

## How to Report Leaves of Absence Online

FRS agencies can report leaves of absence for current or former employees through **FRS Online**. To do so:

1. Log in to **FRS Online**.
2. Select “Employer Services” from the left-side menu.
3. Click “Reporting.”
4. Select “Leave of Absence.”
5. Enter the leave of absence either by using an individual Social Security number or by uploading a data file (see screenshot below).
6. If the end date for the leave is unknown, enter a projected date. Once an official end date has been determined, you can return to this page and change the date.
7. If you like, you can also download a list of members you’ve reported as being on a leave.

The screenshot displays the 'Leave of Absence' reporting interface. It features a sidebar menu on the left with categories like 'My Account', 'Reporting', and 'Leave of Absence'. The main content area is divided into three sections: 'Submit Member Leave of Absence', 'Download Leave of Absence List', and 'Update Leave of Absence End Date'. Each section includes input fields for SSN, Name, Start Date, and End Date, along with 'Submit' and 'Help' buttons. A 'Browse' button is also present for uploading files.

Once the information has been submitted, the data will immediately be available in the Division’s employee historical retirement file. Alight’s records will be updated within two business days.

## For More Information About Online Reporting

Refer to the “Download Manual” located under Employer Services or by calling the Division of Retirement’s Contributions Section at 1-877-377-1266 (toll-free) or 850-907-6540 (local).

You must have permission from your agency’s Retirement Coordinator to access **FRS Online**, and your Retirement Coordinator must be set up in **FRS Online** to provide you with access.

If your Retirement Coordinator is not set up in **FRS Online**, contact the Division of Retirement’s Enrollment Section by calling 1-877-377-1266 (toll-free) or 850-907-6540 (local), or by sending an email to [Enrollment@dms.myflorida.com](mailto:Enrollment@dms.myflorida.com).



## How to Report a Termination Online

Termination dates must be included in the monthly retirement report for the month in which the termination occurs. If the termination date is not reported in the proper retirement report, it can still be entered online or by submitting a form (on an exception-only basis).

1. Log in to **FRS Online**.
2. Select “Employer Services” from the left-side menu.
3. Click “Reporting.”
4. Select “Termination Date.”
5. Enter the termination date either by using an individual Social Security number or by uploading a data file (see screenshot below).\*

\* The termination date cannot be uploaded until the month following the date the appropriate retirement report is submitted. For example, a termination in November should be included in the November payroll report, which is due by the 5<sup>th</sup> working day of December. If the termination date is not included in that report, it cannot be uploaded through **FRS Online** until January.

**NOTE:** This online feature should not be used as the primary method for reporting members' termination dates. It was designed primarily to assist agencies that did not provide termination information on the final retirement report for Investment Plan members who are eligible for distributions.

## To Enter a Termination Date by Mail or Fax

On an exception-only basis, you may report a termination date by submitting a completed **Employment Termination Form (ETF)** by mail or fax.

### Do:

- Have the form signed by your agency's designated Retirement Coordinator on file with the FRS or by an authorized signatory of your agency.
- Submit the ETF via U.S. mail or fax at 1-888-310-5559.

### Do Not:

- Do not submit this form any earlier than the 15<sup>th</sup> of the month prior to a member's distribution eligibility date.
- Do not submit this form if any of the following apply:
  - You can submit the termination date timely on the monthly retirement report or via **FRS Online**;
  - Member has not terminated ALL employment (including temporary, part-time, adjunct, or OPS position regardless of FRS eligibility) with all FRS participating employers; or
  - Member is continuing employment with your agency in any capacity (including temporary employment, OPS, etc.).

## The 2<sup>nd</sup> Election: A One-Time Opportunity

Certain FRS members have a one-time opportunity to change from their current FRS retirement plan to the other plan. That means they can transfer from the Pension Plan to the Investment Plan, or from the Investment Plan to the Pension Plan. This change is called a 2<sup>nd</sup> Election and it can be used only once during the member's career.

### Who Can Make a 2<sup>nd</sup> Election?

To make a 2<sup>nd</sup> Election, the member must be actively employed and earning salary and service credit when the enrollment form is received by the Plan Choice Administrator or when a valid online election is made.

A 2<sup>nd</sup> Election cannot be made if the member:

- Has already used his/her 2<sup>nd</sup> Election.
- Has retired.
- Is a member of DROP.
- Has terminated FRS-covered employment.
- Is on an unpaid leave of absence.
- Is an employee of an educational institution and is on summer break.
- Is a reemployed retiree with renewed membership on or after July 1, 2017.

