

## FAQ's

### **A. I understand some people are receiving a questionnaire regarding their pension plan/claim. I have not received the questionnaire. Should I be concerned? Do I need to do anything to protect my pension?**

- On March 12, 2020, the Court approved a process to help resolve the over 170,000 claims filed in the Title III cases.
- The Court process did not require parties to file a claim to protect their current or future pension, but many people did file a claim anyway.
- This new process was created to help resolve those pension claims which did not need to be filed so that people do not have to do anything more in the court process.
- The questionnaires are being sent out in small batches to claimants who appeared to have filed claims related to ONLY their pension. The questionnaire is being used to confirm that the claim filed ONLY relates to a current or future pension benefit. Once that is confirmed, a record is created by the government and no further action in the Court will be required.
- Because this process involves thousands of claims, we are sending them out in batches to make sure the process will work properly.
- You should not be concerned if you did not receive a letter or questionnaire. We are continuing to send letters and questionnaires to other individuals who filed a claim for a current or future pension.
- At this time, if you did not receive a letter and questionnaire, you do not need to do anything or file any paperwork or worry that you are missing a deadline.
- Only the small number of individuals who received a questionnaire should complete the form and return it by following the instructions on the questionnaire. Please do not try to copy or complete another person's questionnaire.
- If you have changed addresses since filing your claim, please update your address by calling 844-822-9231 or emailing [puertoricoinfo@primeclerk.com](mailto:puertoricoinfo@primeclerk.com) with your new contact details. This will ensure all mailings from the court are delivered.

### **B. Is there a hearing in the Court coming up related to the pension claims?**

- These questionnaires are not related to any upcoming hearings. If you have received a questionnaire, please note that the questionnaire does not require you to attend any upcoming hearings.
- A letter and questionnaire are being sent to certain creditors to help resolve some of the many claims filed with the Court using the Commonwealth's administrative processes, including the processes at ERS.

- We will continue sending these letters and questionnaires to the other people who filed claims for current or future pensions.
- No one will lose their right to continue receiving their pension if they did not receive the questionnaire.

### **C. Why am I receiving this notice?**

- You are receiving this notice because you filed a claim against the Commonwealth of Puerto Rico or one of its affiliated debtors regarding your pension and the Debtors have transferred your claim to the Administrative Claims Reconciliation process. The Administrative Claims Reconciliation process is a Court-approved process by which the Debtors will resolve your claim utilizing their existing administrative processes.
- Based on their review of your claim, the Debtors believe that you are claiming the right to receive your pension payments. It does not appear from your claim that you dispute the amount of your pension payment, as calculated by ERS.
- The Debtors are sending these questionnaires to confirm whether you filed your claim to assert your right to continue receiving pension payments, whether you dispute the amount of your pension payment or whether you have any independent claim (s) against ERS unrelated to your pension benefits.

### **D. Am I required to take any action?**

- You should read the notice in its entirety. If you do not dispute the amount of your pension and do not have an independent claim against ERS, then there is no further action for ERS to take, and ERS will consider your claim resolved. This, however, does not affect your right to receive any pension payments to which you are entitled. This simply means that treatment of your pension will be determined by the plan of adjustment. If the plan of adjustment will impact the amount of your pension, you will have an opportunity to participate in the plan of adjustment process.

### **E. What if I am disputing the amount of my pension that I claimed in my proof of claim or I do have an independent claim against ERS unrelated to my pension benefit?**

- If you dispute the amount of your pension payment or if you do have an independent claim against ERS unrelated to their pension benefits, you should follow the instructions on the received pension questionnaire, and attach any and all documentation available to support what you believe to be the correct amount of your pension payment.

**F. How do I submit the ERS pension questionnaire?**

- Submissions can be submitted via email to PRACRprocess@primeclerk.com.
- Or by first class mail, overnight mail, or hand delivery to the following:

Commonwealth of Puerto Rico ACR Processing Center  
c/o Prime Clerk, LLC  
850 3rd Avenue, Suite 412  
Brooklyn, NY 11232

**G. My friend received an ERS pension questionnaire in the mail, and I did not. Why?**

- Please note that the fact that you filed a claim does not mean that you will receive a questionnaires. The Debtors are mailing out these questionnaires only to certain creditors that filed claim(s) related to pension benefits. To the extent that you have a claim identified as such, you may receive a questionnaire in the mail. Additional mailings may occur in the future as the Debtors continue to review claims.

**H. How much am I owed?**

- You can determine the pension payment amount ERS presently expects you will receive by consulting your most recent pension benefit statement.