

CERT Form Updated

The **FRS Employment Certification Form** (CERT FORM) was recently updated due to a recent increase in complaints from FRS members with previous FRS service who return to FRS employment and don't believe they must make a retirement plan election.

For example, Mary participated in the FRS from January 1998 to July 2001. She was a member of the Pension Plan because that was the only retirement plan available at that time. Mary returns to FRS employment in October 2021. Because she never had an opportunity to choose between the Pension Plan and Investment Plan, she is provided an election window, a new hire kit, and seven election deadline reminders. Because Mary was previously enrolled in the Pension Plan, she does not think this election applies to her. She ignores the reminders, does not make an election, and is defaulted into the Investment Plan. When Mary is notified that she is an Investment Plan member, she files a complaint, indicating she should not have had to make an election to remain in the Pension Plan.

New hires with no active retirement plan election on file will have an election period established, even if they are previous FRS participants. They will be sent a new hire kit and receive election reminder notifications. They must make an active election or they will be defaulted into the Investment Plan (Pension Plan, if Special Risk).

If you have an employee who reaches out to your office with any questions on whether an election is required or not, please have them call the MyFRS Financial Guidance Line toll-free at 1-866-446-9377, Option 2 (TRS 711), and speak with an EY financial planner.

Not Certifying New Employees Could Cost You

Your organization and the member may be jointly liable for the repayment of any retirement benefits paid if you hire a retiree in violation of the termination requirements or reemployment after retirement provisions.

To certify that your new hires have not retired¹ from any State of Florida-administered retirement plan nor concluded participation in the Deferred Retirement Option Program (DROP) within the preceding 12 calendar months,² require them to sign and date an **FRS Employment Certification Form**. Keep the signed form in the employee's personnel file. Do not send it to the FRS unless you are asked to do so.

If you have any questions, please call the MyFRS Financial Guidance Line toll-free at 1-866-446-9377, Option 2.

¹ An employee is considered retired if they have received any benefits (other than a withdrawal of employee contributions) under the Pension Plan, including DROP, or if they have taken any distribution (including a rollover or refund of employee contributions) from the Investment Plan, or other state-administered retirement programs offered by state universities (SUSORP), state community colleges (SCCSORP), state government for senior managers (SMSOAP), or local governments for senior managers.

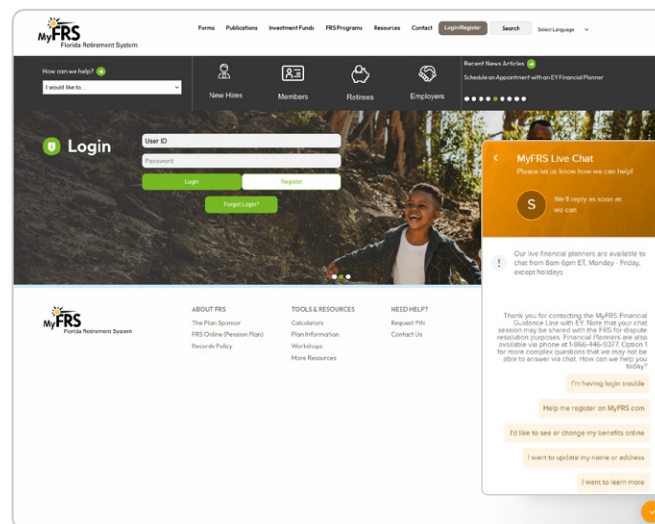
² See the following reemployment tables for specific reemployment dates: [Pension Plan Reemployment Table](#), [Investment Plan Reemployment Table](#), [DROP Reemployment Table](#), [SUSORP, SMSOAP & SCCSORP Reemployment Table](#).

Electronic PIN Reminders Coming Soon!

Currently, FRS members who need a **PIN reminder** to access **MyFRS.com** receive the reminder solely via U.S. mail and the PIN usually takes 5-7 business days to receive. Based upon member feedback, we will be rolling out electronic PIN reminders in early October. Members will have the option to receive the PIN reminder either by email, cell phone, or U.S. mail. Members who want to receive the PIN via email or cell phone will need to be verified, successfully answer several security questions, and have their email address or cell phone number verified. If the member passes these three items, we will immediately text or email the PIN to the member. If the member fails, the only option will be to receive the PIN via U.S. mail.

New Online Chat Now Available

In mid-August we rolled out a new online chat service on **MyFRS.com**. The new chat service uses Artificial Intelligence that can answer most member questions quickly and can “learn” better ways to provide responses the more it is used. Members will still have the option to chat live with an EY financial planner.



Default FRS Retirement Plan

Prior to January 1, 2018, the Pension Plan was the default retirement plan for all new hires that did not make a retirement plan election by their deadline date. Effective January 1, 2018, the default FRS retirement plan changed, as follows:

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



FRS Employer Survey Results

In May 2022, the FRS conducted a survey of FRS employers to determine employer satisfaction with the MyFRS Financial Guidance Program (including MyFRS, EY, and Aight Solutions). More than 140 employers responded to the survey.