Continues on next page.

### 2<sup>nd</sup> Election: From Investment Plan to SUSORP

An Investment Plan member who becomes eligible to participate in the State University System Optional Retirement Program (SUSORP) can choose to join that plan, but a direct transfer from the Investment Plan to the SUSORP can only be made if the member is in a mandatory SUSORP position. Other members must first transfer from the Investment Plan to the Pension Plan, and then to the SUSORP, as follows:

1. Use their 2<sup>nd</sup> Election (if available) to transfer first to the Pension Plan.
2. Pay any buy-in cost needed to transfer to the Pension Plan.\*
3. Enroll in the SUSORP.

\* The monies (including any out-of-pocket funds) used to transfer to the Pension Plan will not be transferred to the SUSORP account as an opening account balance.



## The 2<sup>nd</sup> Election: A One-Time Opportunity, continued

### How to Make a 2<sup>nd</sup> Election

**Online 2<sup>nd</sup> Election Choice Service.** To make a 2<sup>nd</sup> Election online, members should log in to [MyFRS.com](http://MyFRS.com) and select the 2<sup>nd</sup> Election Choice Service.

The election will be processed the same day if it is entered before 4:00 p.m. ET. This option is available only to members changing from the Pension Plan to the Investment Plan.

**Online Form.** Members can complete the **Online 2<sup>nd</sup> Election EZ Retirement Plan Enrollment Form** without logging in to [MyFRS.com](http://MyFRS.com).

Online forms submitted before 4:00 p.m. ET are processed within 24 hours and are effective on the date the election is submitted (excluding holidays).

**Hard Copy Form.** Members can download the **2<sup>nd</sup> Election EZ Retirement Plan Enrollment Form** or the **2<sup>nd</sup> Election Retirement Plan Enrollment Form**, complete it, and submit by mail or fax.

Members may also request the form be sent to them by contacting the FRS Plan Choice Administrator toll-free at 1-866-446-9377, Option 4 (TRS 711). The mailing address and fax number are on the form.

### Getting Help with a 2<sup>nd</sup> Election

To help eligible members make an informed decision about a 2<sup>nd</sup> Election, refer them to:

- 2<sup>nd</sup> Election Choice Service on [MyFRS.com](http://MyFRS.com)
- MyFRS Financial Guidance Line (1-866-446-9377, Option 2)
- [Is a 2<sup>nd</sup> Election Right for You? flyer](#)



## The Next Window to Verify Senior Management Service Class Starts July 1, 2020

The next window for local agencies to remove currently designated Senior Management Service Class (SMSC) positions from the class will be July 1 through December 31, 2020.

In anticipation of the upcoming window, each agency should review their SMSC Positions Report to verify its accuracy. This includes verifying that the correct position titles and corresponding numbers are designated and that the appropriate personnel are enrolled.

This SMSC review window was enacted by the 2015 Legislature via HB 565 ([Chapter 2015-149, Laws of Florida](#)). A new six-month window will be available every five years.

### How to View Your Agency's SMSC Positions Report

The SMSC Positions Report includes the positions already designated for SMSC participation, the position numbers, and the member currently filling each position. To view the report:

1. Log in to [FRS Online](#).
2. Select the "Agency Info" tab under the "Employer Services" module.
3. Select "SMSC Positions."

### Questions About Your SMSC Positions Report?

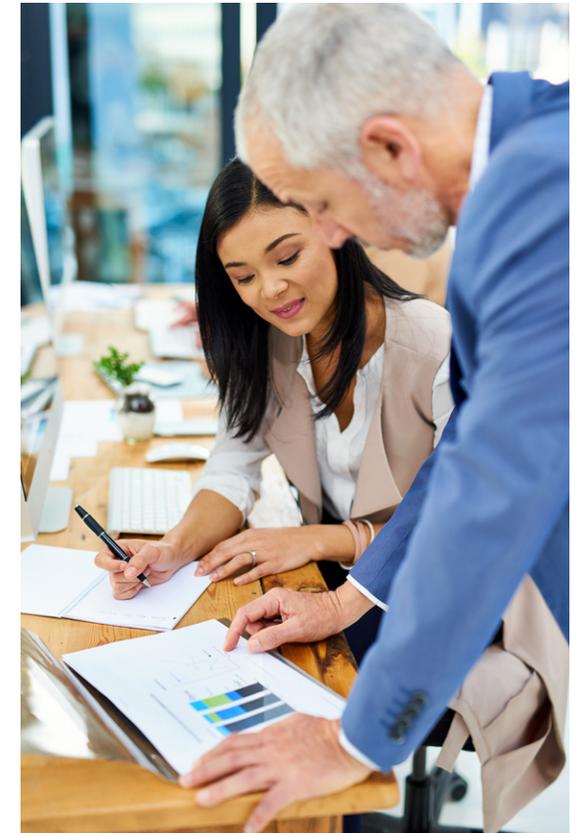
If you have questions regarding your SMSC Positions Report, please contact the Enrollment section.



