



REFLECTIONS

A Monthly Source of Information for
Beneficiaries of the Adventist Retirement Plans

Convocation 2009

Please plan on attending the 2009 convention, particularly if you live on the West Coast. It will be held at La Sierra University, August 6–8, 2009. The convocations just keep getting better and better. This year our featured speaker is our General Conference president, Elder Jan Paulson. There will be a great deal to do: sightseeing events, a chance to interact with our North American Division (NAD) Retirement Benefits directors, workshops, etc. The best part of the convocation, however, may not be the programs. It just might be the opportunity to interact with other retirees. I genuinely hope you'll attend.

If You Need Help...

Almost every day I receive a phone call from someone having a problem with a retirement benefit. Because I'm president of the NAD Retirees' Association, it is assumed that I have direct control over benefits and anything else involving retirees. That is not the case. I live two miles north of Keene, Texas. That's a long way from the NAD Retirement Office. In fact, I have to contact them just like you do—by e-mail or telephone.



Besides that, I have no control over (or even information about) your benefits package. A few of you have shared with me, "I leave a voice mail and don't hear back." I suggest contacting the Retirement Office by e-mail. That way no phone tag will be involved. And while it might be great if I had the clout to intervene on your behalf, I don't have direct access. Also, keep in mind that there are many retirees and just a few office staff to respond to you. So be patient. They are all great people! (Alas, perhaps



overworked great people.)

It's always good to be in touch. So remember—put the convocation on your calendar, and I'll see you there.

Stephen Gifford is president of the North American Division Retirees' Association.

REPORTING the DEATH of a RETIREE or SPOUSE

In the sad event of a death, it is very important to contact the Retirement Office immediately, as future benefits will be affected.



- ▶ **Main Retirement Phone Number:** 301-680-6249
- ▶ **Retirement Fax:** 301-680-6190
- ▶ **Retirement E-mail:** NADRetirement@nad.adventist.org
- ▶ **Mailing Address:** Adventist Retirement Plans, 12501 Old Columbia Pike, Silver Spring, MD 20904

Usually this contact will be made by a relative or estate personal representative. Please provide us with contact information for the one informing us of the death. In order to properly complete our documentation, we need a copy of the certificate of death.

The family may be eligible for a modest death benefit. If there is a surviving spouse, the death benefit will be issued to the spouse. If there is no spouse, the benefit will be issued to the estate, or to a relative managing the final expenses.

PLEASE FILE THIS INFORMATION WITH YOUR IMPORTANT PAPERS!

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Adventist Retirement Plans

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Adventist Risk Management: 1-800-447-5002
Healthcare Claims Queries

SHARP: 301-680-5036
SHARP@nad.adventist.org
Healthcare Eligibility Queries

Submit all claims to:
Adventist Risk Management—SHARP
PO Box 1928
Grapevine, TX 76099-1928

Medco Health: 1-800-841-5396
Verify pharmacy participation with
Medco Health

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2712 Dorothy Drive
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E-mail: LFORD99@aol.com

Payroll: 1-888-838-8955
Bulletin Board of Payroll Information

NAD Retirement Department
Fax: 301-680-6190
12501 Old Columbia Pike
Silver Spring, MD 20904-6600

Barbara Yowell: 301-680-6244
Lost checks, direct deposits, 1099R,
tax withholding, change of address,
verification of benefits for loans,
housing, Medicaid

Dolores Allen: 301-680-6249
General Retirement Office Information

Chris Meier: 301-680-6192
Reporting a death, disability reviews