Update on Back Wage Adjustments

The pandemic continues to impact SERS operations. Early in the pandemic, building capacity was limited to between 20% and 50% of normal capacity, depending primarily on the severity of the local infection rate. More recently, building capacity was increased to 70%, and now due to the heavy retirement season and the backlog of adjustments and claims, this week we brought all staff back to the office full time. Staff will continue to work in the SERS office unless COVID infection rates require us to reduce headcount.

Through February 2022, staff will focus mostly on processing new benefit claims and ensuring those receiving benefits continue to receive a monthly benefit on time. Prior to switching our focus to new claims, we completed over 2,500 adjustments while working through these unique times.

We share in your frustration as we continue to work through thousands of recalculation, and we continue to work very hard to make sure all retirees receive the benefits they have earned. Retirees still owed an adjustment will be made whole back to their retirement date. Prior to the payment, a letter with the finalized details will be sent.

Please be assured that we want to complete all adjustments as quickly as possible and will dedicate our efforts after the current heavy retirement season to seeing this through. We are hopeful that we’ll be able to finish most, if not all, of the remaining back wage adjustments by the end of 2022. We will provide more frequent progress updates as we continue to work through the backlog. Your continued patience and understanding during this huge undertaking are greatly appreciated.