**1-877-377-1266, Option 3**



**[Enrollment@dms.myflorida.com](mailto:Enrollment@dms.myflorida.com)**



## Procedures for Resolving Complaints from FRS Members

FRS members who are dissatisfied with the services of an Investment Plan or MyFRS Financial Guidance Program provider, have the right to file an FRS Investment Plan Request for Intervention.

Interventions may include unresolved customer service complaints involving services or transactions, allegations of misconduct, or allegations of misrepresentation. An investigation will be conducted and the State Board of Administration (SBA) will issue a final agency action letter (also known as a “final order”) detailing the SBA’s findings, any proposed resolution, and information on the next steps in the dispute resolution process.

For more information, download [How to File a Complaint Procedure Under the FRS Investment Plan](#).

### You Can View Prior Final Orders

You can view a list of **final orders** that have been issued by the SBA. The list is updated as new final orders are issued.

If you have any questions regarding the final orders, contact the SBA, as follows:



**850-413-1499**



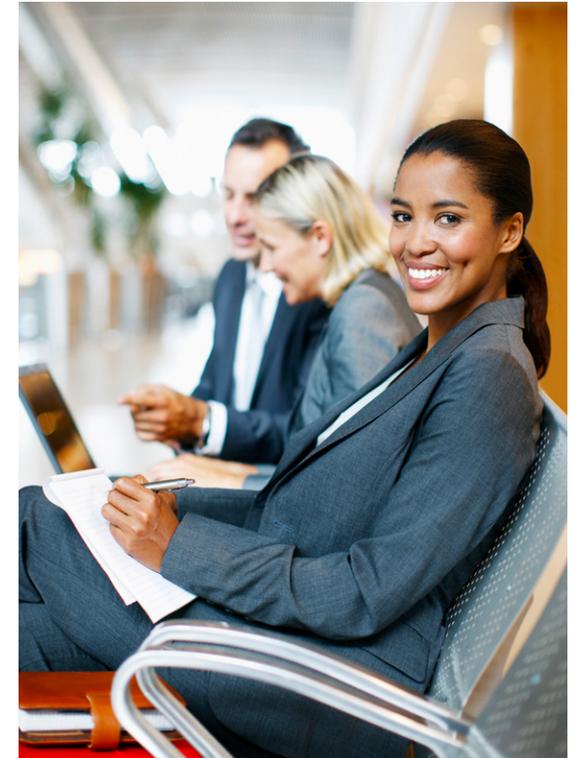
**[DefinedContributionPrograms@sbafla.com](mailto:DefinedContributionPrograms@sbafla.com)**



Investment Plan Complaint Resolution  
Office of Defined Contribution Programs  
State Board of Administration of Florida  
P.O. Box 13300 Tallahassee, FL 32317-3300



**850-413-1489**



## FRS Employer Training Workshops

Pension Plan and Investment Plan employer training workshops are offered both in person in Tallahassee and by live broadcast over the internet.

These workshops are presented by representatives from the Division of Retirement and the State Board of Administration. They are an excellent opportunity for you and your staff to receive an overview of the FRS plans and the various areas, functions, and processes that involve your agency and its employees.

### To register:

#### By phone:

1-866-377-2121, Option 1

Be ready to provide your name, contact information, the date and time of the workshop you want to attend, and the number of people from your agency who will be attending.

#### Online:

- Log in to the [workshop registration page](#).
- Select “Attend a Workshop.”
- Click “County.”
- In the drop-down menu, select either “EMPLOYER Webcast - Live Stream” (to attend online) or “EMPLOYER Workshop” (to attend in person). DO NOT SELECT THE COUNTY YOU LIVE/WORK IN.
- Click “Workshop.”
- In the drop-down menu, select “FRS Investment Plan - Employer Training” or “FRS Pension Plan - Employer Training.”
- Click “Next.”
- Select the date you want to attend.

