

---

# Services for PERS Members

---

## Retirement and Benefits Online

To better serve our members, we established a website at [www.state.ak.us/drb](http://www.state.ak.us/drb) with a goal of providing easy access to information.

Members can communicate with PERS staff over the Internet and download PERS 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 PERS DB Plan account is available online through the Division of Retirement and Benefits website, [www.state.ak.us/drb](http://www.state.ak.us/drb). Go to the link, *My Account Information*, enter your PIN or apply for a new one on the Member Services logon screen. 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 PERS benefits in the different regions of the state of Alaska. Employees or employers interested in a seminar or workshop reviewing the provisions of the PERS or planning for retirement from the PERS 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 PERS

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

#### **Accounting Section**

Phone: (907) 465-1444

*doa.drb.accountingsection@alaska.gov*

- ◆ Address and personal information changes for terminated nonretired employees
- ◆ Contributions
- ◆ Indebtedness balance
- ◆ Indebtedness payments
- ◆ Refunds
- ◆ Service Corrections
- ◆ Credited service statements
- ◆ Statements of Account and account information
- ◆ Paying back refunded service

#### **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
- ◆ Optional Life insurance
- ◆ Long-term care coverage
- ◆ Medical coverage

### **Disability Unit**

Phone: (907) 465-4460

*doa.drb.disability@alaska.gov*

- ◆ Application for PERS disability benefits

### **Pension Adjustments Unit**

Phone: (907) 465-1400

*doa.drb.pensionadjustments@alaska.gov*

- ◆ Alaska Cost-of-Living Allowance (COLA)
- ◆ Post Retirement Pension Adjustments (PRPA)
- ◆ Tax-excludable information

### **Pre-Retirement Services Unit**

Phone: (907) 465-5700

*doa.drb.preretirementservices@alaska.gov*

- ◆ Benefit projections for members within 3–5 years of retirement;
- ◆ Claiming service
- ◆ Reinstating refunded service
- ◆ Retirement application packets
- ◆ Service credit and vesting

### **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 PERS.
- ◆ 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)

## Services for PERS Members

---

### Retirement Processing Unit

Phone: (907) 465-1477

*doa.drb.retirementprocessing@alaska.gov*

- ◆ Retirement application processing

### Survivor Benefits Unit

Phone: (907) 465-4460

*doa.drb.survivorbenefits@alaska.gov*

- ◆ Death and survivor benefit processing
- ◆ Beneficiary designations for active and deferred employees
- ◆ Beneficiary designation changes for retirees

## Writing the PERS

- ◆ 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 PERS

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, 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: 465-1443 or toll-free: **1-800-821-2251**  
Fax: (907) 269-0280

The PERS also maintains a field office located in downtown Anchorage. They assist members residing 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. 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 PERS is considered confidential. The PERS 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.

## **Services for PERS Members**

---

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 PERS may obtain membership lists containing names and addresses.