

PSERS is moving towards becoming more proactive in the processing of retirement benefits for our members such as trying to review accounts and completing all purchase of service and adjustments prior to an individual's retirement. PSERS is instituting a slight change to the way we handle benefit processing. We feel it is important to share this change with you. PSERS will be adding two exceptions to our current process beginning **12/2/2009**. When PSERS is processing retirement benefits for members and it appears that it requires an employer adjustment to the member's account the bolded steps below will be added.

When PSERS staff can identify an obvious adjustment that needs to be made by the employer to the member's account, such as moving "balance of contract" money to the correct year, so that a benefit can be processed, the following steps will occur:

- 1) An email will be sent to the business staff person identified for Monthly Reports or Retirements. This email will include the school year(s) in question, a description of the data discrepancy found during the review of the account, and PSERS' staff's analysis of the discrepancy and potential adjustment(s) needed to correct the account, with a request for a response within five business days.
- 2) If no response is received a second request will be made copying the Employer Service Center Representative and the business manager in case there are underlying concerns or issues regarding the adjustment that would need to be addressed, once again asking for a response within five business days.
- 3) **If there is still no response, PSERS will presume that our analysis of the account as stated in the original email is correct and PSERS will make the adjustments on the employer's behalf. A confirmation email will be sent to the employer to inform them that the adjustment(s) have been completed and that we will finalize the retirement benefit based on the adjusted data.**

At any time the employer may notify PSERS of any issues that the employer is facing and PSERS would work with the employer to resolve any problems prior to making a change.

If a retirement benefit is pending but PSERS does not have enough information available to know what adjustments or corrections need to be made to the account, the following steps will occur:

- 1) An email will be sent to the business staff person identified for Monthly Reports or Retirements. This email will include the school year(s) in question, a description of the data discrepancy found during the review of the account, and PSERS' staff's analysis of the discrepancy and potential adjustment(s) needed to correct the account, with a request for a response within five business days.
- 2) If no response is received a second request will be made copying the Employer Service Center Representative and the business manager in case there are underlying concerns or issues regarding the adjustment that would need to be addressed, once again asking for a response within five business days.
- 3) **If there is still no response, PSERS will send an email stating that the member has been mailed a letter from PSERS providing an explanation of the delay in finalizing their retirement benefits. This is being done to be responsive to member requests for a status on their benefit processing. A copy of the letter will be mailed to the business manager.**

At any time the employer may notify PSERS of any issues that the employer is facing and PSERS would work with the employer to resolve any problems prior to sending the letter.