

# PERSPECTIVES

Retired  
Member  
Edition

## Coding error on July 1 direct check deposits

PERS discovered an error in an automatic deposit code that directed July 1, 2011 benefit payments to be deposited in retiree savings accounts rather than checking accounts. PERS notified financial institutions of the error and asked for their assistance.

Many financial institutions recognized the coding error and deposited these funds into the correct account. For some PERS retirees, the institution deposited the benefit payment as coded into their savings account rather than checking account. Those retirees can contact their financial institution to transfer the funds to the correct account.

For some retirees, the financial institution rejected the deposit and those benefit payments did not post. PERS worked with these institutions to correct the coding error and re-deposit the benefit payment as soon as possible.

Some PERS retirees may have overdraft charges as a result of our error. We urge retirees to ask their financial institution to waive any overdraft fees and to use this article to support that fee waiver request. Our experience has been that financial institutions are generally willing to grant waivers in these situations.

The issue has been resolved for the August 1, 2011 benefit payments.

We regret our error and understand the importance of ensuring that your monthly benefit check is deposited correctly and on time.

## Annual COLA increase in August 1 payment

The 2011 cost-of-living adjustment (COLA) for PERS retirees and beneficiaries receiving a monthly benefit is effective July 1, 2011, and payable with the August 1, 2011 benefit payment.

Tier One and Tier Two members who retired on or before July 1, 2008, will receive a 2 percent COLA. Tier One and Tier Two members with retirement dates between August 1, 2008 and July 1, 2011, will receive a 1.25 percent COLA.

OPSRP Pension Program retirees and beneficiaries who retired on or before July 1, 2010, will receive a 1.25 percent COLA.

For OPSRP Pension Program retirees and beneficiaries who retired on or after August 1, 2010, the COLA is pro-rated based on the number of months the benefit was received before July 1, 2011.

## Retiree online services

PERS is in the final stages of converting our legacy computer system to an upgraded system. This will allow on-line access and retiree self-service transactions in a secure environment using information from the PERS database.

After creating a personal account and logging in, PERS retirees will be able to see benefit payment information, change their address, and review/request a 1099-R.

Frequently asked questions and answers will be posted on the PERS website for each activity and tool.

Online member services for retirees will be available August 1, 2011.

### *In This Issue*

• Withholding changes.....	2
• Annual survey.....	3

## Withholding changes also affect August 1 benefits

In addition to the annual cost-of-living adjustment (COLA) increase, you may notice another change starting with your August 1, 2011 benefit payment. PERS switched to a new data system that uses a different tax withholding methodology. This methodology change may affect the amount of state tax withheld from your benefit payments for August 1 and the rest of 2011.

Based on a withholding election of “single, 0 exemptions,” if your gross monthly benefit payment is:

- Less than \$4,167 per month, your state tax withholding change will be negligible.
- Between \$4,167 and \$10,417, your state tax withholding will increase by approximately \$15.
- Above \$10,417, your state tax withholding will decrease. The maximum decrease is \$56 if your payment is more than \$12,000.

Your actual withholding change may be more or less than the amounts shown above based on your withholding election and because your benefit amount will change due to the annual COLA that is payable beginning August 1, 2011. The state tax withholding will change again when tax tables are updated by the Oregon Department of Revenue for the 2012 tax year.

If you want to change your federal or state tax withholding, please use the W-4P form on the PERS website or contact PERS Customer Service at 503-598-7377 or toll free 888-320-7377 to have the form mailed to you.

*Perspectives* is published by the Oregon Public Employees Retirement System for the benefit of PERS/OPSRP members and employers. Address all correspondence to **PERS, P.O. Box 23700, Tigard, OR 97281-3700**. PERS headquarters is located at **11410 SW 68th Parkway, Tigard, Oregon**. Phone **503-598-PERS** or toll free **888-320-7377**; TTY: **503-603-7766**. Telephone hours are 8:30 a.m. to 5:00 p.m., Monday through Friday, except holidays. PERS' Internet address is <http://oregon.gov/PERS>.

