

New Rule for Retirement Plans Hinders Access to Paper Statements

Electronic delivery may be the default, effective July 27, unless you opt out

If you prefer to get your pension and 401(k) plan statements by mail, you'll have to tell your retirement plan administrator or employer soon — otherwise, you'll have to track down those documents online.

A new rule from the Department of Labor (DOL) allows private sector retirement plan administrators to use email, texts and websites as the default method of giving participants required documents about their retirement plans. Those documents, called for under the Employee Retirement Income Security Act (ERISA), include quarterly benefits statements, plan summaries and plan changes.

Under the new rule, those statements need only to be posted online for a year. If you do not request paper statements, you will have to download or make paper copies of any records you need to keep to document your benefits.

Your plan administrator has to give you an initial paper notice of the switch to electronic delivery and has to notify you that new documents have been posted via email or text message. This onetime notice can be combined with other company materials, and many electronic notices can also be combined and provided once a year, so check everything you get from your employer carefully.

If you want paper statements or other information about the plan, you have to opt out of electronic delivery, either by calling or writing your employer or plan administrator. The new rule officially takes effect July 27, so if you want to keep getting paper delivery, you need to act soon. Call toll free 1-866-444-3272 to speak with a DOL benefits adviser for help.

AARP has strongly opposed the ruling, which critics call the "hide-and-seek" rule. While 90 percent of the nation has internet access, fewer than 75 percent of those 65 and older use the internet, and only 59 percent have broadband

access at home. Those in rural areas also tend to have lower internet use.

Using a library or another public place to access financial information can be inconvenient and also increases security risks. Those who want electronic disclosure should be able to choose electronic delivery, but it should not be automatic for everyone.

In an August 2019 letter to the Department of Labor, David Certner, AARP legislative counsel and legislative policy director, wrote: "AARP believes that the Department should reject suggestions for the unfettered and indiscriminate use of electronic disclosures because that approach would, as a practical matter, exclude a substantial block of current plan participants from the benefits of disclosures. If these suggested defaults were adopted, they would, for some individuals, amount to no disclosures at all."

John Waggoner for AARP

We encourage all our customers to opt out of electronic delivery and receive paper statements by talking to your employer or calling your DOL adviser at 1-866-444-3272.

Thanks to our Contributors

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DELAYED DUE TO COVID-19

A Letter from the President



OK. So, the world has changed completely since the last newsletter.

Our everyday lives and routine have changed forever. Instead of talking about the next iPhone technology, vacation plans and chauffeuring our kids, we are talking about Covid-19, social distancing, working remotely and flattening the curve.

Yes, life has changed but as Malcom says in Jurassic Park, "life finds a way" and that is what we are all doing. Diamond Envelope is very fortunate to be declared an essential business and remains open and operational. I know different views could question that; however, our customers and our employees are extremely grateful. My belief is that manufacturing overall is critical to the global economy. Here at Diamond we provide medical envelopes and statement envelopes, so I believe we are essential.

Also, there is no better time to get a little exercise by walking to your mailbox. Imagine if it were empty? You would be puzzled. So now is a great time to mail.

People are home and can sign up for programs that will make their life easier and also view a direct mail piece and order products on-line. So, let us do our part and keep the economy moving by MAILING, MAILING, MAILING!

I hope everyone is practicing social distancing with the recommendation of six feet where possible and keeping up with cleanliness. We will get through this together. I pray that everyone is healthy and that the number of people being affected starts to reduce and then go away.

At Diamond we are sending out daily communication to employees. We are also sending out updates and information to you, our clients to keep you informed and updated. If anyone needs further information, please contact us and we will get you any current information you need. Consider ordering earlier in this climate due to the transportation industry and the countries status is changing daily.

AJ Jania

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Our office will be closed in observance of the following holidays:
Labor Day September 7

