

FUNDAMENTALS

IMRF

ACTIVE MEMBER UNDER 40 EDITION

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Honoring IMRF Trustee Sharon U. Thompson

Thompson passed away on October 3, 2019. The IMRF family is deeply saddened by this loss, and grateful for Sharon's many years of service.

A legacy of accomplishment

Thompson, the Board Secretary and Legislative Committee Chairperson during 2019, served more than two decades as an IMRF Trustee. She first served from 1993 to 1994 as an Executive Trustee, representing the units of government that participate in IMRF.

After her retirement, IMRF retirees elected her Annuitant Trustee four separate times. Thompson held the role from January 2001 until her passing.

In 2019 alone, she represented 133,261 retirees. In total she served 21 years on the IMRF Board. She was the second-longest tenured Trustee in IMRF history.

As one of the eight members of the IMRF Board of Trustees, Thompson was responsible for the governance of the IMRF pension system, including the prudent management of its retirement assets. The Board has many significant responsibilities, such as the approval of IMRF's Strategic Plan and the hiring of an Executive Director.

During her tenure, IMRF assets grew from about \$16 billion in 2001 to more than \$40 billion today. At the time of her death, IMRF's funded status was more than 90%, and the organization had won numerous awards for customer service.

A great loss for IMRF

IMRF Executive Director Brian Collins said that IMRF staff members are deeply saddened by Thompson's passing and extend condolences to her family.



"Sharon dedicated two decades of her life to the service of IMRF members and employers," Collins said. "As a Trustee, she helped chart a course for IMRF to become one of the leading public pension systems in the nation. The entire IMRF family is grateful to Sharon and her family for her many years of passion and dedication. We will miss her very much."

A resident of Dixon, Illinois, Thompson served 20 years as the Lee County Treasurer. She was a past president of both the Illinois County Treasurers' Association and the Illinois Association of County Officials. ■



Have an IMRF question? Go here.

Need general info about your IMRF benefits?

Need to know how long you'll have to work to receive an IMRF pension? Want to know more about Voluntary Additional Contributions? Not sure how IMRF disability works? A few minutes of browsing www.imrf.org might give you answers.

You can also access personal information about your membership if you log in to your Member Access account. Don't have one? See below for more information.

IMRF website (www.imrf.org)



Have a question but can wait on the answer?

Send IMRF a question and get an answer within two business days. How? Log in to your Member Access account and click "Secure Message" under Quick Links. Sending us messages this way keeps your private information safe.

Check back at the Secure Message Center for our reply. Each week, you'll get an email from us if an unread message is waiting for you.

Secure Message (in Member Access)

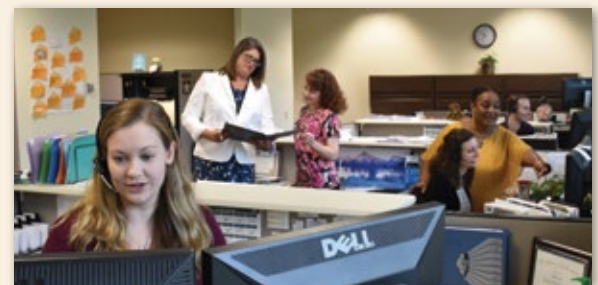


Need an answer to your question right now?

If you're making a decision and need information from us to proceed, your best bet for getting a quick answer is to call 1-800-ASK-IMRF. One of our Member Services Representatives will help you out. We're open Monday-Friday, 7:30 AM-5:30 PM.

Since you're calling during working hours, our representatives can contact other departments in order to get the information you need or solve your problem.

1-800-ASK-IMRF (275-4673)



Attending a workshop and have a question?

Field Representatives are a great resource if you're at a workshop or a Personal Benefits Review and have a question, or if they're presenting at your workplace. At other times, though, you're better off calling 1-800-ASK-IMRF (275-4673) or sending us a Secure Message through Member Access.

Field Representatives are usually traveling and presenting, so it's unlikely that you'll get a quick answer if you send them an email.

Your presenter (Field Representative)



IMRF is going Web-Centric!

IMRF recently finalized plans to implement a Web-Centric Customer Service Delivery Model. With this program, we aim to:

- **Expand members' use of IMRF's existing digital tools.**
- **Provide better customer service using these tools.**
- **Generate cost savings that benefit all IMRF stakeholders.**
- **Become better stewards of the global environment by reducing paper consumption.**

As IMRF increases its focus on Web-Centric customer service, you will receive more digital communication and content from IMRF than ever before. You will also be able to access this content—and execute business with IMRF—online and on your terms, at any time.

“With this new approach, we’re excited to provide members with more timely, relevant information that reaches them where they are,” said Dawn Seputis, IMRF Customer Service Director.

What does this mean for members?

