



We are ready when you need us.

PERSONAL SERVICE FROM THE RSA



By Phone



In Person



Online



Whether you are a teacher, bus driver, state or local employee, judge, or state policeman, the RSA provides a number of personal services and educational opportunities for our members. This information is a **guide to keep** for those times you need to contact the RSA either *by phone, in person, or online.*

Personal service for RSA members

BY PHONE

Member Services Representatives in our Contact Center are available during normal working hours to provide any assistance you need. Our staff is trained to answer your questions the first time you ask. If follow-up is necessary, a staff member will get back to you in a timely manner to solve your problem or concern.

IN PERSON

Our staff is available in Montgomery and various locations around the state to provide a variety of services and educational opportunities for you to receive the best information to make the right decisions about your retirement.

ONLINE

The RSA is available whenever you want and wherever you are by simply going online. You can find answers to many of your questions—without picking up the phone or visiting in person—right on your computer.

PERSONAL SERVICE AND YOUR PID

Because we are committed to providing exceptional service and securing your personal information, the RSA will be sending you a notification through the mail by the end of May that will include your individually assigned **personal identification number (PID)**. The PID can be used as an alternative to providing your Social Security number for all communications with the RSA and will allow for quicker access to your account information.

PHONE

877.517.0020
334.517.7000

FAX

877.517.0021
334.517.7001

EMAIL

Member.Services@rsa-al.gov

WEB SITE

www.rsa-al.gov

MAIL

THE RETIREMENT SYSTEMS OF
ALABAMA
P.O. Box 302150
Montgomery, AL 36130-2150

LOCATION

201 South Union Street
Montgomery, AL

BUSINESS HOURS

8:00 am—5:00 pm
Monday—Friday

State and local employees who have health insurance with the State Employees' Health Insurance Plan (SEIB) can contact them at 866.836.9737 or 334.263.8341. You may visit them online at www.alseib.org. SEIB is located in the RSA Headquarters building.



We know your time is valuable, so we want to make your experience with the RSA

Quick, Easy, and Informative.



**877.517.0020 or
334.517.7000**



The RSA Member Services Contact Center is available to receive all incoming calls during business hours to give you the personalized service you deserve. That's Right! No more having to listen to voice recorded menus or searching for the correct person or department. Our Member Services Representatives will assist you with your benefit questions and direct you to other RSA staff as the need arises.

Throughout your career you will need information about your retirement or health care benefits. Most of these questions can be handled over the phone. You are always welcome to make an appointment to visit us, but by phoning first, you may save time as well as a trip to Montgomery. Here are a few services you may need throughout your career. ►

When you phone to request a retirement estimate **HAVE READY:**

- Social Security number **or** Personal Identification number (PID)*, birth date, address and phone number
- If you are a member of TRS, your unused sick leave days
- Projected retirement date
- Beneficiary information

The counselor will research your employment history and prepare your audited estimate. This information will be mailed to you. If you have further questions, you can phone again or make an appointment to see a counselor in person.

***PERSONAL IDENTIFICATION number (PID)**
To protect your account information, the RSA will be sending you a PID number to use when contacting the RSA or registering online.

EARLY CAREER

- Enrolling into the RSA-1 Deferred Compensation Plan
- Changing from single to family health care coverage with PEEHIP
- Adding a dependent to your health care coverage

MID-CAREER

- Attending a Control Your Money Game seminar
- Requesting a new PEEHIP ID card
- Requesting a balance for your RSA-1 or retirement account
- Having someone explain your account statements
- Purchasing additional service credit
- Verifying student status of your dependents

PLANNING FOR RETIREMENT

- Attending a Retirement Preparation seminar
- Enrolling in DROP
- Requesting an audited retirement benefit estimate based on your projected retirement date
- Making a change in beneficiary
- Discussing the retirement process and forms
- Requesting PEEHIP insurance deduction for retirement
- Requesting help with RSA-1 distribution forms

RETIREE

- Reporting a death of a RSA member
- Reporting a lost or stolen check
- Changing RSA-1 distributions



WE ARE READY WHEN YOU NEED US

Making decisions about retirement is serious business – especially today. You are making decisions which will impact the rest of your life and in most cases, your beneficiary's life. If you are unable to have all your questions answered over the phone, you can easily meet with our counselors in person.

We offer our members opportunities to meet with RSA counselors at our headquarters building in Montgomery, as well as locations throughout the state. The RSA also offers many educational opportunities through our retirement and mid-career seminars at convenient locales around Alabama.



At RSA Headquarters in Montgomery

Phone the RSA Member Services Contact Center and make an appointment to see a counselor or counselors at our Montgomery headquarters. The RSA Counseling Center is located on the first floor off our main lobby.

A Member Services Representative will help you select the best time for your appointment and ask for information pertaining to your requests. This will allow our counselors time to research your work history and other data before your appointment date.

