Member Account Information

Personal Identification Numbers

Members will receive a unique Personal Identification Number (PIN) with their personalized new hire kit. Members should keep their original PIN throughout their FRS membership. They will need the PIN for three important reasons:

1. To log in to *MyFRS.com* the first time
2. To request a payout from their Investment Plan account
3. To reset their *MyFRS.com* account

PIN Reminders

The member can request PIN reminders anytime on *MyFRS.com* or by calling the MyFRS Financial Guidance Line, Option 4 (TRS 711). When a member requests a reminder, a PIN reminder will be generated and mailed to the member's address on file within two business days of the request. PIN reminders cannot be emailed or faxed to a member.

PIN Changes

Members can change their PIN as many times as they like on *MyFRS.com* or by calling the MyFRS Financial Guidance Line, Option 4. When changing a PIN, the member must choose a new six-digit number equal to or greater than 000001. The member will need their current PIN in order to change their PIN. PIN changes are processed immediately.

Beneficiary Designation

A beneficiary is a person who will receive a benefit from the Investment Plan in case of the member's death.

How to Designate a Beneficiary

Members can designate a beneficiary(ies) by completing the *FRS Investment Plan Beneficiary Designation Form (IPBEN-1)* or using the *online FRS Investment Plan Beneficiary Designation Form (IPBEN-1)*. The form is also available by calling the MyFRS Financial Guidance Line, Option 4; or by accessing a member's Investment Plan account through *MyFRS.com*.

The Investment Plan Administrator processes the designation as soon as administratively possible — the beneficiary designation generally takes effect the close of business on the day the designation is received.

If a married member designates a primary beneficiary other than the member's spouse, the member's spouse must sign the beneficiary designation form to acknowledge the designation.

Missing Beneficiary Designation

Until the member submits a beneficiary designation, the member's beneficiary will be set as "per Florida law," which establishes the beneficiary in the following order:

- The member's spouse, if living
- The member's surviving children, if any
- The member's father or mother, if living
- The member's estate

How to Review Current Beneficiary Designation

Investment Plan members can review their current Investment Plan account beneficiary(ies) by accessing their Investment Plan account through *MyFRS.com*, by calling the MyFRS Financial Guidance Line, Option 4, or by reviewing their Investment Plan Account Statement, which is mailed each quarter to their address on file.

Social Security Number Corrections

The Division provides Social Security number (SSN) corrections to the Investment Plan Administrator. As a security measure, the Investment Plan Administrator will not accept SSN changes directly from the member or the employer. A member's SSN can only be changed when the correction is received from the Division.

Name and Address

Process for Actively Employed Members

All active Investment Plan members must report any name and/or address changes to their employer. The Investment Plan Administrator cannot accept name or address changes directly from the member or employer. Changes are only accepted when the Division provides name and address corrections on the monthly retirement contribution file.

Process for Terminated Members

Name Change

The member must either request a Name Change Form from the Investment Plan Administrator (1-866-446-9377, Option 4) or send a letter to the Investment Plan Administrator, by mail (FRS Investment Plan, P.O. Box 785027, Orlando, FL 32878-5027) or by fax (1-888-310-5559). The letter should include the member's old name, new name, last four digits of their Social Security number, current address and telephone number, and a copy of the court order, marriage certificate, or driver license reflecting the new name. If the form/letter is in good order, the change will be made to the recordkeeping system.

Address Change

The member can log in to *MyFRS.com* or call the Investment Plan Administrator, at 1-866-446-9377, Option 4. For the member's security, a confirmation statement of the address change will be mailed within two business days to both the member's current address on file and the new address provided.

The employer is responsible for submitting current active member address updates on the monthly retirement report. The Investment Plan Administrator is responsible for maintaining the address on file for terminated Investment Plan members who have Investment Plan account balances.

Account Statements

The Investment Plan Administrator is responsible for preparing and mailing the quarterly Investment Plan Account Statements. The statements are mailed to the member's address on file approximately 25 business days after the quarter ends. Investment Plan members can also review and download their statements on *MyFRS.com* after they log in and select "Investment Plan" from the top toolbar.

A member who defaults into the Investment Plan as a result of not choosing a plan will automatically be enrolled in electronic delivery of quarterly statements to their email address on file. These members also will receive a printed annual statement for the prior year by mail to their home. To change their delivery preference, these members will need to log in to *MyFRS.com*.

Qualified Domestic Relations Orders

A Qualified Domestic Relations Order (QDRO) is a judicial order, entered as property division in a divorce or legal separation, which recognizes joint marital ownership of a retirement plan. Members must submit any QDROs to the Investment Plan Administrator, who will determine if the QDRO meets all necessary statutory requirements and is valid. Questions concerning current and pending QDROs and related issues should be directed to the Investment Plan Administrator by calling 1-866-446-9377, Option 4.