

# PERSPECTIVES

Retired  
Member  
Edition

## Annual tax statements: 1099-Rs to be mailed

In January 2016, PERS will mail an Internal Revenue Service Form 1099-R for tax reporting to everyone who received a PERS benefit in calendar year 2015, including an Individual Account Program (IAP) benefit.

You may receive more than one 1099-R if you received monthly benefits *and*

- ♦ beneficiary benefits,
- ♦ turned age 59 1/2 in 2015,
- ♦ a lump-sum installment,
- ♦ Police & Fire unit benefits,
- ♦ alternate payee benefits, or
- ♦ directly rolled over any portion of your benefit (i.e., Roth, IRA, Oregon Savings Growth Plan).

PERS will mail 1099-Rs for 2015 to your address on file at PERS.

If your address has changed, you need to complete the Change of Address form available on the PERS website at <http://oregon.gov/PERS>.

Or, you can contact Customer Service at 888-320-7377 to have the Change of Address form mailed to you.

You can also fax the completed, signed Change of Address form to 503-598-0561.

Or you can use Online Member Services (OMS) to change your address.

If your address has changed, please update it by December 15, 2015.

If you do not receive your 1099-R by February 15, 2016, you can request a duplicate via OMS or by calling PERS Member Services at 888-320-7377.

## December 1 pay stubs

Your December 1, 2015 pay stub shows your PERS benefit payments for each month in 2015, along with the total gross benefit amount you received for the year.

It also shows the total amount deducted for federal and state taxes, the PERS Health Insurance Program (if you participate in the program), and any other deductions in 2015.

If you had a rollover transaction, payment from the Benefit Equalization Fund, or have an alternate payee, your 2015 total gross payment as stated on your December 1 pay stub will reflect the total of those combined payments.

The “Other Deductions” category on your pay stub could include child support, tax liens, union dues, or repayment for benefits that were overpaid to you.

Your individual payment details can also be viewed online in a secure environment using PERS’ Online Member Services (OMS).

You can create an account and log into OMS from the PERS website (<http://oregon.gov/PERS>).

You can view more information regarding “Other Deductions” in OMS.

Pay stubs are also mailed in April and August each year.

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# PERS benefit payments and Oregon's economy

PERS conducts an annual economic impact study to determine how benefit payments aid the state's economy.

Oregon PERS paid approximately \$3.3 billion\* in benefits to retired members or their beneficiaries living in Oregon in 2014.

Funding for these benefits came mostly from investment earnings on contributions previously paid by members and public employers.

Investment income has provided 73.8 percent of total pension revenues since 1970.

Member contributions equaled 5.6 percent, with employer contributions providing 20.6 percent of pension revenues over the past 45 years.

Benefit recipients spent a significant portion of their PERS money on goods and services in Oregon, which helped support local businesses.

These businesses then purchased goods, in part, from other local vendors, adding to the Oregon workforce and economy.

The study quantifies the total effect of these benefit payments on Oregon's economy based on the following measures:

- Economic value of PERS benefits to Oregon,
- Jobs created and related wages, and
- Tax receipts.

The \$3.3 billion in annual benefit payments multiply to \$3.9 billion in economic value to Oregon when the full financial impact of these dollars spent in local communities is considered.

These benefit payments sustained an estimated 35,999 Oregon jobs, and added approximately \$1.1 billion\*\* in wages to Oregon's economy.

Additionally, the state of Oregon collected an estimated \$171.7 million in income taxes on PERS benefits during 2014.

\* Additional benefit payments from the Individual Account Program (IAP) were not used in this study.

\*\* The \$1.1 billion in wages is included as a component of the \$3.9 billion in economic activity.

# Variable adjustment

If you remained in the Variable Annuity Program at retirement, the variable annuity portion of your monthly retirement benefit is adjusted every January and payable with your February 1 benefit payment.

The adjustment is based on earnings or losses to your variable account as of October 31 of the previous year.

The adjustment will begin with your February 1, 2016 benefit payment.

You will receive a letter from PERS showing the amount of the adjustment in January 2016.

The variable account is invested in global equities by the Oregon Investment Council, which is part of state Treasury.

Monthly investment results are posted on Treasury's website at: <http://www.oregon.gov/treasury>.

# Automatic deposit

Identity theft is increasing.

The federal Bureau of Justice Statistics reports that 17.6 million U.S. residents were victims of identify theft last year.

One way thieves can steal your identity is by stealing mail from your mailbox.

Having your PERS benefit payment directly deposited into your checking or savings account can help protect you from identity theft.

The direct deposit form is available in the Retiree section of the PERS website (<http://oregon.gov/PERS>) or by contacting Member Services at 888-320-7377. We will be happy to mail the form to you.

Mail the completed form to PERS at:  
P.O. Box 23700  
Tigard, OR 97281-3700

# January 2016 benefit checks

Retirement benefit checks for January 2016 will be mailed from Salem, Oregon on December 31, 2015.

If you have automatic deposit, the January check amount may not post to your account until January 4 due to the January 1 holiday.

