

# NewsFlash

*An electronic newsletter for SERS Retirement Coordinators*



## Call Center update

The Call Center is up and going successfully. We have been live for several weeks with our reps handling over 300 calls per day. We look forward to continuing success with the Call Center.

## Chicago office

Due to staffing changes, the Chicago office is by appointment only and will not be taking walk-in customers. *Please call 312-814-5835 to schedule an appointment.*

## Disability benefits

When a member is being paid a nonoccupational or occupational disability benefit by our office, they are also receiving service credit.

Remember: your employees must apply for disability benefits in order to receive them. For nonoccupational disability benefits, they should contact our office and file a nonoccupational disability application if they will be out of work for more than 30 days. For an occupational disability benefit, they should contact our agency as soon as they file for Workers' Compensation.

As the retirement coordinator, you may want to remind these employees about the application process. *If you or your employees have questions about the application process, contact SERS at 217-785-7444.*

## RC & signature designee reminder

When there is a change to a retirement coordinator or signature designee, it is very important to notify SERS of this change. The proper procedures need to be implemented to update these new personnel. *Contact Stephanie Staber with questions at 217-785-6979.*