



March 27, 2020

Dear CBB Members and Employers,

We are living in the midst of extraordinary times. COVID-19 has changed the way our members and churches live, work, and worship. We are all embracing what the experts call a “new normal.”

On March 17, CBF Church Benefits transitioned from our physical offices in Decatur, GA to establish secure networks and processes to continue our work from home. Our vendor partners, Empower Retirement and Retirement Wealth Management, also put in place similar remote working arrangements. As we work to follow CDC guidelines related to “social distancing,” we remain in constant communication with our members, churches, and partners as we closely monitor this health crisis, the impact on churches, and market fluctuations.

As we embrace this “new normal,” your benefits remain our top priority. In order to serve you better, we have put in place the following priorities:

- **Focus on the Long-Term**....We’ve created a dedicated webpage with resources and updates related to the COVID-19. Please visit churchbenefits.org/COVID-19. We are also sharing weekly resources via email and social media. Our message for all members and churches is simple, yet effective: remain calm and focused on the long-term.
- **One-To-One Phone or Zoom Visits**....We want to visit with you. If you have any questions, please call at 1-800-352-8741. You can also reach us via [email](#). If you need counsel related to your investments, then we will connect you with our licensed financial advisor.
- **Commitment to Lower Fees**....We’ve made it a priority to lower fees for all our members and churches. The CBF Church Benefits Board met this week and approved a resolution to immediately launch a request for a proposal process on all vendor services in effort to offer equal to or better services at lower fees for members and employers. We will be sharing more news about lower fees in the coming weeks.

Your benefits are our ministry. We thank you for the trust you place in CBB, and we are here for you. Feel free to call or email us anytime. We walk together by faith, in the sure and certain hope of better days ahead.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rob Fox', is written over a light blue circular background.

Rob Fox
President of CBF Church Benefits