



THE RESOURCE CENTERS, LLC

4360 Northlake Boulevard, Suite 206 ❖ Palm Beach Gardens, FL 33410
Phone (561) 624-3277 ❖ Fax (561) 624-3278 ❖ WWW.RESOURCECENTERS.COM

January 6, 2025

TO: All Members
RE: West Palm Beach PBA Retiree Health Benefit Fund
Change in Plan Administration

Dear Plan Members:

We all want to extend our gratitude to Lou Penque for his many years of dedication and service to the West Palm Beach PBA Retiree Health Benefit Fund. With Lou's recent retirement, the Trustees for the Benefit Fund recently engaged the Resource Centers to provide administrative services to the Board and members of the Fund.

The Resource Centers will assist the Trustees with the daily operations of the Benefit Fund, following the Board's direction. We are proud to serve as the administrator of numerous public pension and retiree health reimbursement plans throughout the Southeast, including similar local plans.

As one of the largest outside administrators of public benefit plans in the region, we bring a unique blend of extensive experience and the continued personalized service that only a smaller firm can offer. Our commitment is to maintain the high level of personal service you received from Lou Penque, while adding technological enhancements to better serve you.

Should you have any questions regarding your benefits, feel free to contact our office. We will handle all benefit applications and routine paperwork on behalf of the members. Enclosed you will find the basic reimbursement request form that we will use. Our website at www.ResourceCenters.com, meanwhile, provides access to plan documents, forms, and other information specific to the Benefit Fund. Additionally, as we complete the transition process, you will be able to file and access any new reimbursement requests for qualifying expenses online starting on January 12. We will continue to process existing benefits and reimbursement claims, although we may contact some members for additional documentation as we move forward.

Please update your records with our contact information:

Resource Centers Service Team

Resource Centers LLC
4360 Northlake Blvd., Suite 206
Palm Beach Gardens, FL 33410
Ph: (561) 624-3277 Fax: (561) 624-3278
Website: www.ResourceCenters.com

Member Service Group:
Joseph Rivera, Client Service Manager
Service Team: ClientServices@ResourceCenters.com
Plan Email: WPB-PBA@ResourceCenters.com

We believe in treating our clients, our employees, and plan participants with compassion, consideration, and respect. Most importantly, we are truly excited about the opportunity to work with you. While the transition in plan administration may still take some time, please do not hesitate to contact our office if you have any questions.

Sincerely,

J. Scott Baur, Administrator
Managing Partner, Resource Centers LLC