



**** March 27, 2020 -- IMPORTANT NEW INFORMATION ABOUT NYCERS' SERVICES ****

Pension Payments

Our most critical operation – making pension payments to nearly 155,000 retired members and beneficiaries – is not interrupted by the current health crisis.

Retirement Applications for Incapacitated Members

NYCERS understands that some members may wish to retire but are hospitalized and cannot complete the paperwork themselves, and their loved ones cannot visit to help due to safety restrictions in place at the hospital.

If you have a loved one who is a member of NYCERS and wishes to retire but is hospitalized and cannot complete the paperwork, please email legalquestions@nycers.org. This email box will be monitored from 8:00 a.m. – 9:00 p.m. Monday – Friday and 9:00 a.m. – 9:00 p.m. on weekends and holidays. Please include your telephone number so you can be contacted if necessary.

Retirement Application Receipts

Please be aware that members who file a retirement application online will receive a confirmation page which they can download and share with their employer. This confirmation page is considered a replacement for the manual retirement receipt.

Health Insurance for Retirees

For health insurance purposes, NYCERS has recently worked out a process with OLR and other Agencies not on the City's PMS System. In this process, NYCERS will generate a daily report of new retirees in lieu of the retirement receipt. OLR will no longer require members to include a retirement receipt with the Health Benefit Enrollment Form. If you require further information about how OLR will process health insurance enrollments, please contact Sang Hong at shong@nyceplans.org.

Notarization

The new MyNYCERS gives members and retirees access to the most commonly requested forms once they register. Submitting these forms online eliminates the notary requirement because (a) the member has already gone through identity proofing during the registration process, and (b) other security measures are in place to protect NYCERS members. The notary requirement for many of the forms that cannot currently be submitted online remains in effect. If a member has difficulty obtaining a notary during this time, they can follow the steps on the attached PDF, "How to E-Notarize in 6 Easy Steps."

ENHANCED ONLINE SERVICES

The new MyNYCERS is live! Members can now register for their new MyNYCERS account.

- By registering for the enhanced site at www.mynycers.org, NYCERS members can submit many more forms online from the comfort and safety of their home, including:
 - o Service Retirement and Option Election
 - o Beneficiary
 - o Refunds
 - o Direct Deposit (EFT; pension payments, loans, refunds)

- Loans, Buyback, Change of Address, and Tax Withholding forms continue to be available online.

- New York City employees who are eligible for NYCERS membership and have not yet joined can now submit a [NYCERS Membership Application online](#).

We encourage you to register at www.mynycers.org and try out the new features. **Be sure to use a supported browser:** Google Chrome, Firefox, Microsoft Edge, or Apple Safari.

Please periodically check the NYCERS website at www.nycers.org for further service updates.