



Employers' Edge

Employer news from the
Alaska Division of
Retirement and Benefits

In This Issue:

- ["Benefit Fair" coming to King Salmon in September](#)
- [Marketing the PERS/TRS Defined Contribution Retirement Plan](#) - Presentations planned in Anchorage, Fairbanks, Ketchikan, Kotzebue, Nome and Sitka in October
- [Reporting returning teachers](#)
- [Alaska Retirement Management Board meets September 23-24 in Fairbanks](#)
- **Reminder:** [New customer service phone hours in effect](#)
- **Reminder:** [Using the toll-free 800 number for payroll contacts](#)
- [PERS & TRS publications available online](#)
- [Updated Forms and Brochures](#)
- [Who to contact](#)

August 2010 | Volume #64

"Benefit Fair" coming to King Salmon, September 24-25, 2010

The division continues to offer *Benefit Fairs* around the state, the next one to be held in **King Salmon**, September 24-25, 2010. These educational workshops are intended to help employees plan for their future retirement security and are in addition to the retirement seminars available to employees on a regular basis. The workshops are for all PERS and TRS members.

Also available at the King Salmon Fair will be sessions for active employees of the state and other employers who participate in the Optional Benefits (formerly Supplemental Benefits) and Supplemental Annuity Plans.

In addition to the King Salmon event in September, there will be a fair in Anchorage November 5-6, 2010 and tentative fairs are planned for Bethel and Ketchikan in Spring 2011.

The fair in King Salmon will be held at the Southwest Alaska Vocational & Education Center. [Check here for further details on the workshops to be offered at the King Salmon fair.](#)

For more information on the King Salmon fair, contact Judy Hall, Regional Counselor, by e-mail at judy.hall@alaska.gov or by phone, toll-free, at 800-821-2251.



Marketing the PERS/TRS Defined Contribution Retirement Plan

Presentations planned for October in Anchorage, Fairbanks, Ketchikan, Kotzebue, Nome & Sitka

Division Retirement Section manager, Kathy Lea, and supervisor, Bernadette Blankenship, will meet with employers in communities across the state this October to discuss ways to successfully market the PERS/TRS Defined Contribution Retirement (DCR) Plan to prospective employees. If you would like to make an appointment for a presentation, [check the meeting schedule](#) and contact Kathy Lea by email at kathy.lea@alaska.gov or by phone, toll-free, at 800-821-2251.

Reporting returning teachers

Now that it is August and time for school to begin again, you will need to report all your returning teachers in

eReporting. Returning teachers need to be reported using a **STAT** and the date they physically return to work. The TSE (teacher service end) is used when a teacher is going on leave for the summer.

If you have any questions on how teachers need to be reported, please call or email [your TRS payroll contact](#).



Alaska Retirement Management Board Meets September 23-24 in Fairbanks

The next regular meeting of the Alaska Retirement Management Board (ARMB) will be held in Fairbanks September 23-24 at the Princess Hotel. The public is invited to attend.

When the date is closer, an agenda will be available at this [web link](#) where you may also [view minutes from past ARMB meetings](#). For questions regarding the ARMB, contact the ARMB liaison, Judy Hall, in the Treasury Division.

New customer service phone hours in effect

To improve our phone service and the speed and processing of customer requests, the Division of Retirement and Benefits (DRB) has created a new Customer Service Center. DRB Customer Service Center *phone* hours of operation are now Monday through Friday, from 10:00 a.m. to 3:30 p.m. Alaska time. (Office hours remain 8:00 a.m. to 5:00 p.m. Alaska time Monday through Friday.) This change of hours went into effect on August 2, 2010.

During the Customer Service Center phone hours, the number of customer service representatives available on the phone will double, resulting in:

- Ability to speak to a live person on most calls, rather than waiting in line;
- Reduction in dropped calls;
- Resolution of most issue(s) during a person's first conversation.



Additionally, callers are able to leave a message for follow-up by staff for calls made outside the new Customer Service Center phone hours.

These new phone hours will allow DRB staff to focus on written requests and inquiries in the time before and after the new hours, improving the response time for these types of contacts.

The DRB phone greeting will inform callers of the new Customer Service Center phone hours of operation, and will be periodically refreshed with seasonal information.

More information regarding the new Customer Service Center can be found on the DRB website at doa.alaska.gov/dr/csc.html.

The toll-free number for the Division of Retirement & Benefits Customer Service Center is 1-800-821-2251.

Using the toll-free 800 number for payroll contacts

The recording you hear when you reach the toll-free number for the Division of Retirement and Benefits, 800-821-2251, has been changed. When using the 800 number, press zero to reach an operator and request to be transferred to your DRB payroll contact. It will assist the Retirement and Benefits reception if you know the name of your payroll contact. You can find this information on our [Employer eReporting Contacts web page](#). You can call your payroll contact directly at the number provided on this web page.



PERS and TRS publications available online

The following PERS and TRS publications are available at the "[Publications](#)" link on the [Division of Retirement and Benefits website](#):

PERS Publications:

[PERS Comprehensive Annual Financial Report](#)
[Actuarial Valuation Reports and Supplemental to the Valuation Reports](#)
[Financial Statements](#)

TRS Publications:

[TRS Comprehensive Annual Financial Report](#)
[Actuarial Valuation Reports](#)
[Financial Statements](#)

To navigate to any division reports, follow these steps:

1. Go to the division's website at www.doa.alaska.gov/dr/
2. In the "Quick Links" column on the right, click on "[Publications](#)"
3. Click on the appropriate system, plan or fund.
4. Select the report you want to view.

If you prefer a hard copy of these reports, please contact the Division of Retirement and Benefits at (907) 465-5711.

Updated Forms and Brochures

The following forms and brochures have been updated since the last newsletter. Please be sure to use only the updated forms. Printing from the [Forms & Brochures page](#) on the division website will assure you always have the most current version.

Form No.	Description
	No forms/brochures have been updated since the July Employers' Edge.

We hope you find this employer newsletter helpful. If you have any questions or suggestions please feel free to contact us. Any feedback from you will be greatly appreciated. Click here for [past issues](#) back to 2008. Email any comments to the editor, [Barbara Kelly](#).

Accounting Section (907) 465-1444	Pension Adjustments Unit (907) 465-1400
Audit Section (907) 465-5707	Pre-Retirement Services Unit (907) 465-5700
Deferred Compensation Plan (907) 465-5700	Retiree Payroll Section (907) 465-1447
Dependent Care Assistance Plan (907) 465-4464	Retirement Processing Unit (907) 465-1477

Disability Unit (907) 465-1153	Supplemental Annuity Plan (907) 465-1600
Divorce/Dissolution Unit (907) 465-5699	Survivor Benefits Unit (907) 465-5695 or (907) 465-3369
Insurance Benefits Section (907) 465-8600	

Employers' Edge is published monthly by the
Alaska Division of Retirement and Benefits
State Office Building
333 Willoughby Avenue, 6th floor
PO Box 110203
Juneau, AK 99811-0203

Phone: (907) 465-4460; Toll Free: 1-800-821-2251; Fax: (907) 465-3086;
email: [Retirement & Benefits](#); TDD: (907) 465-2805