

# PERSPECTIVES

Retired  
Member  
Edition

## Cost-of-living adjustment (COLA) increase for 2018

The 2018 cost-of-living adjustment (COLA) for PERS benefit recipients receiving a monthly benefit is included in your August 1, 2018 benefit payment.

The COLA amount—up to 2 percent each year—is based on the Consumer Price Index (CPI) for the Portland area. The 2017 CPI was 4.17 percent.

Benefit recipients who retired before October 1, 2013, will receive a 2 percent COLA for 2018.

If you earned some service credit before October 1, 2013, and some after that date, you will have a “blended” COLA for 2018, including:

- 2 percent on service credit earned up to October 1, 2013; plus,
- 1.25 percent on service credit earned after October 1, 2013. If your annual benefit is more than \$60,000, the portion above \$60,000 receives a 0.15 percent COLA for service credit earned after October 1, 2013.

If you are an OPSRP member (hired after August 28, 2003) whose effective retirement date was on or after August 1, 2017, your COLA is pro-rated based on the number of months you received a benefit before July 1, 2018.

## Tier One members living in Oregon: Important “tax remedy” information

Eligible\* Tier One members who are Oregon residents qualify for a “[tax remedy](#)” increase in their monthly PERS benefit payments. Each fall PERS works with the Oregon Department of Revenue to determine residency based on income tax returns for the previous year. **PERS will contact members who need to recertify residency in fall 2018.** (continued on page 2)

## Provide your feedback: 2018 member satisfaction survey

Each year, PERS surveys our members to ensure PERS customer service meets expectations. Your feedback will help us improve the services we provide as we strive to be public employees’ retirement education and planning resource.

If you want to save yourself a stamp, the easiest way to take the survey is [online](#). You can find a [link](#) on the PERS home page at <https://oregon.gov/PERS>. It will also be available in the “[News](#)” section of the website.

If you’re already [signed up](#) to receive email updates through [GovDelivery](#), PERS also sent a link to the survey to subscribers via email.

You can also fill out the survey on pages 3 and 4 of this newsletter and mail it back to PERS by **Friday, August 31, 2018**.

You can mail your completed survey to:

PERS, P.O. Box 23700  
Tigard, OR 97281-3700

We will share the results in a future issue of *Perspectives*.

Thank you for your feedback and suggestions.

## New PERS director

On June 1, the PERS Board [offered](#) Kevin Olineck the position of director of PERS. Olineck started at PERS on July 16. Due to printing timelines, more information will be available online and in future issues of *Perspectives*.

Olineck joins PERS from the British Columbia Pension Corporation, where he served as vice president, member experience. Welcome Kevin!

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# When will my benefit be paid in 2018?

<u>2018 pay date</u>	Checks mail from Salem	Direct deposit effective date
September 1	August 30 (Thursday)	August 31 (Friday)
October 1	September 28 (Friday)	October 1 (Monday)
November 1	October 31 (Wednesday)	November 1 (Thursday)
December 1	November 29 (Thursday)	November 30 (Friday)

## Important tax remedy information for some Tier One members (continued)

If PERS is notified that your residency status changed from the previous tax year, or if you filed late with the Oregon Department of Revenue, we will mail a letter to your address of record in fall 2018 either informing you that you are eligible to receive the tax remedy increase or that the tax remedy will be removed unless we receive verification of your Oregon residency.

If you want to confirm or update your residency status, you can do so using [Online Member Services](#) (OMS) or by submitting a [PERS Residency Status Certification](#) form. [Further information](#), frequently asked questions, and a [step-by-step guide](#) to updating your residency status using OMS is available in the Retired Member Information section of the PERS website at <https://www.oregon.gov/pers/RET/Pages/index.aspx>.

*Perspectives* is published by the Oregon Public Employees Retirement System for the benefit of members and employers.

Address correspondence to:  
**PERS, P.O. Box 23700, Tigard, OR 97281-3700.**

PERS' headquarters is located at:  
**11410 SW 68th Parkway, Tigard, Oregon 97223.**

**Phone: 888-320-7377, TTY: 503-603-7766.** Telephone hours are 8:30 a.m. to 5 p.m., Monday through Friday, except holidays.

**Online:** <https://oregon.gov/PERS>.  
Email PERS Member Services at [PERS.Member.Services@state.or.us](mailto:PERS.Member.Services@state.or.us).

### BOARD

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**Vice Chair:** Lawrence Furnstahl  
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**Chief Compliance, Audit, & Risk Officer:** Jason Stanley  
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If you [sign up](#) to receive Tax Remedy Notifications in [GovDelivery](#), PERS' email communication tool, we will send a reminder in fall 2018 when letters have been mailed to impacted members.

