



We're Here to Help

Carina Moreno, TCDRS Member Services Field Representative

Tim Krause, TCDRS Employer Services Representative

Overview

- Tailored services for TCDRS members
- Online resources for members
- Guidance for TCDRS employers
- Online resources for employers



Serving Our Members



Serving Our Members

Services for TCDRS members:

- Call center with knowledgeable staff
- Analysts ready to process requests
- Targeted webinars
- Online benefit counseling sessions at **TCDRS.org/OnlineCounseling**

MEMBER SERVICES FIELD REPRESENTATIVES

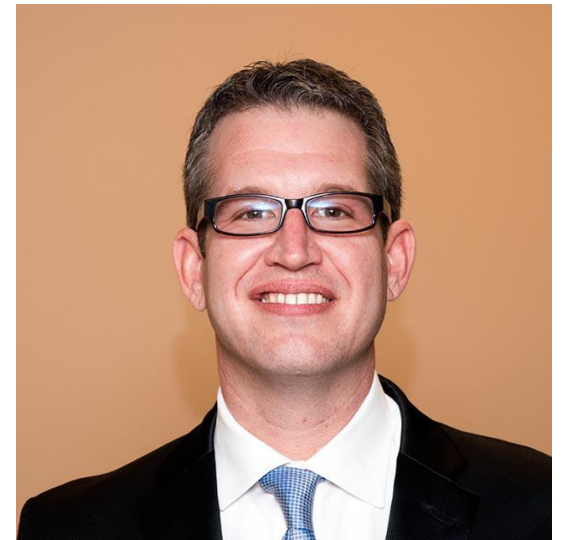
**TERRY
O'CONNOR**
DIRECTOR OF
MEMBER SERVICES



LISA IDAÏS



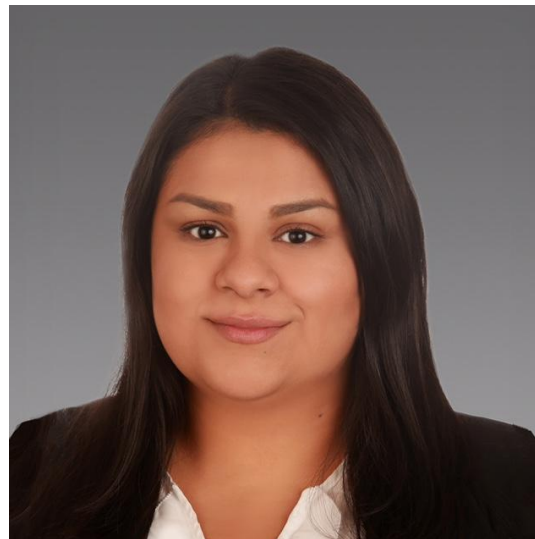
CYNTHIA GONZALES



RICHARD ASHCRAFT



ERIC HANKE

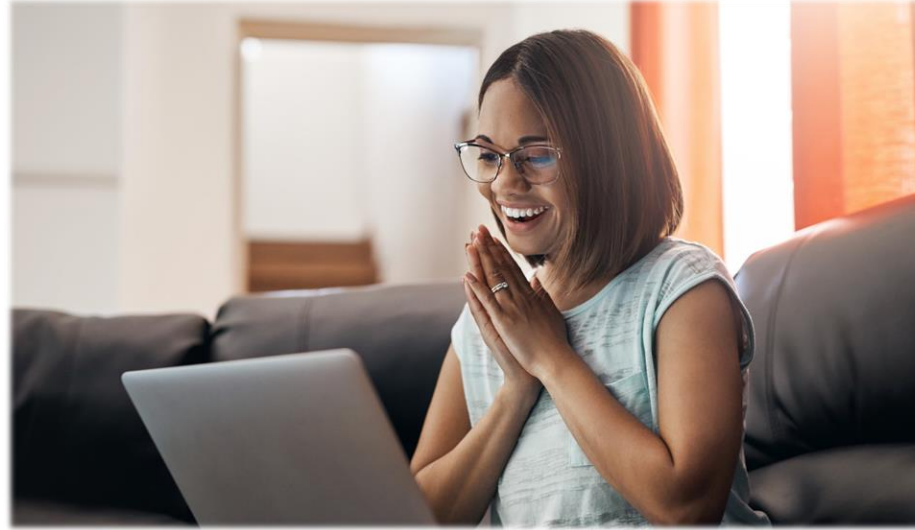


CARINA MORENO



STEVE REITZ

Reaching Out To Members



- Tailored emails and newsletters
- Milestone notifications
- Personal online benefit counseling sessions



Online Resources for Members



Website Resources

- Get a new hire overview at **TCDRS.org/NewHire**
- Find out exactly how the plan works at **TCDRS.org/ThePlan**
- See planning videos and helpful resources at **TCDRS.org/Library**

Encourage Your Employees to Register Online

- At **TCDRS.org**, your employees can:
 - Claim their account
 - Update beneficiaries
 - Watch their account balance grow
 - Estimate their future benefit payment
 - Apply for retirement



Services for Employers



The Annual Plan Decision Cycle

January thru April:

Actuaries perform plan valuation

May thru December:

Employers make plan decisions



How We Can Help

Your Employer Services Representative Can:

- Present to governing boards or commissioners courts
- Provide rate information and analysis
- Offer customized studies to help you make informed decisions

We create special studies that examine how benefit changes could impact your employees and your plan cost.

EMPLOYER SERVICES REPRESENTATIVES

KIM KIZER

TCDRS DIRECTOR OF
EMPLOYER SERVICES



AMY CAMPBELL



KRISTINA FOX



ERIKA AGUIRRE



RALPH WALLACE



ROXANNE ALDRIDGE



TIM KRAUSE



Online Resources for Employers



Online Resources for Employers

TCDRS.org/Employers provides:

- Overview of how to administer and manage your plan
- Resources for assisting your employees
- A link to Spanish resources

The Plan Administration page has helpful training guides, tips and FAQs.

Monthly Reports

We offer many useful reports that are updated monthly.

- These reports can help you learn more about your **workforce** in preparation for plan decisions
- They can also assist you with **number crunching** for future planning

Monthly Reports

Missing Last Date of Employment

- Shows non-depositing employees who don't have a last date of employment on file.

Employer Account Statement

- Lists all transactions posted to your TCDRS account in the previous month.

New Member Listing

- Displays employees who made their first TCDRS deposit in the previous month.

Retirees and Beneficiaries

- Includes current retirees and beneficiaries who received benefit payments the previous month.

Dynamic reports

New Retirements

- See who has applied for retirement
- Displays retirement dates up to six months in the past or six months in the future

New Withdrawals

- Find out who has withdrawn their account
- Includes withdrawal dates up to six months in the past or six months in the future

Questions?



800-651-3848
employerservices@tcdrs.org