FRS EMPLOYER Newsletter

Second Quarter, April 2019

MyFRS Florida Retirement System

State of Florida to Hold Member Focus Groups in May

The State of Florida will conduct two online focus groups with invited FRS members on May 21, 2019. The purpose of these focus groups is to identify ways to help members make an informed retirement plan enrollment choice.

Who Will Participate?

In early May, approximately 12,000 FRS members will receive focus group invitations from Alight Solutions. These members have a 1st Election deadline of April 30, 2019 and are the largest group of employees to complete the eight-month election period. To encourage participation, all those who complete the focus group will be entered in a drawing for one of several Amazon gift cards. It is expected that approximately 10% of those invited will agree to participate.

Two focus group sessions will be held: one for members who made an active election and one for those who defaulted. Each session will last about an hour.

What Will Employees Be Asked?

The focus group participants will be asked for their opinions about the communications they received from the FRS during the election period. These materials include the new hire video, reminders, a welcome brochure, **ChooseMyFRSplan.com**, and **MyFRS.com**. Participants will also be asked about their experiences with the 1st Election Choice Service.

Can Employers Participate?

Only employees in the April 30, 2019 deadline group will be invited and can participate. However, employers with employees in that group will receive an invitation to a focus group demonstration in April.

You Can Help Drive Focus Group Participation

Employers can help ensure the success of our upcoming focus groups by encouraging their invited employees to participate. Before invitations are distributed in May, employers with a large number of invited employees will receive reminder emails from the State of Florida and a list of their invited employees. If you have any questions about the focus groups, please contact **Walter Kelleher**.

Member Focus Groups Move Online

Online focus groups offer several advantages:

- Members can participate from anywhere they have internet access.
- No travel is required.
- Some members may feel more comfortable speaking up in an anonymous setting.
- Results can be compiled and analyzed more quickly.

What Is the Default Retirement Plan for New Hires with Prior FRS Service?

The current defaults (shown in table below) apply to all FRS members hired on or after January 1, 2018, including those who:

- Were initially enrolled in the FRS prior to January 1, 2018, and
- Either did not have a choice prior to the establishment of the Investment Plan or who terminated employment during their initial election window without making an election.

FRS Defaults as of January 1, 2018

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

Members who did not make an election during their previous employment or who were not employed at the time the Investment Plan was established still have two elections remaining.

If you are unsure about a member's plan default or whether a new hire with previous FRS service will be given a 1st Election period, you can check by calling the Investment Plan Administrator at 1-866-377-2121, Option 3.

FRS Member Satisfaction Survey

In January, we sent your employees who are members of the Investment Plan an email inviting them to complete an important survey about their satisfaction with the services provided by the Investment Plan. A reminder email will be sent in mid-March, requesting they complete the survey. Their responses will help us pinpoint any areas that need improvement. Encourage your employees to complete the survey as soon as possible.

Keep Up with 2019 Retirement Legislation

The Florida legislative session began on March 5, 2019 and ends on May 3, 2019. To keep up with retirement legislation, visit the **online retirement legislation page**.

Retirement Coordinators Play a Key Role

Retirement Coordinators play a key role in ensuring the smooth operation of the FRS retirement plans for your employees. As an organization's liaison with the FRS, the Retirement Coordinator's responsibilities include:

- Serving as a central point of contact for retirement issues, ensuring all appropriate parties within their agency are notified of retirement communications or questions received.
- Maintaining contact information for the individuals at their agency who can answer questions about member information on payroll reports.
- Ensuring the appropriate level of FRS Online access for employees working on retirement issues within their agency.
- Maintaining the "authorized signers" list of employees eligible to sign retirement forms on behalf of their agency.
- Maintaining information related to Senior Management Service Class (SMSC) eligible positions that are either mandated by law or designated by the employer within statutory guidelines.
- Resetting the passwords for their agency's employees granted access to FRS Online.

Include New Employee Email Addresses in Your Payroll File

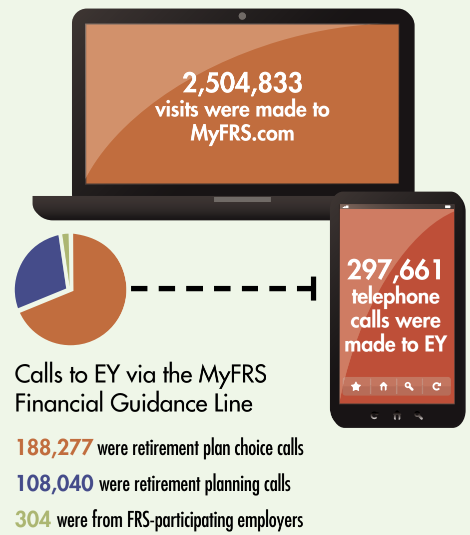
When reporting new hires on the monthly retirement report to the Division of Retirement, be sure to provide their valid email addresses on your agency's payroll file. Multiple email reminders are sent to new hires during their 1st Election period in addition to the hard-copy reminder letters mailed to their postal mailing address. By receiving members' email addresses, we are also able to target specific correspondence to members.

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.

Did You Know?

In the last 12 months:



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. Videos of the latest **Pension Plan** and **Investment Plan** workshops are available online.

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
May 15, 2019
August 1, 2019
November 6, 2019

Investment Plan
1:00 to 4:00 p.m. ET
May 15, 2019
August 1, 2019
November 6, 2019

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.

April 3	Using the FRS to Plan for Retirement	10:00 a.m. to Noon
April 3	Using the FRS to Plan for Retirement (SPANISH)	1:00 to 3:00 p.m.
April 4	Nearing Retirement in the FRS	10:00 a.m. to Noon
April 4	New Employee Retirement Plan Choice (SPANISH)	1:00 to 3:00 p.m.
July 10	Using the FRS to Plan for Retirement	10:00 a.m. to Noon
July 10	Investment Planning	1:00 to 3:00 p.m.
July 11	Education Planning	10:00 a.m. to Noon
July 11	Understanding the FRS Investment Plan	1:00 to 3:00 p.m.
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.

Workshops that are available in Spanish are led by an experienced EY financial planner who speaks fluent Spanish.

For details, visit the **online workshop page**. To schedule a workshop, call the FRS 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 1st Election Deadlines

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.

Month of Hire	Enrollment Deadline at 4:00 p.m. ET
July 2018	March 29, 2019
August 2018	April 30, 2019
September 2018	May 31, 2019
October 2018	June 28, 2019
November 2018	July 31, 2019
December 2018	August 30, 2019
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

If a retirement plan choice is not received by the 1st 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

Ways to Submit a Retirement Plan Choice

FASTEST

- Go to 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
- Mail a form to: Plan Choice Administrator P.O. Box 785027 Orlando, FL 32878-5027

SLOWEST

Forms are available on MyFRS.com.

Reminders

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 payroll 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 payroll report.

Inactive (Not Currently Employed)

Address Change — The member must 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

Address Change — The member can 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.

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

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

Fax: 850-410-2010

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

Are You Using 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.

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 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

Your Guide to FRS Resources Now in Spanish

The **Your Guide to FRS Resources** brochure has been translated into Spanish and is available for download (hard copies are not available to order). This brochure provides a short summary of the free FRS resources available to all active FRS members after they have made their initial retirement plan choice.