

## COVID-19 Update

**Posted:**

March 31, 2020



At SURS we have adopted and adapted to new working conditions, but our members will see the same excellent service, delivery of benefits and fiduciary responsibility they have come to expect and deserve.

Although our offices are closed to the public and most of our staff is working from home to protect their health, we are providing full service to our members. All services and resources are available to members, except in-person contacts. Our staff has risen to the work challenges caused by the coronavirus outbreak and will continue to change and adapt when necessary.

**Benefit Checks Will Go Out on Time.** Our benefits teams are continuing to process and deliver existing retirement, survivor, death and disability benefits. All benefits checks will continue to be delivered to members and survivors on time. New claims and forms will be processed as quickly as possible.

**Our Call Center Is Fully Operational.** Our call center representatives are working remotely via our cloud-based phone system. They are available Monday, Tuesday, Wednesday and Friday from 8:00 am ? 4:30 pm CST and on Thursday from 9:00 am ? 4:30 pm CST to take your calls at 800-275-7877. You may also send your questions to SURS in a secure email via the Member Website (see more information below).

**Retirement Counselors Are Conducting Appointments Remotely.** Our counseling team has transitioned entirely to telephone appointments through April 30. If you have a previously scheduled in-person appointment during this timeframe a SURS counselor will call you on the scheduled date and time at the phone number in your file. If you would like to provide a different contact number, please send us a secure message via the Member Website or contact our Call Center at 800-275-7877. If you would like to cancel or reschedule an existing appointment, or schedule a new appointment, you may do so by logging into your member account at [surs.org](http://surs.org).

**Offering Webinars Instead of Seminars.** In-person retirement education seminars scheduled in April and early May have been cancelled. If you have registered and paid for a seminar, a refund check will be mailed to you. SURS is instead offering live and on-demand educational webinars. For current offerings, visit <https://www.surs.org/seminars-and-webinars> [1].

**SURS.ORG Is Being Updated Daily.** As we normally do, we are regularly updating our website with new information, forms and fact sheets on services, benefits, insurance, investments and state appropriations. Check the site for answers to your questions.

**Investments Are Safe.** SURS has a diverse investment portfolio designed to protect against market risk and produce steady returns over a long-term period. Member retirement benefits continue to be secure.

**SURS Secure Member Website Provides Member Information and Email Access.** We encourage members to use secure email messaging through SURS Member Website to ask important questions. We will respond to the email messages as soon as possible. Members may also use the secure website to view their account information, change their personal data, fill out and print forms, initiate a change to beneficiaries, and more.

Members who have not yet established a secure Member Website account, may do so by clicking on the gold Login button in the upper right-hand corner of the SURS website homepage and following the prompts.

We will keep members up to date as we continue daily internal planning sessions and swift adaptations to our changing circumstances.

**Remember?we are taking care of your benefits and we are just a phone call away!**

**Take care of your physical and mental health.**

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**Links**

[1] <http://surs.com/seminars-and-webinars>