



SERS' Call Center update

The call center will be live as of next Wednesday, May 23. Please direct your employees to call either 217-785-7444 or 312-814-5853. We are excited to offer this service to enhance our customer experience by reducing waiting times and provide faster answers to questions.

New resignation refund paperwork policy

Please send all resignation refund paperwork to Shelly Clardy until further notice, as Laura Carroll no longer works in the Refund Section. Any emails sent to Laura will **not** be forwarded to Shelly.

You can email the information to:

shelly.clardy@srs.illinois.gov.

Contact information:

Phone: 217-524-6965

Fax: 217-547-9737

Thank you for your assistance.