



ONLINE LIVE CHAT

MyFRS.com has been upgraded to include live chat. Online chat allows you to converse live with an Ernst & Young financial planner and ask general FRS questions. Detailed and personal questions may require the Ernst & Young planner to contact you directly. Initially, chat will only be available for limited hours. As we gain experience with this new service, we will gradually expand the hours it is available.

Below is a screenshot showing where chat is located on the MyFRS.com homepage:

The screenshot shows the MyFRS.com homepage. At the top left, there is a 'Translate this page' dropdown menu set to 'Spanish'. The MyFRS logo and 'Florida Retirement System' are on the left. The navigation bar includes 'YOUR Money YOUR Choice', a search bar, and a 'LOGIN' button. The main content area features a large banner for 'Welcome to the Florida Retirement System' with a photo of three people shaking hands. To the left of the banner is a sidebar with 'ALERTS & HOT TOPICS' and a 'CHAT WITH US LIVE' button. A red arrow points to this button. Below the banner is a grid of links for 'NEW HIRES', 'MEMBERS', 'RETIRES', and 'EMPLOYERS'. On the right side, there are sections for 'HAVING TROUBLE LOGGING IN?', 'Frequently Used Forms', 'Frequently Used Publications', and 'Summary Plan Guides'.