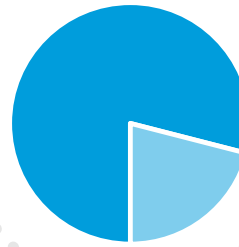
Survey Highlights

86%
were extremely satisfied/satisfied with the overall quality of services they received from Aight Solutions*



* FRS Investment Plan Administrator

79%
of employers were extremely satisfied/satisfied with the information available on [MyFRS.com](https://www.myrfs.com) to assist in answering members' questions



93%
were extremely satisfied/satisfied with the overall quality of the MyFRS Financial Guidance Line, education, and workshop services

Survey Comments and FRS Responses

The employer survey asked what the FRS could do better. Below are some of your suggestions along with responses from the FRS.

What Can the FRS Do Better?	FRS Response
Get rid of the process by which every employee needs their PIN to set up their account. They should be able to set up their account by using the last five digits of their Social Security number and their last name.	We require a PIN to access MyFRS.com because it adds another layer of security to member accounts. Also, PIN numbers are required of Investment Plan members who call Aight to request a distribution from their account. We will start offering PIN reminders electronically starting in October (see the article "Electronic PIN Reminders Coming Soon!" on page 2 for more information).
The FRS workshops that are offered are normally during the school day and employees cannot attend. Could they be offered after the school day ends?	Yes, we can provide workshops for your employees after regular work hours. To schedule an in-person workshop or live webinar for your employees who are FRS members, please reach out to Angela Ko by email at Angela.Ko@ey.com or by telephone at 201-872-0176.

FRS Employer Training Workshops

FRS employer training workshops 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, your 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:

- Go to the [workshop calendar](#).
- Locate the employer workshop you want to attend (in-person or via Zoom), then register.
- You will receive a confirmation email after registration. Zoom registrants will also receive a reminder email the day prior to the webinar date.

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

Upcoming Workshops

Pension Plan

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

November 14, 2022

Investment Plan

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

November 14, 2022

Note: The workshops originally scheduled for November 9 have been moved to November 14.



Free Financial Planning Workshops for Employees

The following live workshops are free and unlimited for FRS members. To schedule an in-person workshop or live webinar for your FRS employees, please reach out to Angela Ko by email at Angela.Ko@ey.com or by telephone at 201-872-0176.

October 3	Social Security and Your Retirement	10:00 a.m. to Noon
October 3	Understanding Your Benefits Under the FRS Pension Plan	1:00 to 3:00 p.m.
October 4	Nearing Retirement in the FRS	10:00 a.m. to Noon
October 4	Group Health Insurance (state employees only)	1:00 to 3:00 p.m.

ALL TIMES ARE ET

To register:

By phone:

1-866-446-9377, Option 2

Online:

- Go to the [workshop calendar](#).
- Locate the employee workshop you want to attend (in-person or via Zoom), then register.
- You will receive a confirmation email after registration. Zoom registrants will also receive a reminder email the day prior to the webinar date.

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



Upcoming 1st Election Deadlines

Making an active retirement plan choice by the election deadline is the best way for members to ensure they participate in their preferred plan. Members should be encouraged to make an active election even if the default is to their preferred plan. Any members receiving a new hire kit and election reminder are in their retirement plan choice period and must make an active election or they will be defaulted into the Investment Plan (Pension Plan, if Special Risk).

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

What Happens If a Member Misses the Deadline?

A member whose retirement plan choice is not received by their 1st Election deadline will be enrolled in the default plan based on their membership class as shown at right.

What About Members with Prior Pension Plan Service?

The plan defaults shown at right apply to any members who had not submitted a retirement plan choice prior to January 1, 2018 or did not have a plan choice period – even if they were previously enrolled in the FRS. Here's an example:

- **April 1, 1999** – The member initially enrolls in the FRS. (At that time, the Pension Plan was the only retirement program available, so no retirement plan choice was made.)
- **May 2001** – The member terminates employment.
- **February 1, 2022** – The member returns to work. (The enrollment deadline based on the member's month of hire is October 31, 2022, by 4:00 p.m. ET.)
- **October 31, 2022** – No election is received for this member.
- **November 1, 2022** – The member will be enrolled in the default plan based on their membership class. If enrolled in the Investment Plan, the member's prior Pension Plan service will be transferred to the Investment Plan as an opening account balance, which is subject to the Pension Plan's vesting provisions.

Plan Defaults¹

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

1st Election Deadlines

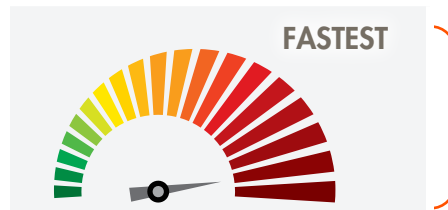
Month of Hire	Enrollment Deadline ²
January 2022	September 30, 2022
February 2022	October 31, 2022
March 2022	November 30, 2022
April 2022	December 30, 2022
May 2022	January 31, 2023
June 2022	February 28, 2023
July 2022	March 31, 2023
August 2022	April 28, 2023
September 2022	May 31, 2023
October 2022	June 30, 2023
November 2022	July 31, 2023
December 2022	August 31, 2023

¹ Applies to members initially enrolled in the FRS on or after January 1, 2018.