TIP: It is important to let us know any questions you may have about your ERS or TRS retirement benefits. This way we can schedule more than one counselor from RSA-1 or PEEHIP if necessary. **Remember your PID number for easy account access.**

ADVANTAGES OF MAKING AN APPOINTMENT THROUGH THE MEMBER SERVICES CONTACT CENTER

- We know your time is valuable, so making an appointment saves you from waiting. Walk-ins may have to wait for an opening to meet with a counselor. This could take time.
- Meet with a counselor at the scheduled time.
- Enhanced parking spaces will be available.
- If you need special assistance with handicapped parking and entering the building, please notify us when you make the appointment.
- May request a specific counselor.
- Counselors will already have your paperwork prepared prior to your arrival.



Throughout Alabama

Even though you think you have a firm handle on this retirement business, you still need to register and attend one of our seminars offered by our Field Services Division to double check your facts.

OTHER REASONS TO VISIT MEMBER SERVICES

- Drop off or pick up forms or publications
- Make a health care premium payment
- Drop off a registration form for one of our educational seminars.
- Make an appointment in person.

If you have questions about any of the seminars or would like to arrange for an RSA Field Rep to visit your place of employment, please call **Field Services at 877.517.0020**. Field Services also schedules twenty-minute field appointments for members to meet with an RSA counselor at various locations around the state. Visit the RSA Web site for the schedules of these programs.

RETIREMENT PREPARATION SEMINARS (Ret Prep)

- For members within 5 years of retirement eligibility. [Members with at least 20 years of service at any age or at least age 55 with at least 5 years of service.]
- Full day – comprehensive program covering all aspects of retirement.
- Members attending will receive an estimate of their benefits.
- Opportunity to ask and hear questions from other members.

CONTROL YOUR MONEY GAME... You're Not There Yet! (Early to Mid-Career)

- For all members who do not qualify for the Ret Prep Seminar.
- One half-day program packed with a lot of information.
- Helps to get members on the right track toward retirement.



www.rsa-al.gov

The RSA is available to you whenever you want and wherever you are by simply going online at www.rsa-al.gov. Many times the information you need can be found online without picking up the phone or making an appointment to visit our headquarters in Montgomery.



BENEFITS AND PLAN INFORMATION

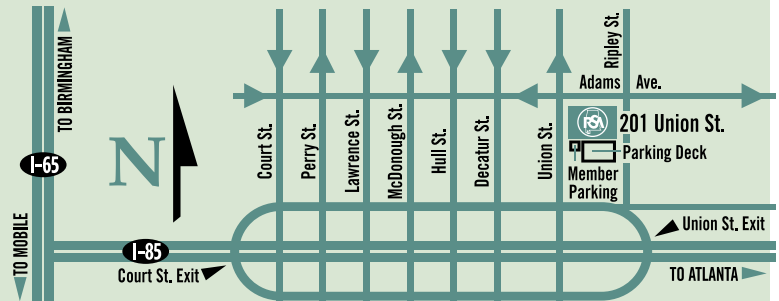
- Publications and Forms for download
- Retirement Calculators
- Seminar schedules and registration packets available for download
- Legislative News and Updates
- RSA Investment Performance
- RSA-1 Earnings
- Benefit Information for ERS, TRS, JRF, PEEHIP and RSA-1 Members
- Retiree Information

ONLINE SERVICES

- Secure registration
- Your PID number will be required for online registration.
- View and update your address
- View current PEEHIP coverages
- During Open Enrollment, PEEHIP members can change coverages, enroll in coverages, enroll in flexible spending accounts, update student dependent status, plus much more.
- The RSA is currently working on allowing members to view their TRS, ERS, or RSA-1 accounts online.
- Employer information

MAP & DIRECTIONS

Free parking is available next to the RSA headquarters building and in front of the RSA parking deck. Stay in the right lane on Union Street. Parking is **before** the RSA building. Signs will be posted to direct you to the parking lot and into the building. Visitors that need special assistance to enter the building should phone Member Services at 877.517.0020.



FROM THE WEST

- Take Highway 80 to I-65 North to Montgomery
- Exit onto I-85 North to Atlanta
- Take the first exit, which is Court Street.
- Stay on the service road until you reach Union Street.
- Turn left on Union Street.
- Continue on Union Street through two traffic lights.
- The RSA Headquarters is on the right before Adams Avenue.

FROM THE SOUTH

- Take I-65 North to Montgomery.
- Exit onto I-85 North to Atlanta.
- Take the first exit, which is Court Street.
- Stay on the service road until you reach Union Street.
- Turn left on Union Street.
- Continue on Union Street through two traffic lights.
- The RSA Headquarters is on the right before Adams Avenue.

FROM THE EAST

- Take I-85 South to the Union Street exit.
- Take the first right onto Union Street.
- Continue on Union Street through one traffic light.
- The RSA Headquarters is on the right before Adams Avenue.

FROM THE NORTH

- Take I-65 South to Montgomery.
- Take the I-85 North exit to Atlanta.
- Take the first exit on I-85, which is Court Street.
- Stay on the service road until you reach Union Street.
- Turn left on Union Street.
- Continue on Union Street through two traffic lights.
- The RSA Headquarters is on the right before Adams Avenue.

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