active?

Yes – in the event of shut down your benefits will remain active for as long as you are eligible under the eligibility provisions of the plan.

What will be the best way to get information and stay informed on developments and information on my benefits?

The best place to get information is at www.ufcwbenefitfund.com. Should you require further assistance, please email us at administration@bpagroup.com.

What are your hours of operation during this period?

While our office is currently closed as a precautionary measure, we are available to service you during the following business hours even if there is a mandated shut down:

MONDAY TO FRIDAY
8:30 AM – 4:30 PM (until further notice)



WHEN EMAILING US, PLEASE INCLUDE:

- Your full name
- Your certificate number
- The reason for your inquiry

ALL INQUIRIES WILL BE HANDLED ON A PRIORITY BASIS WITHIN ONE (1) BUSINESS DAY



ADDITIONAL INFORMATION AND RESOURCES ABOUT THE CORONAVIRUS AND PREVENTION:

- [Coronavirus disease \(COVID-19\): Outbreak update](#)
- [The World Health Organization \(WHO\) information and preventative measures](#)
- [Centers for Disease Control and Prevention](#)