

Resources and Services for Members

NYSLRS members should visit our Contact Us page (www.contactNYSLRS.com) for answers to common questions about loans, service credit, address changes and more. For more information, check out these resources and services:

RETIREMENT ONLINE

www.osc.state.ny.us/retire/retirement_online/customers.php

Retirement Online is a convenient way to review retirement account details and conduct business with NYSLRS in real time. In many cases, members can use Retirement Online instead of sending forms through the mail or calling NYSLRS.

MEMBER ANNUAL STATEMENTS

www.osc.state.ny.us/retire/members/mas_index.php

Every summer, NYSLRS members receive their Member Annual Statements. These provide personalized tier and plan information, salary reported by the employer, current beneficiary designations and, in most cases, service credit earned as well as a projection of pension benefits (based on NYSLRS records).



The graphic features the NYSLRS logo at the top left. Below it, a paragraph invites members to follow on social media for updates. Four social media links are listed, each with a circular icon and a corresponding URL in a colored bar: Blog (www.nyretirementnews.com), Facebook (www.facebook.com/nyslrs), Twitter (www.twitter.com/nyslrs), and YouTube (www.youtube.com/nyslrs).

NYSLRS

Join us on your preferred social media platform for the latest NYSLRS updates, news about your benefits and retirement information.

- Blog** www.nyretirementnews.com
- f** www.facebook.com/nyslrs
- Twitter** www.twitter.com/nyslrs
- YouTube** www.youtube.com/nyslrs

PUBLICATIONS

www.osc.state.ny.us/retire/publications/index.php

Visit our Publications page to view/print these and other NYSLRS publications.

Retirement Plan Booklets

ERS: www.osc.state.ny.us/retire/publications/index.php#ers-plans

PFRS: www.osc.state.ny.us/retire/publications/index.php#pfrs-plans

These booklets explain the specific benefits and services available to NYSLRS members based on their tiers and plans.

Retirement Benefits Books

ERS: www.osc.state.ny.us/retire/word_and_pdf_documents/publications/1800s/1835-general-prs.pdf

PFRS: www.osc.state.ny.us/retire/word_and_pdf_documents/publications/1800s/1829-general-p&f.pdf

These in-depth books explain NYSLRS benefits, member rights and obligations, the factors that affect retirement benefits and more. We offer separate publications for ERS and PFRS members.

Topic-Specific Guides

www.osc.state.ny.us/retire/publications/index.php#general

NYSLRS has several topic-specific guides for members at all stages of their careers, including our two most popular: *Membership in a Nutshell*, which provides an overview of member benefits, and *How Do I Prepare to Retire?*, which lays out steps members should take to prepare for retirement.

Newsletters

www.osc.state.ny.us/retire/publications/newsletters.php

The Update and *The Sentinel* feature information about NYSLRS benefits and services, new legislation and more. *The Update* is for ERS members; *The Sentinel* is for PFRS members.

INDIVIDUAL CONSULTATIONS

www.osc.state.ny.us/retire/consultation_site_offices/index.php

Many members, who are nearing retirement or ready to file, choose to make an appointment to meet with one of our information representatives. To make an appointment:

- Call us toll-free at 1-866-805-0990 (518-474-7736 in the Albany, New York area).
- Or, email us at www.emailNYSLRS.com.

RETIREMENT PRESENTATIONS

Employer-Sponsored Pre-Retirement Presentations

At your employer's request, we can provide these for members within five years of retirement eligibility. They take one to two hours and cover:

- How retirement benefits are calculated.
- How and when to contact NYSLRS for specific benefit information.

Employers can also request individual consultations for their employees — as part of a pre-retirement presentation, or separately.

STILL HAVE QUESTIONS?

Contact Us

Visit our Contact Us page for answers to common questions about loans, service credit, address changes and more.

www.contactNYSLRS.com

Email

Use our secure contact form. Receive a response within 5 to 7 business days.

www.emailNYSLRS.com

Call

Customer service representatives are available weekdays from 7:30 am to 4:15 pm. If you can't connect with a representative, email us (see instructions above).

Toll-free: **1-866-805-0990**
(long distance within the U.S., Puerto Rico and Virgin Islands)

Albany, New York area: **518-474-7736**

Write

Please include your NYSLRS ID or registration number in any correspondence, and mail your letter to:

NYSLRS
110 State Street
Albany, NY 12244-0001