You must register separately for each workshop you wish to attend.

### Upcoming Workshops

#### Pension Plan

8:30 to 11:30 a.m. ET

November 6, 2019

#### Investment Plan

1:00 to 4:00 p.m. ET

November 6, 2019

### Available on Demand!

Videos of the latest [Pension Plan](#) and [Investment Plan](#) workshops are available for you to watch any time online.



## Free Financial Planning Workshops for Employees

Workshops are free and unlimited for FRS members. Employees can attend in person in Tallahassee or from anywhere by webcast.

October 7	Using the FRS to Plan for Retirement	10:00 a.m. to Noon
October 7	Protecting Yourself and Your Loved Ones	1:00 to 3:00 p.m.
October 8	Nearing Retirement in the FRS	10:00 a.m. to Noon
October 8	Understanding the FRS Investment Plan	1:00 to 3:00 p.m.

ALL TIMES ARE ET

### Schedule a Workshop for Your Employees

Help your employees plan for their financial future by scheduling an FRS retirement planning workshop at your location. These workshops are conducted by experienced financial planners from EY and are free of charge to FRS members.

### Available in Spanish

Three employee workshops are available in Spanish. These workshops are led by an experienced EY financial planner who speaks fluent Spanish. Workshop slides are also in Spanish.

- Using the FRS to Plan for Retirement ([watch video](#))
- New Employee Retirement Plan Choice ([watch video](#))
- Nearing Retirement in the FRS ([watch video](#))

For details, visit the [online workshop page](#). To schedule a workshop, call the MyFRS Employer Assistance Line at 1-866-377-2121, Option 1.

### To register:

#### By phone:

1-866-446-9377, Option 2 (TRS 711)

#### Online:

- Log in to the [workshop registration page](#).
- Select “Attend a Workshop.”
- Click “County.”
- In the drop-down menu, select either “EMPLOYEE Webcast - Live Stream” (to attend online) or “EMPLOYEE Workshop” (to attend in person). DO NOT SELECT THE COUNTY YOU LIVE/WORK IN.
- Click “Workshop.”
- In the drop-down menu, select the workshop you want to attend.
- Click “Next.”
- Select the date you want to attend.

You must register separately for each workshop you wish to attend.

## Upcoming 1<sup>st</sup> Election Deadlines

To confirm a new hire's deadline, call the FRS Employer Assistance Line at 1-866-377-2121, Option 3, or refer to the member's benefit comparison statement.

Month of Hire	Enrollment Deadline at 4:00 p.m. ET
January 2019	September 30, 2019
February 2019	October 31, 2019
March 2019	November 27, 2019
April 2019	December 31, 2019
May 2019	January 31, 2020
June 2019	February 28, 2020
July 2019	March 31, 2020
August 2019	April 30, 2020
September 2019	May 29, 2020
October 2019	June 30, 2020
November 2019	July 31, 2020
December 2019	August 31, 2020

**If a retirement plan choice is not received by the 1<sup>st</sup> Election deadline, members initially enrolled in the FRS on or after January 1, 2018\* will default as follows:**

Membership Class	Plan Default
Special Risk Class	Pension Plan
All classes (except Special Risk Class)	Investment Plan

\* Also applies to members who were initially enrolled in the FRS prior to January 1, 2018, terminated employment during their initial election period without making an election, and return to FRS-covered employment on or after January 1, 2018.

## Ways to Submit a Retirement Plan Choice

Deadlines dates and times apply to all members, no matter how they submit their retirement plan choice.

- FASTEST**
  - Go to [ChooseMyFRSplan.com](https://www.choosemyfrsplan.com).
  - Call the MyFRS Financial Guidance Line at 1-866-446-9377, Option 4 (TRS 711). *Good option if the employee has questions.*
- Use the [online EZ Retirement Plan Enrollment Form](#).
- Fax a form to: 1-888-310-5559
- SLOWEST**
  - Mail a form to: Plan Choice Administrator, P.O. Box 785027, Orlando, FL 32878-5027
  - Forms are available on [MyFRS.com](https://www.myfrs.com).

## How to Keep FRS Members' Names and Addresses Current

All FRS members – active, inactive and retired – should keep their contact information current so they don't miss any important information from you or the FRS.

