



Payroll Bulletin Board: Checks/EFT Released this month: March 27; next month: April 27

Questions & Answers:

What is the best way to get my questions and/or concerns answered by someone in the NAD Retirement Department?

1) Take a moment to consider **when** to call us. We are located on the East Coast and operate on EST time. Often callers from other time zones are frustrated when they phone, only to find out that it is lunchtime or after 5:30 pm here and no one is available.

2) Remember that the department operates on a flex-time schedule on Fridays, due to the longer hours personnel work Monday through Thursday. This means that the office is closed after noon on Fridays and some staff members will not be available on Friday mornings, either. In this case you may want to wait and call back the following Monday as any messages left will not be checked until then anyway.

3) Please have your Social Security number handy so we can retrieve the correct information. Jot down your questions before you call so you are sure to address all of them. Keep a pen (Continued on page 2)



Thank You

Thank you for your patience!

The Retirement Payroll Office went live with a new computer system January 1, 2006. As many of you are aware, there have been some “bugs” encountered. Some of you suffered from the direct deposit mishap experienced with January’s payroll. Others of you have not received mail promptly due to a city and state issue in the new system that has come to our attention. The payroll office is endeavoring to get these “bugs” exterminated so future payrolls will be accurate.

Change can be challenging and we greatly appreciate your patience as we make this transition!

Out and About...

Dennis Carlson, president of Mid-American Union, is planning an evangelistic meeting in the south part of Omaha, and will be assisted by students from Union College.

Ralph Watts, III, who has been pastoring in Lodi, California, has been elected president of the Hawaii Conference, to replace **Arnold Trujillo**, who has become a Vice President of the Pacific Union.

Dean Coridan, who has been pastoring in St. Louis, has been elected president of the Iowa-Missouri Conference, to replace **Walt Brown**, who has retired.

Marvin Reeder, who retired from the General Conference Communication (Continued on page 4)

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("Questions & Answers", Cont. from page 1) and paper handy to write down any information we give you.

4) We understand that you would like to speak to a live person and we try to answer as many calls as we can. But due to the fact that there are so many of you, and so many less of us, often when you call we will be on another line, helping another retiree, or in a meeting dealing with retirement issues. When this happens, the quickest way for us to help you is for you to leave a message, please speak clearly and slowly. Leave your (or the retiree in question's) Social Security number, your name (as we have it in our records, and please spell it), your phone number (with area code), and a brief description of your need.

5) Listen to the recorded messages first, they include important infor-

mation and may answer some or all of your questions or give you necessary instructions.

6) If someone else phones on your behalf, please have them leave that information, plus their name, relationship to you, and their phone number. Remember that we can only give out retiree information to spouses or persons with your power of attorney (once the legal power of attorney document is received and on file in our office).

7) Please do not leave messages on several different people's voicemail in an effort to get a quicker response. This ends up causing confusion, doubling and tripling the man hours needed to get one answer to you, and delaying answers to other retirees.

8) Please be patient! We return calls as soon as we can, but that may be 24 hours, and it may take longer to

get the answer to your question if we need to do research or have a pressing deadline.

9) Whenever possible send inquiries and requests by email. It is much more efficient than correspondence by the postal service. When writing to us, whether by post or email, please remember to include your phone number and Social Security number.

10) If you are not sure who you should talk to, call our main number and let our receptionist direct you to the correct person. This will save you from the delay caused by leaving messages for people who aren't able to help you.

We appreciate your years of service and take the responsibility of handling your retirement benefits very seriously.

News Notes from Mort Mort Juberg

Warburton, Victoria, Australia

The "Signs of the Times" has marked 120 years of continuous publication as the South Pacific outreach journal. The first issue of the "Bible Echo" and "Signs of the Times" was published in Melbourne, Victoria, in January 1888.

Baghdad, Iraq The Baghdad Church has been targeted by a car bomb for the second time in two years injuring a security guard. The

most recent bomb-inflicted damage came less than a month after the church had completed repairs. The church now faces the task of replacing broken windows and doors. The Vatican embassy in Baghdad and another Christian church in the city as well as two churches in the northern city of Kirkuk were also targeted in the attack.

