

SERVICES FOR TRS MEMBERS

Retirement and Benefits Online

To better serve our members, we established a website at: www.alaska.gov/drb to provide easy access to information.

Members can communicate with TRS staff over the Internet and download TRS member and retiree forms. Division Section or Unit email addresses are published on the website. From the home page click on the “contact us” button.

Member Services Online

Information about your personal TRS DB Plan account is available online. Go to the Division of Retirement and Benefits Web page, www.alaska.gov/drb. Go to the *My Account Information* link, and enter your My Alaska username and password. You will need your Retirement Identification Number (RIN), which is available on your annual statement, to log on. The information available 24 hours a day, seven days a week includes:

- Tier status
- Service accrual
- Benefit information
- Annual benefit statements
- Indebtedness balance
- Pension calculator

Counseling Services

Regional counselors provide benefit seminars, workshops, on-site visits, and individual retirement counseling on TRS benefits in the different regions of the state of Alaska. Employees or employers interested in a seminar or workshop reviewing the provisions of the TRS or planning for retirement from the TRS should contact the Division of Retirement and Benefits. For more information call (907) 465-4460, or outside of Juneau, call toll-free 1-800-821-2251.

Communicating with the TRS

Members may contact the TRS in writing, by telephone, fax, or email, or make an appointment to visit the TRS. Be sure to address your concerns to the appropriate customer service unit listed below.

Benefit Attachments Unit

Phone: (907) 465-4460
doa.drb.qdro@alaska.gov

- Divorce and dissolution claims
- Qualified Domestic Relations Orders
- Child support attachments
- IRS levies

Benefits Section

Phone: (907) 465-8600
doa.drb.benefits@alaska.gov

- Dental-Vision-Audio coverage
- Life insurance
- Long-term care coverage
- Medical coverage

Customer Service Center

Phone: (907) 465-5700
Toll-free: 1-800-821-2251
doa.drb.rcsc@alaska.gov

- Plan information
- Claiming service
- Service correction
- Vesting
- Indebtedness balance/payment
- Beneficiary Designations
- Disability Benefit Information
- Divorce/Dissolution Information
- Retirement eligibility
- Estimates of future benefits
- Providing retirement application packets
- Status of retirement applications
- Alaska Cost of Living Allowance
- Post Retirement Pension Adjustment (PRPA)
- Questions on monthly benefit
- 1099-R forms
- Tax withholding and W4-P forms
- Direct deposit
- Address changes (inactive or retired only)
- Retiree Return to Work
- Retirement Incentive Program (RIP) Return to Work
- Survivor Benefit Information

Retiree Payroll Section

Phone: (907) 465-1447

doa.drb.retireepayroll@alaska.gov

- Address changes for retired members. All active members must contact their human resources, personnel or payroll office to change their address. Employers electronically report these changes to the TRS.
- Start, change, or stop electronic direct deposit of benefits
- W-4P (Withholding Certificate for Pension Payments) for benefit recipients
- 1099-R (Distributions from defined benefit plans administered by the Division)

Writing the TRS

- Print your full name and address on your letter;
- Include your retirement identification number or the last four digits of your Social Security number;
- Sign any requests for information or action;
- Include the member's name and retirement identification number or social security number when reporting a death.

Send correspondence to:

Division of Retirement and Benefits

PO Box 110203

Juneau, AK 99811-0203

Visiting and Calling the TRS

If you plan on visiting the Juneau Office or the Anchorage Field Office, please call for an appointment so we can be prepared for your visit and provide you with the best service.

Juneau Office Location:

State Office Building

333 Willoughby Avenue, 6th floor

Juneau, Alaska

Telephone: In Juneau, (907) 465-4460

or toll-free: **1-800-821-2251**

Fax: (907) 465-3086

TDD for the hearing impaired: (907) 465-2805

Anchorage Office location:*(by appointment only)*

Robert B. Atwood Building

550 West 7th Avenue, Suite 1690

Anchorage, Alaska

Telephone: (907) 465-5700

or toll-free: **1-800-821-2251**

Fax: (907) 269-0280

The TRS also maintains a field office located in downtown Anchorage. Counselors assist members in the Anchorage and South Central area with retirement counseling and technical services by appointment only. Call 1-800-821-2251 to schedule an appointment in the Anchorage area.

Office hours in both locations are 8 a.m. to 5 p.m. Monday through Friday. Customer Service Center hours are 10 a.m. to 3:30 p.m. in Juneau. A limited staff works during the noon hour in the Juneau office.

The Alaska Department of Administration complies with Title II of the Americans with Disabilities Act (ADA) of 1990. This publication is available in alternative communication formats upon request. To make necessary arrangements, contact the ADA Coordinator for the Division of Retirement and Benefits at (907) 465-4460 or outside Juneau, call 1-800-821-2251. Contact the TDD for the hearing impaired at (907) 465-2805.

Confidentiality of Records

Most information on members of the TRS is considered confidential. The TRS is prohibited by law from releasing any confidential information unless the member consents in writing or we are otherwise required to release the information, such as through a court order.

Information may be released:

- directly to you; or
- to another person designated by you in writing.

When authorizing information to be released, please include your name, current address, retirement identification number or last four digits of your social security number, information to be released, the name and address of the individual who is to receive the information, and your signature.

Organizations representing retired members of the TRS may obtain membership lists containing names and addresses.

