

A Message from Mary Kate Wold
CEO & President
We're Here for You

March 20, 2020

We are committed to keeping our employees safe and to joining our colleagues in the Episcopal Church, across the United States, and around the world in doing what we can to decrease the spread of the COVID-19 pandemic. To this end, we decided to close all of our offices until Monday April 13. CPG may need to be closed longer, but we will assess as we go and keep you posted. During these closures, our employees will be working remotely in order to maintain our business operations and continue to provide service to our clients.

This decision was made after we carefully considered all of our operations in each of our lines of business, so that we could continue to work at a high level while doing our best to ensure the safety of our employees and those in our broader communities. We are confident that you will receive the high level of service you're accustomed to, even if it might be a tad slower. We will be reassessing the situation continually to determine when, and under what conditions, to reopen our offices.

In the meantime, our clients will be able to contact us via email, phone, or social media. As usual, you can also stay abreast of your benefits via MyCPG Accounts.

We're here to help you, as always:

The Church Pension Group
(800) 223-6602

Church Insurance Companies
Agency Client Representatives: (800) 293-3525
Billing: (800) 819-2984
Claims Department: (800) 223-5705
Monday to Friday, 8:30 AM to 7:30 PM ET

Church Publishing Incorporated
churchpublishing@cpg.org
(800) 242-1918
Monday to Thursday, 8:00 AM to 6:00 PM; Friday, 8:30 AM to 6:00 PM ET

Client Services
benefits@cpg.org (members) or assist@cpg.org (administrators)
(866) 802-6333
Monday to Friday, 8:30 AM to 8:00 PM ET (except Thursdays, 2:00 PM to 4:00 PM ET,
when call center is closed for staff product training