### Investment Plan Members

#### Active Employees

Submit your agency's monthly payroll report. Names and addresses are automatically updated on the FRS database when you do.

#### Inactive or Retired

See the online FAQ **"How can I change my name or mailing address if retired or terminated from the Investment Plan?"**

### Pension Plan Members

#### Active Employees

Submit your agency's monthly payroll report. Names and addresses are automatically updated on the FRS database when you do.

#### Inactive (Not Currently Employed)

For an address change, the member must either call the Division of Retirement, or scan, mail, or fax a signed and dated letter to the Division of Retirement.

#### Retired and Receiving a Benefit

For an address change, have the member log in to their FRS Online account, call the Division of Retirement, or send a signed letter or **Form ADDCH-1** to the Division of Retirement by mail or fax.

For a name change, the member must mail or fax a signed letter to the Division of Retirement. The letter must be accompanied by a copy of the court order, marriage certificate, or driver license reflecting the member's new name.

## How to Reach the Division of Retirement



Division of Retirement,  
P.O. Box 9000,  
Tallahassee, FL 32315-9000



850-410-2010



1-844-377-1888 (toll-free) or  
850-907-6500  
(Tallahassee local calling area)



## Need to Add a Subscriber?

If you know a co-worker who should receive this newsletter, send an email to [walter.kelleher@sbafla.com](mailto:walter.kelleher@sbafla.com) with the co-worker's name, title, agency name, and email address.

## Resources

### FRS Employer Assistance Line

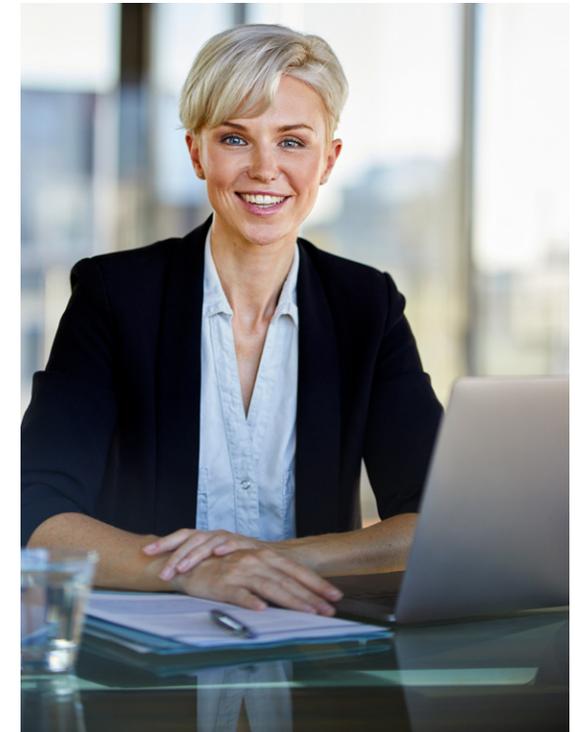
1-866-377-2121 (toll-free)

EY and Alight Solutions representatives are available from 9:00 a.m. to 8:00 p.m. ET, Monday through Friday, except holidays.

Division of Retirement staff are available from 8:00 a.m. to 5:00 p.m. ET, Monday through Friday, except holidays.

### MyFRS.com Resources

- **Alerts & Hot Topics** — Keep up with the latest legislation and more
- **Contribution Rates** — See “Retirement and Health Insurance Subsidy (HIS) Contribution Rates”
- **Employer Forms** — Current forms available to print on demand
- **Employer Handbooks** — Technical guides for Retirement Coordinators, payroll staff, and others who have FRS responsibilities
- **FAQs** — Frequently asked questions and glossary
- **Helpful Websites** — Links to agencies, departments, and other resources
- **Laws and Rules** — Florida Statutes and Administrative Code governing the FRS
- **Order Materials** — Online catalog of printed materials that you can order free of charge
- **Public Records** — State Board of Administration and Division of Retirement Public Records Policy
- **Publications** — All available online publications
- **Request for Intervention/Final Orders** — Interventions may include unresolved customer service complaints and allegations of misconduct or misrepresentation
- **Videos** — New hire, educational, and training videos



### Quick Tip for Avoiding Outdated FRS Forms

FRS forms are routinely updated throughout the year. To use up-to-date forms and save paper, go online to download and print the forms as you need them.