

# Supporting Those Who Serve

## Now More Than Ever

Portico Benefit Services is a holistic benefits ministry serving those who serve — from rostered ministers and their families to staff at social ministry organizations. We strive to help our members grow their overall well-being.

We could not have predicted this pandemic. But the virtual benefits we've introduced before and after its arrival, the benefit adjustments we've made since, our successful navigation of volatile financial markets, and the consistency of our customer service have made a powerful difference.

During this pandemic, ELCA benefits are helping to lower stress levels, create safer access to health care, and increase financial flexibility — all to strengthen the resilience of those who serve and, by extension, the resilience of this church.



**The Rev. Jeff Thiemann**  
President & CEO

### Building Resilience in 2020

**26%**

#### More Calls to Our Financial Planners

During last year's market volatility and our introduction of target date funds.

**559**

#### Took a Penalty-Free Distribution

Thanks to quick modification of our retirement plan rules for 2020.

**49**

#### Sought Student Loan Help

Through no-cost counseling via our partner, LSS of Minnesota Financial Counseling.

**3,230**

#### Medical Visits Via Text

Through 98point6, our new virtual 24/7 primary health care service — with \$0 copay.

**98%**

#### Satisfaction With New Mental Health Option

Our self-directed online program, Learn to Live.

**10%**

#### Of Members Streamed a Course

On topics like resilience, mindfulness, and beating burnout via Being, our new wellness video platform.

**90%**

#### Very Satisfied

With our Customer Care service — delivered by Portico employees working remotely.

**22**

#### Target Date Funds Introduced

To help members maintain an age-appropriate asset mix over time — and better weather volatility.

**3.1%**

#### Annuity Payment Increase

Received, in these difficult times, by ELCA annuitants during 2021.