

Members,

As I'm sure you know, yesterday the State of California re-closed most businesses in Los Angeles County.

This doesn't really affect the SCPTAC, because we consider ourselves part of the "critical infrastructure workforce".

Although we never formally re-opened the office to walk-in customers, we have seen an increase in such visitors. We have been assisting them, but we cannot do that under the current re-closing rules. We are re-establishing a customer service kiosk in our elevator lobby and are otherwise restricting access to our offices. The vast majority of our employees continue to work remotely.

Members can continue to contact us:

- By phone: (800) 595-7473 (where a message can be left)
- By email: For pension or retirement benefits: [pension@scptac.org](mailto:pension@scptac.org)  
For all other benefits: [info@scptac.org](mailto:info@scptac.org)
- By mail: Customer Service  
501 Shatto Place, Suite 500  
Los Angeles, CA 90020

Employers can contact us the same way, or at [employerinfo@scptac.org](mailto:employerinfo@scptac.org).

We are currently testing remote telephone customer service hardware and software, and we expect to be able to restore that service in the next few weeks.

In addition, we have developed a detailed reopening plan that envisages a limited "by appointment only" model for in-person visitors once Los Angeles County re-re-opens, and until the world returns to normal.

In the meantime, please feel free to address any questions or concerns you may have, including urgent matters or complaints from Members, to me.

Please also share this information with appropriate people in your office.

Thank you.

Joel Brick  
Administrator CEO & SCPTAC