Have a question? Need some help?

Call 1 (800) 527-4613 today!

Benefits Information Center

The purpose of the call center is to speed up phone call processing and reduce wait times for customer service. All of our customer service representatives in BIC have been trained to take care of all calls pertaining to claims, member records and employer accounts.

Questions on pension and annuity are forwarded to the Pension/Annuity department for handling.

All calls needing customer service are forwarded to the Benefits Information Center (BIC) where the members and/or the providers receive one-stop assistance for all of their benefit questions. In the event that your inquiry cannot be immediately resolved, a customer service request will be initiated on your behalf and forwarded to the appropriate department for handling.

Call us today and we will do our best to help you with your inquiries and questions. Be sure to have your medical ID number or your social security number handy for identification purposes.

If you call the Trust Office and need to leave a voicemail message, please remember to:

Speak slowly and clearly.

Include your name and phone number.

Include the reason for your call.

After the message, please repeat your name and phone number.

DISCLOSURE:
Any information contained in this brochure does not supersede any of the information contained in your **Summary Plan Description** and should be considered only as a tool for your use. This publication does not contain all of the rules and regulations pertaining to the subject discussed in this publication and are subject to change at any time. For full disclosure of all of the rules and regulations pertaining to any of your benefits, please refer to your **Summary Plan Description** and any accompanying **Rules and Regulations** and then contact the Trust Office with your questions.

8/7/2013

Customer Service

APPRENTICESHIP · PENSION · ANNUITY · WELFARE · VACATION
CALIFORNIA FIELD IRONWORKERS TRUST FUNDS
IEBC

Ironworker Employees' Benefit Corporation

I.E.B.C.

Administrator for

California Field Ironworkers Trust Funds

Pension Trust • Welfare Plan
Vacation Trust • Annuity Trust
Apprenticeship Training & Journeyman Retraining Fund

Ironworkers Workers' Compensation Program (ADR)

131 No. El Molino Avenue
Suite 330
Pasadena, CA 91101-1878

Tel: 626.792.7337
or 1.800.527.4613

Visit us on the web at:
www.ironworkerbenny.com

Q - What is BIC (Benefit Information Center)?

BIC is our customer service unit and is available 5 days a week from 8am to 5pm to answer your questions. If you call in with a question, the call is normally screened and then routed to the most qualified person available to help you with your inquiry. If you have a question regarding **Member Records** (change of address, COBRA, enrollment of dependents, child support, a disability extension, etc.) , **Employer Accounts** (reported hours, vacation, employer contributions, etc.) or **Claims** (both members or providers questions), a trained representative from BIC can normally help you. If your inquiry requires more detailed information, you may be referred to a specialist in the appropriate department. As stated elsewhere in this brochure, all of our customer service representatives in BIC have been trained to take care of most calls pertaining to claims, member records and employer accounts. If needed, our customer service representatives will initiate a service request on your behalf and forward it to the appropriate department for handling.

Questions on pension and annuity are forwarded directly to the Pension/Annuity department for handling.

Q - I normally receive my check (either pension or vacation) within 2-3 days of the mailing date. How can I get a replacement check in the event my check is late or lost?

We must wait a full (10) ten business days before we can initiate the paperwork required to generate a replacement check. Policies and procedures are set for a reason and any deviation from that policy creates bigger problems. The easiest solution for "lost checks" is to have your checks deposited automatically at your bank. Applications for an EFT (Electronic Fund Transfer) can be downloaded from our home page at **www.ironworkerbenny.com.**

Q - Why can't the same person answer all of my questions? Why do I have to be transferred from department to department to get a correct answer?

For the same reason that the teller at the bank can't process the refinancing of your home. Each department prides themselves on having fully trained staff ready, willing and able to assist you with your questions. All too often, a member will call in about his pension check and then have a question about a claim. Our pension processors are trained on pension and our claims staff is fully trained on adjudicating your claims correctly. Please be patient and each of your questions will get answered by a staff member who is qualified and trained to answer your questions.

Q - Why can't I change my address over the phone or any of my other personal information?

When we talk to you over the phone, we can't be sure that it is you and changing your address or any of your other personal information without ensuring that is what you really want to do could have dire consequences. There is so much identity fraud and having you submit your address changes, beneficiary changes, etc. in writing is one small way that we can participate in protecting your information. It protects you and it protects us. We cannot arbitrarily go in and change your information without having written orders from you to make the change. This is where we caution you to make sure all of your information is up-to-date and current with the Trust Office. Paying benefits correctly in the event of your death depends on your information being current, up-to-date and correct with the Trust Fund Office.

Q - Can I just come down to the Trust Office if I have a question or want to complete an application or update my personal information?

You are always welcome to come to the Trust Office to try and resolve any issues, make any changes, update your personal information, etc.. Staff is always available to assist you with your paperwork or any issue you feel needs some assistance on the part of the staff at IEBC.

Q - What if I need to have a document notarized for <u>Trust Fund business</u>?

Many of our staff members are licensed notary publics and will be most happy to assist you with whatever needs to be notarized. Just make sure you have the appropriate identification available for the process, just like any other notary.

Q - What is my member ID number?

If you are a Fee-For Service participant, your medical ID number is listed on your medical identification card. This number is unique to you. We are also able to look up your account using your social security number.

Q - Why do I have to give you my personal information when I call in to the Trust Office? You have it in front of you.

Confirming your personal information over the phone allows us another way to identify that we are talking to the right person and not someone unauthorized to discuss your account. We may have the information in front of us but we will ask you to verbally give us your personal information so we can verify that everything is up-to-date. Under no circumstances should we give you the information over the phone. You may think you notified us but quite often we find that the information is outdated and incorrect.