



Dear Participant,

COVID-19 has been a challenge for customer service centers for many companies and organizations nationwide, with some businesses reporting they've handled as many calls in one month as they had in all of 2019. Reasons range from employees facing more challenges as they work from home (e.g., slower Internet connections, less robust technology and more childcare duties), increased staff absences due to illness and less collaboration between dispersed team members. Some businesses have been more affected than others, such as travel and transportation providers, financial providers charged with administering COVID-related loan programs, and healthcare insurers and providers.

At Wespath, we've continued to live into our mission of caring for those who serve, putting you first. We continue to diligently work to ensure you have access to the benefits, resources and information you need, when you need it. Like other companies, our call volume has increased during the pandemic. And, while we expect call volume to remain high in the near term—as participants and plan sponsors continue to live and work through a pandemic—our Customer Service specialists are working hard to support you.

You can help us stay available for urgent requests by [using our self-service options online!](#)

While we believe that all calls are important, we recognize that some requests are more urgent than others. You can help us reduce the time to complete these requests—and support your fellow participants—by using [Benefits Access](#) for most of your account management needs. As a bonus, Benefits Access is often much faster than calling or sending in paper forms—[click here](#) to find out what actions can be taken online and how much time you can save!

Tell us what you think about our communications to you!

We have been sharing what we hope is valuable news and information with you via these emails for about four months now. We welcome your feedback about what information is most valuable, what you'd like to learn more about and where you'd like us to say less. Tell us today in this [quick 5-minute survey!](#)

Keep reading to learn about Wespath's three decades of Positive Social Purpose Lending and view our [Markets-At-A-Glance video](#), which provides an analysis of market trends and developments shared in our [Monthly Investment Report](#).

We will continue to provide timely updates and information here, as well as via social media and on [Wespath's Coronavirus webpage](#). Don't forget to like us on [Facebook](#) and [Twitter](#) so you can get this information first!

[Wespath Celebrates 30 Years of Positive Social Purpose Lending](#)

We're excited to celebrate the 30-year anniversary of our Positive Social Purpose (PSP) Lending Program. The program provides loans for affordable housing and community development projects for disadvantaged areas in the United States, as well as offers loans to small businesses and individuals globally who lack access to traditional banking services—all while seeking market-rate investment returns.

The program began with \$25 million to originate short-term loans supporting affordable housing for low- and moderate-income individuals and families. Since then, Wespath has invested more than \$2 billion in the United States and U.S. Virgin Islands, as well as in Latin America, Eastern Europe, Southeast Asia and Africa. Help us celebrate three successful decades and learn more by visiting our [PSP webpage](#) and following our [PSP Facebook campaign](#).

For Your Education



Markets At-A-Glance

Wespath's Chief Investment Officer Dave Zellner shares our analysis of market trends and developments.

a general agency of The United Methodist Church



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