

UPDATE

RECORDS DELETED IN ERROR

The Governmental Accounting Standards Board requires TRS to have sufficient controls to ensure our Reporting Employers (REs) will report complete and accurate data. As part of this initiative, TRS will contact your institution once the Regular Payroll (RP) and Employment after Retirement (ER) reports reach a Complete status. Your RE Coach will confirm whether any RP and/or ER records were deleted, and, if so, explain why the deletions were valid.

TRS has discovered some REs have previously deleted some records in error, which may negatively impact members' annual statements and retirement benefits. Included below is an example of one of the most common scenarios when an RE has deleted an RP record in error:

- An employee is reported in the report month with more than one RP record but under the same position code. Instead of combining the data into one RP record under the same position code or correcting the position code for the RP records, the RE deleted the offending record. This would cause the member to be short on eligible compensation and contribution for the month.

Prior to deleting any records, please verify whether the data (eligible compensation, member contributions, employer contributions, hours worked, days worked, etc.) should still be reported.

COMING SOON: TRS NEEDS MEMBER INPUT ON TRS REGIONAL OFFICES SURVEY

ACTIVE MEMBERS ENCOURAGED TO PARTICIPATE IN SURVEY

Since customer service needs at TRS are increasing alongside the growth of our membership, TRS is exploring opportunities to expand our member service delivery options. One option includes TRS regional offices across the state. We recognize that traveling to Austin may be inconvenient for some members and retirees, depending on their location, and that our statewide events may not always fit with their schedules. These regional offices would provide a wide range of customer service support, the same as they would receive at our Austin headquarters, only at a more convenient location. At this time, we have not determined potential locations but will be considering various options in the near future.

Since inception in 1937, TRS membership has grown dramatically from 38,000 members to 1.6 million public education employees and retirees today. TRS' Benefit Services Division provides customer support to members on a daily basis, including face-to-face member service appointments in Austin and one-on-one counseling appointments in various cities across Texas. During fiscal year 2019, Benefit Counseling increased the number of office visit appointments from 10,000 to over 20,000. This effort was due to an increasing demand for member appointments with office visit counselors.

Please notify your employees that TRS will be sending them a survey soon to get their input on regional offices. We highly encourage them to participate as we value all comments and are always looking for ways in which we can better serve our members.

Thank you, and we look forward to hearing their feedback.

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TEAM PROGRAM UPDATE

As a reminder, the RE Portal that you have been using since October 2017 was only one phase of the TRS Enterprise Application Modernization (TEAM) Program. TRS has been working to release maintenance and enhancement items to improve your experience in the system since then.

As the TEAM project continues to evolve and we get closer to completion of phase 2 implementation, we want to ensure the highest quality product. In the coming months, in-house TRS staff will continue to work on enhancements that will benefit REs and members for years to come. We are aware that many of you have requested specific features and capabilities on the RE Portal. It's important to note that while our staff will continue to work diligently toward installing these requested features, there may be delays in implementing them, depending on the complexity of the request.

Thank you for your patience as we work toward developing the most modern, efficient technology solutions to better serve you.

KEEPING MEMBER ADDRESSES CURRENT WITH TRS

TRS no longer processes updates to member addresses through the submission of an *Employee Demographic Adjustment Record* (ED25) in the RE Portal. This means members are required to update their addresses with employers and with TRS.

A member's address of record is the address TRS uses to mail confidential information regarding a member's account and, if a member doesn't opt for direct deposit, TRS uses this address to mail benefit payments to members. For security reasons, a member is required to notify TRS of a change of address in one of three ways:

1. Written notice. This letter must contain the member's social security number or the member's TRS Participant ID number and the member's signature.
 2. *Change of Address Notification* form (TRS 358). Members may print this from the Forms page of the TRS website.
 3. Online as a registered user of *MyTRS*.
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UPCOMING TRS HOLIDAY CLOSURES

TRS will be closed on the following days:

- **Thursday, Dec. 18, 2019** starting at 2 p.m.
 - **Tuesday, Dec. 24-Friday, Dec. 27, 2019** in observance of the Christmas holiday
 - **Tuesday, Dec. 31, 2019** starting at noon
 - **Wednesday, Jan. 1, 2020** in observance of New Year's Day
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