

FREQUENTLY ASKED QUESTIONS ABOUT UPDATING YOUR ADDRESS for LUERP BENEFITS

I received a letter asking me to confirm my address. Is this a legitimate request?

Yes- Please follow-up with Pension Benefit Information, LLC as the letter indicates. The Loyola University Employees' Retirement Plan (LUERP) has engaged the services of Pension Benefit Information (PBI), to locate a small number of vested participants to ensure that the pension office maintains their correct mailing address.

What is Pension Benefit Information, LLC? Pension Benefit Information, LLC also known as (PBI) is a professional research service that works with pension plans to locate updated addresses for plan participants who may have outdated information on file with the pension office. PBI is one of the leaders in their industry with a BBB rating of A+.

What should I do? If you received a letter from Pension Benefit Information, please proceed exactly as your letter indicates and contact PBI to confirm your current mailing address. Be sure to have your letter in hand when you make the call.

Where can I obtain more information about my LUERP pension? The LUERP website contains general information about the pension plan. Many of your questions may be answered on the LUERP website at: www.luc.edu/hr/luerp.shtml You may also email general questions to: luerp@luc.edu

When will I receive a statement with the current value of my pension? You may request an estimate of your LUERP account any time by making an electronic request. Simply go to: www.luc.edu/hr/luerp.shtml then click on "Estimate Request Form". Complete the electronic form and "Submit". Loyola's pension specialists will calculate your benefits and forward your results within 2 weeks.

Why should I follow-up with PBI as soon as possible? The bottom line is that you are owed pension benefits. If the pension office cannot locate you, they are unable to distribute your benefits. Loyola has partnered with PBI to research, locate and confirm current addresses for a small number of participants. After you contact PBI's call center to confirm your information, they will send one complete data file securely to Loyola with all updates at the completion of the project. The information you provide to PBI is confidential and will only be shared with the LUERP pension office.

Why doesn't the pension office have my current address? Many times employees relocate after terminating employment and forget to notify the pension office. When this happens records become out-of-date. The pension office works diligently to keep the pension database current, to ensure that you receive required mailings in a timely manner. However, when mail is returned from the U.S. Post Office with no forwarding information; the pension office may need to work with an outside address search firm, like Pension Benefit Information, in an attempt to locate missing pension participants.

What if I didn't receive a letter? No worries- If you did not receive a letter from PBI then your address should be up to date. The letter was only sent to a small number of participants.