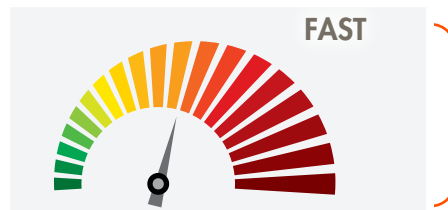
² By 4:00 p.m. ET.

ChooseMyFRSplan.com Is the Fastest Way to Submit a Retirement Plan Choice

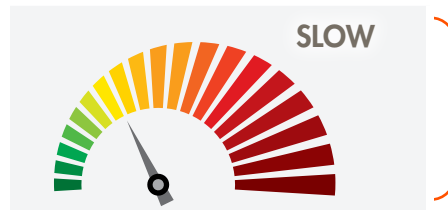
Here are some additional options from next fastest to slowest:



Call the MyFRS Financial Guidance Line at 1-866-446-9377, Option 4 (TRS 711). *This is a good option if the employee has questions.*

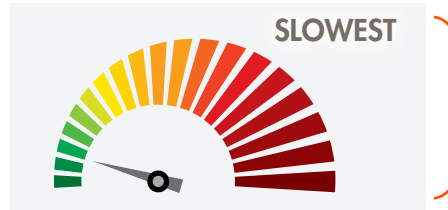


Submit the [online EZ Retirement Plan Enrollment Form](#).



Submit the hard copy form available on [MyFRS.com](#):

By Fax: 1-888-310-5559



By Mail:
Plan Choice Administrator
P.O. Box 785027
Orlando, FL 32878-5027

EY Is Our Exclusive Financial Planning Partner

The FRS has a contract with EY to provide all FRS members free, unbiased financial planning and counseling services. EY does not sell any investment or insurance products. No other financial planners, financial institutions, or firms are affiliated with or endorsed by the Florida Retirement System, by Alight Financial Solutions, or by Alight Solutions, the Investment Plan Administrator.



Help Keep All Members' Names and Addresses Current

Encourage your inactive and retired FRS members to keep their contact information current so they don't miss any important information from you or the FRS.

Investment Plan Members

Active Employees

Names and addresses are automatically updated on the FRS database when you submit your agency's monthly retirement report.

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

Names and addresses are automatically updated on the FRS database when you submit your agency's monthly retirement report.

Inactive (Not Currently Employed)

Address Change – Call the DMS, Division of Retirement.

Retired and Receiving a Benefit

Address Change – The retiree can log in to their FRS Online account at frs.fl.gov to update their address. If you have questions, call the DMS, Division of Retirement.

Name Change – The member must **mail or fax** a signed letter to the DMS, Division of Retirement. The letter must be accompanied by a copy of the court order, marriage certificate, or valid driver license reflecting the member's new name.

How to Reach the DMS, Division of Retirement



Department of Management
Services, 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)




Keep Members' Beneficiaries Current

Encourage your Investment Plan and Pension Plan members to keep their beneficiaries current so their benefits (if any) are passed to their named beneficiaries upon their death.

Investment Plan Members

Investment Plan members have four options for submitting their beneficiary information:

1. **Online FRS Investment Plan Beneficiary Designation form** on **MyFRS.com**. (Accessible without login)
2. Logging in to **MyFRS.com** and clicking Investment Plan, then clicking on the "profile"  icon on the top right of the page, then selecting "Beneficiaries" from the drop-down menu.
3. Mailing or faxing an **FRS Investment Plan Beneficiary Designation form (IPBEN-1)**, available online, to the Investment Plan Administrator.
4. Calling the MyFRS Financial Guidance Line at 1-866-446-9377, Option 4.

Pension Plan Members

Employers can access two reports on FRS Online that identify active Pension Plan members missing a beneficiary designation. Please review these reports regularly and direct your employees to name a beneficiary through their FRS Online account.

Active or Inactive Employees

The member can view or update their beneficiary designation at any time using their FRS Online account at frs.fl.gov.

Retired and Receiving a Benefit

The retiree can view their current beneficiary designation and learn how to change their beneficiary designation at any time using their FRS Online account at frs.fl.gov.

Help Keep Your Co-Workers Informed

If you know a co-worker who should receive this newsletter, send an email to 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 8:00 a.m. to 6:00 p.m. ET, Monday through Friday, except holidays.

DMS, 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

- [Recent News Articles](#) — Keep up with the latest legislation and more
- [Contribution Rates](#) — See “Retirement and Health Insurance Subsidy (HIS) Contribution Rates”
- [Employer Forms](#) and [General 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 Links/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 DMS, 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

Are You Using Outdated FRS Forms?

FRS forms are routinely updated throughout the year. To use up-to-date forms and save paper, go to the [Forms section on MyFRS.com](#) to download and print the forms as you need them.