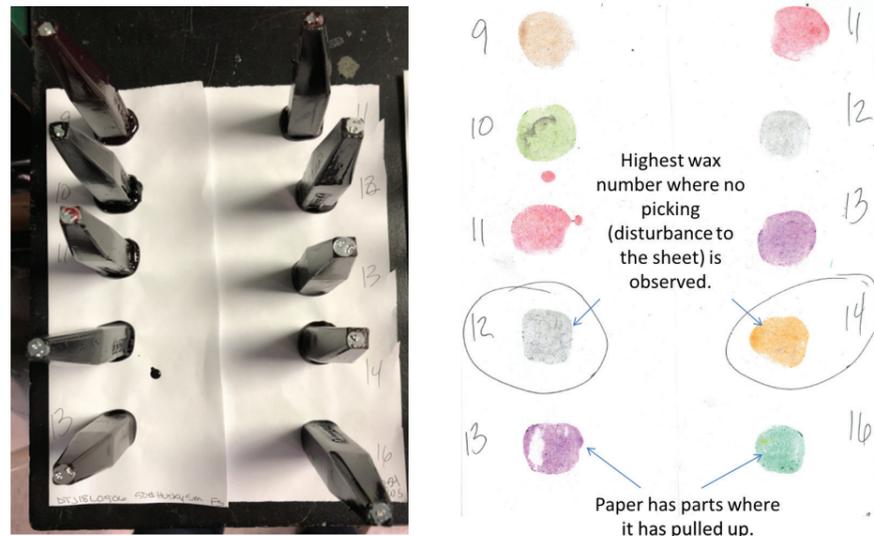
Although we are closed, you are always welcome to email your requests to your Sales Executive or Customer Service Representative.

Technical Question... Did You Know about Picking & Paper Quality?

High quality printing doesn't just come from the printing presses but rather there is a strategic process within the high-quality paper you chose for your form, flyer or marketing brochure. For example, when you use Domtar Husky, Lynx or Cougar paper, there is a special test to optimize sheet formation to ensure premium printing outcomes. Don't just take it from us, take it from The Domtar Johnsonburg Mill process engineer, Shannon Gittermann.

"One of the biggest challenges to achieving a clean and uniform print job is picking — the appearance of small white specks in the printed colors. Picking happens when tiny bits of the sheet pull away as color is laid during the print process."

In order to ensure you always get a good solid color when you print, the technicians use a wax pick test, which uses calibrated wax sticks to evaluate surface strength. The wax pick test simulates how ink will adhere to high-quality paper. In this picture on the left the paper is folded to test both sides at the same time. Results on the right identify failure results, known as picking. "We heat the wax so it will start to melt," Gittermann says. "Each stick of wax has different adherence qualities. We apply each stick to the paper at a consistent pressure and let it cool for 20 minutes. After the wax sticks are cool, we pull them back and inspect."



The engineers at the mills rely on these and other tests to assess manufacturing process variables. Technicians look for any disturbance in the sheet, such as rupturing of the paper surface, fibers sticking up from the paper surface or fibers sticking to the end of the wax stick after it is removed. "All of these results indicate the surface strength of the paper is lower than the adhesive value of the wax stick," says Lori Slovik, Domtar's technology manager for printing and publishing papers. There is quite a bit of science and technology, along with rigorous testing that goes into the paper process.

Susan Foley, CEO

Content for this article was taken from an online post from Domtar Newsroom.

Smile With Your Voice

While the world has changed around us in the past few months, the importance of telecommunication has grown. Since face to face interaction have come to a halt, we have adapted to more ways to meet our customers' needs. One of those, has been making sure to have a smile on while communicating even if our customers may not be able to see it.

Whether in service or sales, dealing with customers over the phone demands a different approach than live interactions in a meeting or a conference. In person, the customer can use both your tone and your body language to interpret the message you are trying to convey. On the phone, however, the customer has only your tone to help understand your message.

For example, a low tone normally indicates you are bored with the person on the phone. The point is tone matters, while conversing over the phone. With in-person interactions, you can communicate confidence and knowledge with your expressions and body language. On the phone, the customer has to use the tone of your voice to make all of these judgements. One study has even found that

customers trust the tone in your voice much more than the words you are using.

With the world switching to mostly telecommunication, tone has become an important thing to master. So, when dealing with a customer over the phone, SMILE. Smiling while talking makes your voice warmer and friendlier because the vocal cords are pulled differently than when you are not smiling. Physically smiling helps the voice smile as well. The "smile" in your voice is the difference that makes the customer feel you are there for them, that they are the most important person in your life, and that they can trust you. You cannot sound anything but pleasant and customer-centered when you smile while you are speaking.

Not only does smiling make your voice softer and warmer, but it improves your mood and therefore the attitude in which you face everyday situations, including your sales work and customer support. A smile is contagious, and humans tend to copy emotions.

Know that we at Diamond Envelope are here waiting for your call with a smile!

Kristin Haustein

