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State of New Jersey
DEPARTMENT OF THE TREASURY
DIVISION OF PENSIONS AND BENEFITS
(609) 292-7524 TDD (609) 292-7718
www.state.nj.us/treasury/pensions

ANDREW P. SIDAMON-ERISTOFF
State Treasurer

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August 3, 2012

TO: Certifying Officers
FROM: Division of Pensions and Benefits
SUBJECT: **Calling Pensions and Benefits — One Number — Expanded Hours**

ONE NUMBER FOR ALL CALLS

Contacting the Division of Pensions and Benefits just became easier than ever. As part of our continuing efforts to improve customer service, members and employers can now dial a single telephone number, **(609) 292-7524**, to contact the Division's **Call Center**, the **Employer Help** line, and to access personal account information through the **Automated Information System**. When you dial (609) 292-7524, your call will be directed to the system you wish to use, based on the prompt that you choose.

EXPANDED CALL CENTER HOURS

The Division's **Call Center** hours have been expanded to **7:30 a.m.** until **4:30 p.m.**, Monday through Friday, (except State holidays). Our Call Center Representatives are now available to take more of your calls.

IMPROVED EMPLOYER LINE ACCESS

Our **Employer Help** line — selection #2 at **(609) 292-7524** — now has additional staff dedicated to answering employer calls or providing prompt call-backs when you leave a message for our Employer Education Unit. (Please note that the Employer Help line option is intended for employer specific issues or questions. To ensure efficient access for all employers, questions from employees must be directed to the Automated Information System or a Call Center Representative.)

AUTOMATED INFORMATION SYSTEM AT NEW NUMBER

The **Automated Information System** is now at **(609) 292-7524**¹. Enhanced with Interactive Voice Technology, the Automated Information System provides access to personal account information; 24 hours-a-day, 7 days-a-week!

In addition to information such as enrollment date or service credit, employees who call the Automated Information System can also apply for a pension loan, obtain an estimate

¹ Calls to the Automated System's former number at (609) 777-1777 will be temporarily re-routed to the new number; however, the former number will be disconnected later in the year.

of the cost to purchase service credit or an estimate of retirement benefits; or check the status of a pending purchase or retirement application.²

Retired pension members who call the Automated Information System, can change direct deposit accounts, change income tax withholding, request a duplicate *Form 1099R*, or obtain letters such as statements of account or mortgage verification information.²

EMPLOYEE NOTIFICATION

Please make the information in this letter available to your employees and any other staff who would assist employees in pension and/or health benefits matters.

The Automated Information System provides a quick and easy way for your employees to obtain answers to their pension-related questions. Attached with this letter is a flier that can be posted or distributed to inform employees about the new contact number for the Automated Information System.

For more difficult questions or problem resolution, call during our expanded Call Center hours and speak with one of our trained Call Center Representatives.

If you have questions regarding the information provided in this letter, contact the Division's Office of Client Services at (609) 292-7524 or you can e-mail the Division at: pensions.nj@treas.state.nj.us

Enclosure

Automated Information System Flier

² Pension members can also access account information and applications online through the Member Benefits Online System (MBOS). Log on or register for MBOS at: www.state.nj.us/treasury/pensions/mbosregister.shtml