### BOARD

**Chair:** James Dalton  
**Vice Chair:** Laurie Warner  
**Members:** Eva Kripalani, Michael Pittman, Pat West

### STAFF

**Executive Director:** Paul R. Cleary  
**Deputy Director:** Steven P. Rodeman  
**Administrator, Benefit Payments Division:** Brian Harrington  
**Administrator, Fiscal Services Division:** Jon DuFrene  
**Administrator, Customer Service Division:** Yvette Elledge  
**Administrator, Information Services Division:** Jeff Marecic  
**Administrator, Policy, Planning, and Legislative Analysis Division:** Joe O'Leary  
**Administrator, Personnel Services:** Helen Bamford

***Perspectives* Editor:** David Crosley

## Long term care information meetings

Long term care provides assistance with daily living activities, either at home or in a facility. This can be necessary due to an accident, an illness, or advancing age. The need for long term care is not limited to the elderly. Anyone who cannot function independently may need the protection of long term care insurance. Accidents and unexpected illness can happen at any time and at any age. These meetings explain the options available to PERS retirees and do not require pre-registration.

Date	Location	Meeting Time
Aug 18	Holiday Inn Express 20615 Grandview Dr., Bend	9:00 - 10:30 a.m.
Aug 18	Lane Community College 4000 E. 30th Ave., Bldg 19, Room 225 Eugene	3:00 - 4:30 p.m.
Sep 13	Hood River Valley Adult Center 2010 Sterling Pl., Hood River	9:30 - 11:00 a.m.
Sep 13	Holiday Inn - Gresham 2752 NE Hogan Dr., Gresham	3:30 - 4:30 p.m.
Oct 13	Beaverton Library (tentative) 12375 SW 5th St., Beaverton	10:00 - 11:30 a.m.
Oct 13	Rivershore - Best Western 1900 Clackamette Dr., Oregon City	3:00 - 4:30 p.m.
Dec 13	Holiday Inn - Airport (tentative) 8439 NE Columbia Blvd., Portland, OR	9:30 - 11:00 a.m.
Dec 13	Rivershore - Best Western 1900 Clackamette Dr., Oregon City	2:00 - 3:30 p.m.

## PERS payments benefit Oregon's economy

Oregon PERS paid approximately \$2.6 billion in benefits to people living in Oregon in 2010. Funding for these benefits came mostly from investment earnings on contributions previously paid by members and employers. These benefit recipients spent a significant portion of this money on goods and services in Oregon that helped support local businesses. These businesses then purchased goods and services, in part, from other local vendors adding to the Oregon workforce and economy.

These benefit payments and related economic activity sustained an estimated 29,124 Oregon jobs, and added approximately \$881 million in wages to Oregon's economy.

Additionally, the state of Oregon collected an estimated \$125 million in income taxes on PERS benefits during 2010.

The study was based upon economic multipliers provided by the U.S. Department of Commerce's Bureau of Economic Analysis (BEA). The multipliers come from BEA's Regional Input-Output Modeling System.

## PERS Survey

PERS wants to know if our customer service meets your expectations and what we can do to improve. You can take this short survey online at <http://oregon.gov/PERS> in the "What's News" section or by filling out this page and mailing it to PERS by the end of August 2011. We will provide the results in a future issue of *Perspectives*. Thank you for your feedback!

Please mail your completed survey to:      PERS  
   P.O. Box 23700  
   Tigard, OR 97281-3700

### Customer Satisfaction Survey

Thank you for taking the time to fill out our Customer Satisfaction Survey. Your answers will help us provide excellent customer service to our members. Please use a separate sheet of paper for additional comments.

1. What is your membership status?

- Retired member
- Active member
- Inactive member (no longer working for a PERS-covered employer but not yet retired)

2. When was the last interaction you had with PERS?

- Within the last 30 days.
- Within the last 60 days.
- Within the last six months.
- Within the last year.
- More than a year.

(Survey is continued on page 4)

# PERS Survey (continued from page 3)

3. Please answer the following questions about the services PERS provides to its members.

How do you rate...	Excellent (1)	Good (2)	Fair (3)	Poor (4)	Don't Know (5)
The timeliness of the services PERS provides?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PERS' ability to provide services correctly the first time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PERS' helpfulness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The knowledge and expertise of PERS employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of information at PERS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of service PERS provides?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our service in the past year compared to previous years?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The PERS website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. If you rated PERS "Fair" or "Poor" in any part of question 3, please tell us why you did not rate us "Excellent" or "Good."

---



---



---

5. If you would like to elaborate on any of your answers to questions 1-3, please comment here.

---



---

6. If you have used the PERS website, please answer the following questions:

	Yes	No
a. Was the PERS website easy to navigate?	<input type="checkbox"/>	<input type="checkbox"/>
b. Did you find the information you wanted?	<input type="checkbox"/>	<input type="checkbox"/>
c. If you did not find the information you were seeking, please let us know what information you could not find.		

---

7. Are there any changes you would make to the PERS website?

---