



FRESNO COUNTY EMPLOYEES' RETIREMENT ASSOCIATION

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Retirement Administrator

DATE: June 29, 2015

TO: Members and Plan Sponsors

FROM: Donald C. Kendig, CPA
Retirement Administrator

SUBJECT: Implementation of Temporary Office Hour & Appointment Scheduling Adjustments

Due to significant staffing shortages and essential retirement activity backlogs, FCERA must take action to concentrate on its core mandates – retire active members timely and accurately and pay retirees timely and accurately.

As a result, effective Monday, July 6th, 2015, the FCERA office will be open for phone calls and scheduled appointments between **9 am and noon** and **1pm and 4pm** on normal work days (M-F). Staff will not be available for calls or appointments outside of these hours and will not be accepting walk-ins. During the hours of 8-9am and 4-5pm, staff will be keeping existing retirements current, and reducing the backlog of work that has resulted from implementing a new pension administration system.

Appointments will be scheduled for members who are ready to sign a retirement application. If you are not yet ready to sign your retirement application (within 60 days of retirement), please use the retirement benefits calculator available on FCERA's website to estimate your retirement benefit. It can be found here: <http://www2.co.fresno.ca.us/9200/calc.htm>. The calculator asks for your anticipated age at retirement, your years of service under each tier, and your projected annual salary.

We encourage you to review FCERA's website <http://www2.co.fresno.ca.us/9200/default.htm> for information on your retirement benefits. If you need assistance using the website, or locating information the website, email your questions to FCERAWebmail@co.fresno.ca.us and a representative will respond within five business days.

I apologize for any inconvenience this may cause you and anticipate full staffing within the next 12 to 24 months. Hours will be adjusted as staffing resources become available.