*Perspectives* is published by the Oregon Public Employees Retirement System for the benefit of PERS 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** 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

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# Long-term care information meetings

The PERS Health Insurance Program's (PHIP) long-term care insurance carrier, UNUM Life Insurance Company of America, is discontinuing long-term care informational meetings in 2016.

Information on UNUM enrollment and eligibility is available online. All eligible PERS retirees, spouses, and dependents may apply for long-term care insurance by contacting UNUM at 800-227-4165 (toll free) or <http://unuminfo.com/pers>. For more information, contact UNUM directly at the number listed above.

Health insurance is an important piece when considering retirement and PHIP is an option for your retiree health coverage.

PHIP offers health insurance coverage for all eligible Oregon PERS retirees, their eligible spouses, and dependents. PHIP offers both Medicare and non-Medicare plans, as well as optional dental coverage.

For more information regarding eligibility or enrollment, contact PHIP customer service at 800-768-7377 or [pershealth.com](http://pershealth.com).

PHIP holds meetings throughout the year for those members who will turn 65 years of age within the next 18 months.

These meetings include Medicare enrollment timelines, PHIP medical and dental plan overviews, and a summary of PHIP.

Meetings begin in May and run through October. Check the PHIP page on the PERS website (<http://oregon.gov/PERS>) for updates on the 2016 schedule.



## 2016 schedule for benefit check mailings and direct deposits

2016 pay date	Checks mail from Salem	Direct deposit effective date
January 1	December 31, 2015 (Thursday)	January 4, 2016 (Monday)
February 1	January 29 (Friday)	February 1 (Monday)
March 1	February 29 (Monday)	March 1 (Tuesday)
April 1	March 31 (Thursday)	April 1 (Friday)
May 1	April 28 (Thursday)	April 29 (Friday)
June 1	May 31 (Tuesday)	June 1 (Wednesday)
July 1	June 30 (Thursday)	July 1 (Friday)
August 1	July 29 (Friday)	August 1 (Monday)
September 1	August 31 (Wednesday)	September 1 (Thursday)
October 1	September 29 (Thursday)	September 30 (Friday)
November 1	October 31 (Monday)	November 1 (Tuesday)
December 1	November 30 (Wednesday)	December 1 (Thursday)

# Customer service survey results and strategies

PERS conducted its 2015 customer service satisfaction survey during August. Our thanks to the approximately 1,150 people who responded online and via hard copy. PERS has conducted annual surveys since 2006.

Participants rated PERS in eight areas: timeliness of services; ability to provide services correctly the first time; helpfulness; knowledge and expertise of PERS' employees; availability of information; the overall quality of service PERS provides; the PERS website; and how our service in the past year compared to previous years.

We also asked three questions regarding the PERS website:

- Was the PERS website easy to navigate?
- Did you find the information you wanted?
- Are there any changes you would make to the PERS website?

Approximately 81% of respondents said the website was easy to navigate and approximately 83% found the information they were seeking. In many cases where information was not found, respondents were looking for the potential impacts of PERS-related legislation.

Another question asked: "Are PERS forms easy to understand and use?" Approximately 73% of respondents answered "yes," with approximately 7% answering "no." The remainder had "not used" PERS forms.

The following are key issues and suggestions from the comments we received, along with PERS' strategies to resolve these concerns:

## Ratings for the eight survey questions

How do you rate...	Excellent	Good	Fair	Poor	Don't Know
The overall quality of service?	60%	29%	4%	3%	4%
The timeliness of services PERS provides?	59%	30%	3%	3%	5%
PERS' ability to provide services correctly the first time?	59%	27%	4%	5%	5%
PERS' helpfulness?	62%	25%	5%	3%	5%
The knowledge and expertise of PERS employees?	55%	29%	4%	2%	10%
The availability of information at PERS?	53%	31%	5%	4%	7%
The PERS website?	23%	23%	6%	3%	45%
Our service in the past year compared to previous years?	45%	24%	3%	3%	25%

## 1. Members noted that PERS encourages use of Online Member Services (OMS), accessible on the PERS website, but asked why OMS is often not available.

With computers, people want access to information at any hour of the day. OMS is a repository of member data. Members can create benefit estimates and get other membership information while retired members can change their address, access upcoming benefit payment information, and access other data.

### Resolution:

Because employers report data to PERS daily, we process and update the information in OMS on a daily basis. OMS is normally available daily from 6 a.m. to 9 p.m. Pacific Time. OMS may sometimes not be available until 10 a.m. Saturday and from 4 p.m. Saturday until 6 a.m. Monday for routine maintenance.

We will add information to our messaging to members regarding the agency's need to process information supplied by employers daily that requires an overnight shutdown of OMS.

## 2. Respondents noted that the PERS website can be hard to navigate.

Members feel that the PERS website can be cumbersome when trying to find specific information.

### Resolution:

The state is providing new templates for website design and PERS will be updating its website. We anticipate having a website that is more user-friendly early in 2016.