

E-MAIL MESSAGE TO EMPLOYERS — April 23, 2015

TO: Certifying Officers

FROM: The New Jersey Division of Pensions and Benefits, Office of Client Services

SUBJECT: New Hours for Pension and Benefits Counseling

The Division of Pensions and Benefits is posting new hours for in-person counseling at its Trenton, New Jersey office.

Beginning May 1, 2015, counselors will be available for scheduled appointments from **8:00 a.m. to 4:00 p.m., Monday through Friday*** (with the last interviews taken at 3:30 p.m.). Reception desk hours will be **8:00 a.m. to 4:30 p.m., Monday through Friday***.

Telephone counseling hours at (609) 292-7524 remain unchanged at 7:30 a.m. through 4:30 p.m., Monday through Friday*.

**Except State holidays.*

When issues arise that warrant the time and attention of a pension counselor, active or retired members (or beneficiaries) should schedule an appointment with the Division of Pensions and Benefits. Scheduled appointments curtail long wait times and shorten the overall time when visiting our office.

Counseling appointments should be made for detailed assistance with:

- Purchase of Service Credit
- Retirement Counseling
- Disability Retirement Counseling
- Death Claim Assistance
- Retired Health Benefits Issues
- Active or Retired Pension Account Discrepancies

Appointments are scheduled online through the Division of Pensions and Benefits Web site at: www.state.nj.us/treasury/pensions At the home

page, click on "Schedule a Counseling Appointment" and follow the instructions.

Basic membership information is requested when submitting the appointment request so that counselors are better prepared for member visits. When the registration is complete, members receive confirmation of the scheduled appointment via e-mail.

Because counselors are booked for a specific appointment time, we ask that members arrive for check-in prior to their scheduled time so the appointment can begin when scheduled. Late arrivals may not be able to be seen when scheduled, and can experience significant waiting times for an available counselor.

Selected "quick services" at our Reception desk — like picking up a fact sheet or the drop-off of a document or properly completed form — are available without an appointment. Reception desk hours are **8:00 a.m. to 4:30 p.m., Monday through Friday.**

Walk-in clients without an appointment may still be able to speak with a counselor on a limited first come, first served basis when appointment schedules allow. However, it cannot be guaranteed that late-arriving walk-ins will be able to see a counselor.

Therefore, when a member needs the time and attention of a pension counselor, it is highly recommended that they schedule an appointment to avoid a long wait time.

DISTRIBUTION OF THIS MESSAGE

Certifying Officers should forward this message to their Human Resources staff, benefit administrators, and any other staff members responsible for the administration of pension and benefits for employees.

The accompanying flier requires Acrobat Reader which is available free from Adobe.

Please note: It is important that the Certifying Officer's e-mail address is kept current with the Employer Pensions and Benefits Information Connection (EPIC) to assure the accurate and timely delivery of this information. Update your information using the Employer Demographics application in EPIC.