Balti and Chisinau, Moldova Lay evangelists in the Republic of Moldova are getting ready to use high-tech methods in their work, thanks to two regional seminars and the donation of hundreds of DVD

players and discs containing sermons and illustrations. Moldova, a small nation about the size of Maryland, is a former Soviet republic and is among the least affluent nations in Europe.

Silver Spring, Maryland GC president Jan Paulsen continues the Let's Talk series with young people. His sixth program originated on the campus of Oakwood College in Huntsville, Alabama.

Liberia After years of civil war left Liberia's schools crumbling, the Adventist Development and Relief Agency (ADRA) is now working to revitalize the (Continued on page 3)



President's Corner

Change is in the Air

Last July the national retirees' convention was held at La Sierra University in Riverside, CA. My predecessor, Elder Jack Harris, was disappointed that the attendance had dropped so drastically. He'd worked hard on the program, but it seemed that most of the attendees were from the local area.

In a recent conference call with NAD officials and several other participants, we collectively decided

("News Notes", Cont. from page 2) educational system. ADRA is helping rebuild schools, reconstruct kitchens for school feeding programs and provide training for kitchen staff in schools that were damaged during the 14 years of fighting in the country.

Abidjan, Ivory Coast Three days of protests by students in Ivory Coast's fractious political atmosphere have disrupted administra-

to try a different approach to the national convention. Instead of going for a long period of time, we would try to have 3 or 4 meetings, in several different areas of the United States.

Accordingly, the convention at Southern Adventist University will be much shorter. We're beginning Friday afternoon, July 7, and concluding Saturday night, July 8. There will be rooms available in the dormitories, but we're anticipating that most of the attendance will be from a circumference of 100 miles, just as it was in California.

While the shortened format will be disappointing to some, I hope it will allow more of you to attend. As we branch out to several different areas, we're hoping the overall attendance will grow. If you have any comments, please e-mail me at lford99@aol.com. Just be sure to put "retiree" in the subject line – I don't open e-mails if I don't know the sender – and that identification will tell me who you are.

Steve Gifford

tive and ministry activities of the church there, including the West African regional headquarters. All of the Adventist workers in the country are believed safe. The country is located in western Africa between Ghana and Liberia.

Source: Adventist News Network

For more church news visit:

<http://news.adventist.org/index.html>

NAD Retirement Plans

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ARM Email address:
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Submit medical claims:
ARM
PO Box 4088
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Medco Health: 1-800-841-5396
Verify pharmacy participation with Medco Health

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General Retirement Office Information

Chris Meier: 301-680-6192
Reporting a Death, Disability Reviews

Diane Jacobson: 301-680-6289
Tuition Assistance for Children

Joyce Macatiag: 301-680-6269
Healthcare Eligibility Queries

("Out & About", Cont. from page 1) Department, has passed away. In retirement, he helped many Adventist churches to have highway signs.

"Taking a Stand for the Ten Commandments," the sharing booklet from Pacific Press and Signs of the Times which was developed in anticipation of the nationwide movement to celebrate the first-ever Ten Commandments Day on May 7, has gone to its second printing in less than one month after its release. Since January 19, 95,000 copies have been sold. Another 15,000 are back-ordered, and 100,000 more will be printed. Contact: Local Adventist Book Centers or call 800-

765-6955 to order. A sample copy is available online at www.AdventistBookCenter.com. One in ten Adventist local churches provides **tutoring** as a community service for children in their community. That is less than half the 24% of congregations of all faiths who are involved in tutoring and similar literacy programs for neighborhood children across the U.S.

Intercessory prayer for others and prayer for the outpouring of the Holy Spirit in our church is greatly needed. Anyone from any conference can volunteer as a prayer warrior at the North American Division website. Go to www.nad.adventist.org and choose "Prayer" and "Prayer Warriors" to join nearly

250 prayer warriors already enlisted.

NET 2006, "Revelation Speaks Peace - Unlocking the Signs," March 10 - April 8, via satellite from Phoenix, Arizona. [**Spanish version of English NET 2006** - "Revelation Speaks Peace: every night except Monday and Thursday, will be broadcast live on ATN/ACN Business Channel/Esperanza and 3ABN Latino. Anyone with the 3-foot dish can downlink the program.] www.unlockthesigns.com.

"From This Day Forward" Marriage Conferences, March 11, Oklahoma City, Oklahoma www.plusline.org/events.

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