



COVID-19 Business Continuity for Retirement Plans Management (RPM)

The staff in RPM will be working remotely for at least the next several weeks, possibly longer. During that time, we will still be able to process transactions for you including, but not limited to, loans, hardships, distributions – including required minimum distributions and 59 ½ withdrawals. We will also be able to process QDROs.

TIAA, Fidelity and AIG have all indicated that they will be able to process contributions and any other retirement transactions. Most of their employees are also working remotely, but they have the capability and bandwidth to handle transactions and business as usual.

If you are an AIG participant, they normally require paperwork. You can still fax that to us at 541-346-5783, and it will come directly to our email so that we can get it signed and returned to AIG in a timely manner. Both TIAA and Fidelity have the capability for us to approve transactions on-line.

TIAA, Fidelity, and AIG will not be holding in-person meetings with participants, but you can still set up appointments with the representatives and they will hold them virtually or via a phone call. You can contact them at:

Fidelity – 800-343-0860; www.netbenefits.com/

opurp TIAA – 800-842-2888; www.tiaa.org/opurp

AIG – 866-283-4892; www.valic.com

With the volatility in the market, I am sure many participants have questions and concerns about their investments. We will be posting information from the record keepers on the current market as soon as possible.

Please stay healthy and email us at opurp@uoregon.edu if you need anything or have any questions.