



A Message from the Executive Director on the National 401(k) Fund's Office Closure

April 10, 2020

With the Nation in the grips of the COVID-19 pandemic, the decision was made to close the IAM National 401(k) Fund's physical office location effective April 5th through April 17th to protect our employees and their families. We will reassess the situation on April 17th to determine if our physical office must remain closed for an additional period or can reopen on a limited basis to critical employees. Our goal is to remain operational during the pandemic, however you may experience delays in processing or response time. We kindly ask for your patience and understanding should delays occur due to the unprecedented conditions under which we are currently operating. With the support of the Board of Trustees, almost all employees are able to work remotely at this time with the goal to be provide the remaining staff remote capability over then next two to three weeks.

For any questions regarding your 401(k) account, please contact John Hancock at 833-388-6466 or visit www.mylife.jhrps.com. When logging into the website, be sure to click on the mail icon at the top of the home page as John Hancock periodically posts new correspondence providing retirement planning education. If you require any further assistance, our Customer Service Department is operating Monday through Friday, 9:00 a.m. to 7:00 p.m. Eastern Time and is available by calling 1-800-424-9608. If you are not a participant, you can call 202-785-2678.

Given the spread of the pandemic, we encourage Fund participants to follow public health instructions and guidelines in their communities.

We will continue to monitor the COVID-19 situation to ensure business continuity, while protecting our employees and their families. We don't know when the pandemic or the restrictions will end, but we are committed to continued service to the participants. Working together, we will get through this. Stay safe and check back for updates.

Ryk Tierney, CEBS

Executive Director

99 M St., SE | Suite 600 | Washington, DC
20003 P: 202-785-2658 | F: 202-974-6283