



– Jefferson Street –

December 21, 2011

Change in Benefit Office Operations

Effective Monday, January 2, 2012, the Benefits Office will no longer have walk-in hours. You may still use the computer kiosks in the office to access your benefits information and the lobby will still have forms, informational brochures, etc., for your convenience.

A monitored email box has been established to receive questions. Once it is received, you will be contacted by Human Resources with an appropriate response to your issues. The email is jsfbenefits@triumphgroup.com. You are required to provide the following information when submitting a request:

- Employee Full Name
- Clock Number
- Indicate whether UAW, IBEW or Salaried Employee
- Supervisors Name
- Cell/Home Phone
- Work Number
- Note one or more of the following regarding assistance you are seeking:
 - Medical
 - Dental
 - Vision
 - Life Insurance
 - Health Spending Account (HSA)
 - Health/Dependent Reimbursement Accounts (FSA)
 - 401(k)
 - Retirement/Pension Plan
 - Short-Term Disability/Section 900
- Please provide a brief description of your issue

Also, included in this communication is a list of frequently asked questions (FAQ). If your issue is addressed in the FAQ then use that process to resolve your issue. If you are unable to successfully resolve your issue then submit an email with detailed information as noted above, including the name of the person you talked to regarding the issue.

Thank you,

A handwritten signature in black ink that reads "Danielle Garrett".

Danielle Garrett
HR Manager – Jefferson Street