

Message to HRM Pension Plan Members – COVID-19

The HRM Pension Plan Office has been closely monitoring the COVID-19 situation. Given recent announcements, the evolving nature of the situation, and the priority we place on the health and safety of our members and staff, **effective Tuesday March 17th, 2020 the HRM Pension Plan Office is no longer conducting in-person appointments until further notice.** Our Plan Members Services staff are working remotely, and we will continue to support our members to the best of our ability.

We understand that we provide an essential service to many of our Plan members. We want to assure our retirees and other members who are currently receiving, or anticipate receiving, periodic payments from the Plan that there are no anticipated interruptions to these amounts.

Communicating with our office moving forward:

- For Plan related transactions and enquires we would ask that you email our general inbox hrypension@halifax.ca or call our general line at **902-490-6213** and leave a voicemail message. These mediums will be monitored from 8:30am to 4:30pm Monday to Friday. We will attempt to respond to your query within 48 hours.
- We would ask that you send any required Plan related documents to our office via email to the address noted above, rather than using Canada Post, if possible.
- HRM employees should avoid sending any correspondence to our office via inter-office mail, and instead send these documents to us via email, if possible.
- During this time, electronic communication is our preferred method of correspondence. In order to facilitate any current or future transactions with our office, we would ask that you (if you have not already done so) provide your consent for us to communicate confidential information with you electronically. In order to do this, you must complete an [Electronic Consent Form](#). Please sign and date the form and email it to hrypension@halifax.ca.

As we move forward, we will do our best to continue to process your transactions within a reasonable timeframe. The situation is evolving, and we would ask for your patience and understanding as we work through these abnormal circumstances.

Stay Safe,

Lisa Tanner
Director, Plan Member Services