
News & Notes

Retiree Annual Statement

Office of the New York State Comptroller
Thomas P. DiNapoli



Retirement Online **Fast, Safe and Convenient**

Retirement Online is a convenient, quick and secure way to access a variety of useful services NYSLRS offers.

For instance, once you sign on, you can:

- Review your federal tax withholding to check your current withholding status;
- Generate a pension income verification letter;
- View a breakdown of your pension benefit deductions; and
- Check and update your mailing address and beneficiary information.

Retirement Online is available weekdays from 7 am to 5 pm and weekends from 6 am to 11 pm. Over time, we will be expanding our hours and self-service features.

So, if you haven't signed up yet, what are you waiting for? It's easy to register and there are several layers of security to protect your account, similar to those used by financial institutions.

To register or learn more, go to www.osc.state.ny.us/retire/retirement_online/customers.php.



New Bank Account?

If you receive your pension by direct deposit and need to switch banks, simply submit a completed Direct Deposit Enrollment Application (RS6370), available on our website at www.osc.state.ny.us/retire/forms/rs6370.pdf, or from our automated phone system (see article inside). Be sure to either attach a voided check, or have a bank representative complete Section 3.

To change your current direct deposit information within the same bank, either complete a new Direct Deposit Enrollment Application, or have the bank fax the following information, to 518-473-5323, on bank letterhead:

- Your name;
- Retirement or registration number;
- Old and new routing and account numbers; and
- Signature of a bank representative.

To avoid a delay in your payment, please wait for a confirmation letter from NYSLRS acknowledging that your direct deposit information has been changed to your new bank account **before** closing your old account.



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YouTube.com/NYSLRS

2020 Pension Payment Calendar

Your monthly pension payments are mailed or electronically deposited at the end of the month. (The payment at the end of January is your January payment.)

E **Direct deposit payment date.** Direct deposit enrollees receive pension payments in their accounts on the last business day of each month. This is the fastest way to receive your payments.

M **Date pension checks are mailed.** Pension checks are mailed on the second-to-last business day of each month. You will usually receive your check within a few business days. Contact us if you have not received it by the eighth of the next month.

January 2020	February	March	April	May																																																																																																																																																																																																																																
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To ensure your payments always arrive on time, consider direct deposit — the safe, hassle-free way to receive your monthly benefit. Tip: You can also view the most up-to-date pension payment calendar online on our website anytime at www.osc.state.ny.us/retire/retirees/pension-payment-calendar.php.

NYSLRS INFORMATION YOUR WAY

SIGN IN



to Retirement Online:
bit.ly/retirement-online

GET ANSWERS



to common questions:
www.contactNYSLRS.com

EMAIL US



use our secure contact form:
www.emailNYSLRS.com

CALL US



toll-free: **1-866-805-0990**
Albany, NY area: **518-474-7736**

A Secure Pension Fund

You can be assured that the New York State Common Retirement Fund remains strong and that your hard-earned benefits are secure for your lifetime.

That's because the Fund (the country's third-largest public pension fund), is on a strong financial footing and has been ranked by the Pew Charitable Trusts as one of the best-funded state retirement systems. In fact, New York is one of only eight state pension plans that is at least 90 percent funded.

The Fund manages \$210.5 billion (as of March 31, 2019) in assets in trust for more than one million retirees, beneficiaries and members. Comptroller Thomas P. DiNapoli has made the Fund one of the strongest, most transparent and prudently managed in the country.

"Our constant goal," said DiNapoli, "is to ensure that New York State's pension fund remains one of the nation's strongest and best-funded, providing state and municipal employees with retirement security for generations to come."

So, rest easy, your pension will be there and available to you throughout your retirement.



Try Our Automated Phone System

To improve service to you, NYSLRS is upgrading our 30-year-old computer system. Improving service increases our work volume, and as a result, you may notice longer wait times when you call the Contact Center. While we work to resolve this issue, you can use our automated phone system to get most of the information you need. You can access your records, request forms and hear general information without speaking to a Customer Service Representative, 24 hours a day, seven days a week.

Call 866-805-0990 (toll-free) and press 2 to indicate that you are a retiree. You will be asked for the last four digits of your Social Security number and your date of birth. From there, follow the prompts directing you to the information you want. For example, you can:

- Hear information about your withholding status and number of exemptions, and learn how to change your withholding;
- Find out the amount of your cost-of-living adjustment (COLA) (or when you will be eligible if you aren't yet receiving COLA); and
- Request a form be mailed to you.

You can also learn about *Retirement Online*, find out how to sign up for direct deposit or revise your existing pension payment information, and hear about what to do if you have a lost, stolen or late check.

You'll find a list of our phone service options on our website at www.osc.state.ny.us/retire/retirees/automated_phone_service.php. During this time of technological transition here at NYSLRS, please know that we are working hard to improve our service to you, answer your questions and keep you informed.

Submitting Forms with Power of Attorney

If you hold Power of Attorney on behalf of a retiree and you need to submit a form to NYSLRS, please attach a copy of your power of attorney document to the form. Once your power of attorney document is reviewed and approved, we will process the form. NYSLRS offers a special durable power of attorney form that meets New York State legal requirements, at www.osc.state.ny.us/retire/forms/poa.pdf.

Questions About Your Statement?

Our online Retiree Annual Statement Guide explains items you may find in your statement, such as cost-of-living adjustments, benefits, deductions, tax information or Medicare credits. You'll also find links

to resources, such as direct deposit, tax information and a pension payment calendar. You'll find the guide at www.osc.state.ny.us/retire/retirees/ras_guide.php.



Keep Your Address Up To Date

Whether you receive your monthly benefit by mail or direct deposit, notify us if you change your address. The address on your statement reflects the information we have on file as of December 31, 2019. To update your address:

Online: Register for *Retirement Online* from our NYSLRS home page at www.osc.state.ny.us/retire/index.php. Find your address under *My Profile Information* and click *update*.

By phone: For street addresses within the United States, call 1-866-805-0990 toll-free (518-474-7736 in the Albany, New York area).

By email: For street addresses within the United States, complete our secure contact form at www.emailNYSLRS.com. Be sure to fill out the entire form, and provide both your old and new addresses.

By mail: All retirees, including those with foreign addresses or PO boxes, can submit the form below. Mail it to NYSLRS, Pension Services, 110 State Street, Albany, NY 12244-0001.

Please sign and date the form; it cannot be processed without your signature.

Retirement Number (Shown on Retirement ID Card on Statement)	Social Security Number Last 4 Digits	Date of Birth			
<input type="text"/>	<input type="text"/>	Month	Day	Year	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Last Name		First Name			M.I.
<input type="text"/>		<input type="text"/>			<input type="text"/>
New Address Information:					
Street Address 1					
<input type="text"/>					
Street Address 2					
<input type="text"/>					
City		State	ZIP Code		
<input type="text"/>		<input type="text"/>	<input type="text"/>		
Daytime Telephone Number					
<input type="text"/>					
Email Address					
<input type="text"/>					
Signature		Date			
<input type="text"/>		Month	Day	Year	
		<input type="text"/>	<input type="text"/>	<input type="text"/>	

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