



Employers' Edge

Employer news from the
Alaska Division of
Retirement and Benefits

In This Issue:

- [A new approach to customer service](#)
- [Retirement & Benefits Fair coming to King Salmon](#)
- [Marketing the PERS/TRS Defined Contribution Retirement Plan](#)
- [Fiscal Year 2010 true-up should be complete](#)
- [Passwords and accessing eReporting](#)
- **Reminder:** [Using the toll-free 800 number for payroll contacts](#)
- [PERS & TRS publications available online](#)
- [Updated Forms and Brochures](#)
- [Who to contact](#)

July 2010 | Volume #63

A new approach to customer service

To improve our phone service and the speed and processing of customer requests, the Division of Retirement and Benefits (DRB) is creating a new Customer Service Center. Effective Monday, August 2, 2010, DRB Customer Service Center *phone* hours of operation will be Monday through Friday, from 10:00 a.m. to 3:30 p.m. Alaska time. (Office hours will remain 8:00 a.m. to 5:00 p.m. Alaska time Monday through Friday.)

During the Customer Service Center phone hours, the number of customer service representatives available on the phone will double. This will result 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 will be 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/drbcsc.html.

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

"Retirement & Benefits Fair" coming to King Salmon, September 24-25, 2010

The division continues to offer *Retirement & Benefits 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.

In addition to the King Salmon event in September, fairs are tentatively planned for Anchorage in November 2010, and for Bethel and Ketchikan in Spring 2011. The fair in King Salmon will be held at the Southwest Alaska Vocational & Education Center. Further details on the workshops to be offered at the King Salmon fair will be in the August issue of the *Employers' Edge*.

For more information on the King Salmon fair, contact Judy Hall, Regional Counselor, by email at judy.hall@alaska.gov or by phone, toll-free at 800-821-2251 or 465-4470 in Juneau.



Marketing the PERS/TRS Defined Contribution Retirement Plan

Division Retirement Section manager, Kathy Lea, and supervisor, Bernadette Blankenship, will meet with employers this September to discuss ways to successfully market the PERS/TRS Defined Contribution Retirement (DCR) Plan to prospective employees. The meeting schedule will be determined this month. If you would like to schedule a visit, please contact Kathy Lea by email at

Kathy.lea@alaska.gov or by phone, toll-free at 800-821-2251 (465-3226 in Juneau).

Fiscal Year 2010 true-up should be complete

Employers should have completed the Fiscal Year 2010 (FY10) true-up process by now. A majority of the year-end payrolls have been submitted and processed. The FY10 true-up includes the following contribution types:

- DCR Employer match (ER)
- DCR Employee mandatory contributions (EE)
- DCR Occupational Death & Disability (ODD)
- DCR Retiree Medical Plan (RMP)
- DCR Health Reimbursement Arrangement (HRA)
- Defined Benefits Unfunded Liability (DBUL)

Employers may use the *True-Up* tab in **eReporting** to complete this process. Completing this process is extremely important so that all members of the plans will have the correct account information.

If you have questions regarding the true-up process, call or email [your employer eReporting contact person](#).

Passwords and accessing eReporting

When you are prompted to change your password in eReporting, please remember that you must log out and then log back in after changing your password.

Your **eReporting** password is only for accessing **eReporting**, *not* your bank account information. Your bank account has a separate password to which the Division of Retirement & Benefits staff does not have access.

The Division of Retirement & Benefits requires a new log on ID for each individual needing access to **eReporting**. It is extremely important to let us know when you have an employee who terminates and no longer needs access. The access rights **MUST** be deleted immediately. [Call or email your payroll contact](#) for more information.

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/drb/
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
	TRS Working After Retirement (brochure)

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