



Santa Barbara County Employees' Retirement System

Gregory E. Levin, CPA
Chief Executive Officer

Friday, March 13, 2020

RE: Coronavirus

Dear Member,

On March 16, 2020, SBCERS is implementing operating practices designed to encourage social distancing and reduce the risk of spreading coronavirus.

Coronavirus is an evolving public health issue and we want you to know that your health, safety, and well-being are of the utmost importance to SBCERS. We are closely monitoring the advice of County health officials to assess this evolving situation. A significant portion of our member base is at higher risk from coronavirus due to their age and we believe in our ability to provide a high level of member service using remote tools. For these reasons, we have determined to modify our office policies in order to protect the health of our membership and the surrounding community.

Starting March 16, 2020, SBCERS' Member Services team will begin using remote communication tools to provide services and facilitate secure document submission. In addition to providing services remotely, we also ask that you first contact us via phone if you would like to visit an SBCERS office. Upon receiving your phone call, we will discuss various options for how to address your membership need with the goal of minimizing unnecessary trips to the SBCERS office. If you already have a meeting scheduled with an SBCERS representative, you will be contacted to confirm your appointment and arrange for an alternate form of communication.

The team at SBCERS is committed to providing the highest level of service to our membership. We have made significant investments in our operational systems that allow us to operate through various disruptive events and we have a comprehensive plan in place for operations during a pandemic. This includes redundancy in key staff roles and the ability to operate remotely for an extended period. We intend to maintain social distancing policies until we assess a reduced threat from coronavirus to our membership.

If you have questions regarding our social distancing policy, or just want to discuss your retirement account, please call us at 1-877-568-2940 or email us at benefits@sbcers.org. We are ready to provide you with great service and deliver on the promised benefit.

Sincerely,

A handwritten signature in black ink that reads "Gregory Levin".

Gregory Levin, CPA
Chief Executive Officer