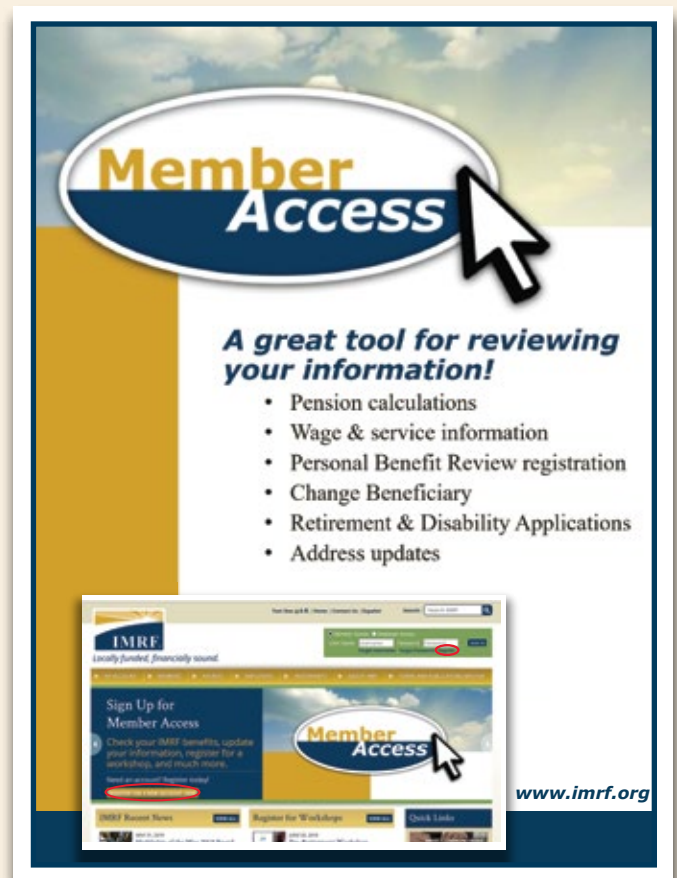
It means IMRF will focus on providing you the best possible customer service through online IMRF Member Access. IMRF will completely replace and upgrade the site in the near future. Our current website will continue to provide a high level of service until the new and enhanced system is implemented.

It also means IMRF will send you less paper-based communication. For example, you will get two print editions of this newsletter next year instead of four. If you have a Member Access account, you will receive additional digital editions packed with the latest IMRF news and benefit information.

Also, 2020 is the last year IMRF will send you a paper copy of your annual Member Statement. However, by having an active Member Access account, you can continue to receive and view a digital version.

How do I open a Member Access account?

It's easy! Simply go to www.imrf.org and follow the prompts to create an account. ■



Member Access

A great tool for reviewing your information!

- Pension calculations
- Wage & service information
- Personal Benefit Review registration
- Change Beneficiary
- Retirement & Disability Applications
- Address updates

www.imrf.org

Natalie Copper to be confirmed as Trustee

Current Trustee Natalie Copper is running unopposed for the 2019 Employee Trustee election. Therefore, IMRF will not hold an election for Employee Trustee.

The Board of Trustees will certify Copper as Employee Trustee at its December meeting. Her term will run from January 1, 2020, through December 31, 2024.

Copper has served on the IMRF Board as an Employee Trustee since January 2010. Twice she has been Board President, in 2014 and 2018. She has also chaired the Benefit Review Committee and currently serves on the Legislative and Investment Committees.

Copper is a School-Age Child Care Site Coordinator at Evanston School District 65. She has been an active member of the Illinois

Education Association since 1982, and the President of her local association since 2000.

“I’m grateful for the opportunity to continue to represent education-support professionals on the IMRF Board. IMRF is one of the leading public pensions in the nation, and I look forward to continuing to help it stay that way.”

- Natalie Copper





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 Oak Brook, IL 60523-2337

Locally funded, financially sound.

IMRF 2019 Board of Trustees

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FUNDAMENTALS

is published quarterly for active members
 of IMRF under age 40.

Erin Cochran, editor, ecochran@imrf.org
 1-800-ASK-IMRF (275-4673) • www.imrf.org

Your Glass is Half Full: Understanding Your IMRF Benefits

A two-hour workshop for young and new members.

2020 Workshop Dates & Locations

	DATE	LOCATION	STARTS AT
JAN	1/23 (Thu)	Fairview Hghts.	NOON
	1/30 (Thu)	Freeport	5 PM
MAR	3/18 (Wed)	Oregon	5 PM
	4/9 (Thu)	Princeton	5 PM
APR	4/14 (Tue)	Collinsville	5 PM
	4/22 (Wed)	Peoria	6 PM
	4/30 (Thu)	Springfield	5 PM
MAY	5/19 (Tue)	Oak Park	6 PM
JUN	6/16 (Tue)	Quincy	6 PM
JUL	7/21 (Tue)	Moline	5 PM
	9/9 (Wed)	Mt. Prospect	6 PM
SEP	9/17 (Thu)	Barrington	6 PM
	10/7 (Wed)	Mt. Vernon	NOON
OCT	10/8 (Thu)	Champaign	5 PM
	10/15 (Thu)	Peoria	6 PM
NOV	11/4 (Wed)	Normal	6 PM

Visit www.imrf.org/glass-half-full for the most current list.