

October 13, 2011

Greetings!

Concordia Plan Services is pleased to announce that we have appointed a liaison to work directly with you and your staff regarding issues that arise due to disability for workers within your church or organization. Your liaison, Tina Luhr, Senior Appeals Administrator for Operations, is looking forward to working and “walking together” with you and your staff. In fact, some of you have already had a chance to work directly with Tina in her new role!

Tina has been with Concordia Plan Services since 2005. Prior to stepping into her new role, Tina served as Manager of Disability Services, working with Liberty Mutual to administer claims for the Concordia Disability and Survivor Plan (CDSP). As always, Tina continues to provide excellent customer service to Concordia Plan members and will no doubt be exceptionally helpful to you when it comes to the sometimes very complex and sensitive nature of questions and issues pertaining to disability.

As liaison, Tina will be able to provide:

- Dedicated support for you regarding disabilities within your church or organization,
- Guidance on the process for filing disability claims,
- Information about disability benefits (e.g., available benefits, employer considerations, benefits affected by certain circumstances, etc.), and
- Assistance with questions concerning the disability appeal process.

To further assist you with disability issues, we have FAQs available for members that cover the disability process and protocol. We plan to have FAQs for employers available later this year. It is our hope that these FAQs along with Tina’s expertise with the disability process will provide you with optimal service and support. We encourage you to contact Tina Luhr directly.

Tina and Concordia Plan Services are excited about this opportunity to “walk together” with you and your staff, and we hope you find having a dedicated liaison for disabilities very helpful!

Of course, should you need assistance for other complex or sensitive situations that arise, please feel free to contact Carla Gazall, Assistant Vice President of Operations, at 888-927-7526, extension 6805, or Bill Hofrichter, Vice President of Operations and Chief Operations Officer, at extension 6708.

In His Service,



James (Jim) F. Sanft  
President & CEO

## Your Liaison— Tina Luhr



Concordia Plan Services welcomed Tina Luhr in 2005 as Manager of Disability Services.

For the past six years, Tina has provided outstanding service to plan members and their employers. Her knowledge and understanding of disability issues and the CDSP are a terrific asset!

Prior to coming to Concordia Plans, Tina worked for Bausch & Lomb (formerly Storz Instrument Co.) for 25 years —15 years of which were in human resources overseeing employee benefits.

Tina holds a Bachelor of Arts in Human Resource Management from Webster University in St. Louis, Missouri.

**Tina Luhr**  
Senior Appeals Administrator

Phone: 888-927-7526, ext. 6809

Hours: 7 a.m.–5 p.m. CST,  
Tuesday–Friday

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