Please note that GovDelivery is a mass communication tool; just because you've signed up to receive the email does not mean tax remedy impacts your benefit or you need to take any action.

\*Tier One members who were hired before July 14, 1995, have either service time before October 1, 1991, or at least 10 years of creditable service, and are Oregon residents for the purpose of paying Oregon income taxes, are eligible for the tax remedy.

Tier Two and Oregon Public Service Retirement Plan (OPSRP) members **are not** eligible for the tax remedy on their PERS benefits.

## Moving? Life changes?

It is important that you 1) keep your information up to date and 2) mail or fax (503-598-0561) forms to PERS in a timely manner. Most [forms](#) can be found in the Retired Member Information section of the PERS website and under [Most Requested Forms](#).

Mail information to:

PERS, P.O. Box 23700  
Tigard, OR 97281-3700

**Address changes:** Let PERS know if you change your address. You can update it directly in [Online Member Services](#) on the PERS website at <https://oregon.gov/PERS>. You can also submit an [Information Change Request](#) form.

**Direct deposit:** New [direct deposit](#) forms must be received and validated by the 15th of any month to impact your next payment.

**Tax withholding:** Updating your address or providing residency status certification **does not** automatically change your withholdings. You must submit a new [W-4P](#) form if you move into or out of Oregon or have other changes. Remember you may have withholding on both your PERS pension and IAP payments. Try to provide these by the beginning of the third week of any month.

**Power of Attorney:** Submit the [Special Power of Attorney](#) form.

**Divorce:** [Contact](#) Member Services.

**Death notices:** Call Member Services as soon as possible. Failure to [report a death](#) in a timely manner may result in overpayments and invoicing. PERS will require the date of death, city and state where the death occurred, a photocopy of the death certificate, and spouse or personal representative contact information.

# PERS Member Satisfaction Survey

Thank you for taking the time to fill out our Member Satisfaction Survey. Your answers will help us provide excellent customer service to our members. The survey should take approximately 10 minutes to complete. If you need specific assistance with your PERS benefits, please contact PERS Member Services at 888-320-7377 or [PERS.Member.Services@state.or.us](mailto:PERS.Member.Services@state.or.us).

[Take this survey online](#) or mail back by **August 31** to PERS, P.O. Box 23700, Tigard, OR 97281-3700

1. What is your PERS membership status?

- Retired member - retired less than 5 years     Retired member - retired more than 5 years

2. What plan are you in?

- Tier One (Hired before January 1, 1996.)     Tier Two (Hired on or after January 1, 1996, and before August 29, 2003.)
- Oregon Public Service Retirement Plan (OPSRP) (Hired after August 28, 2003.)     Don't know

3. When was your last interaction with PERS?

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

4. Please rate PERS on the following:

	Excellent	Good	Fair	Poor	Don't know
Timeliness of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to provide services correctly the first time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees' knowledge and expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website (Oregon.gov/PERS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Member Services (online account access through the PERS website)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you rated PERS "Fair" or "Poor" in any of the items above, please tell us why you did not rate us "Excellent" or "Good."

5. How do you currently receive information from or get information about PERS? (Check all that apply.)

- PERS website     PERS Annual Statement/1099-R
- Online Member Services     PERS call center
- Perspectives* newsletter     PERS headquarters (in-person)
- Email from PERS/GovDelivery     News media
- Letters from PERS     Other (please specify)

# PERS Member Satisfaction Survey (continued from page 3)

6. What is your preferred method to receive information from PERS? (Check top five overall.)

Your response will help us determine the usefulness of these communication channels.

- |   |   |
|---|---|
| <input type="checkbox"/> PERS website                   | <input type="checkbox"/> PERS headquarters (in-person)          |
| <input type="checkbox"/> Online Member Services         | <input type="checkbox"/> News media                             |
| <input type="checkbox"/> <i>Perspectives</i> newsletter | <input type="checkbox"/> PERS tutorial videos (online)          |
| <input type="checkbox"/> Email from PERS/GovDelivery    | <input type="checkbox"/> Social media (e.g., Facebook, Twitter) |
| <input type="checkbox"/> Letters from PERS              | <input type="checkbox"/> Online chat feature                    |
| <input type="checkbox"/> PERS Annual Statement/1099-R   | <input type="checkbox"/> Online forum/discussion board          |
| <input type="checkbox"/> PERS call center               | <input type="checkbox"/> Educational webinars                   |
| <input type="checkbox"/> Other (please specify)         | <input type="text"/>  |

7. Please choose your level of agreement with the following statements:

	Strongly agree	Agree	Somewhat agree	Neutral	Somewhat disagree	Disagree	Strongly disagree
I am satisfied with PERS overall.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know PERS operates in my best interests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident my retirement is secure with PERS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PERS sends communications that are relevant to my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PERS acts ethically.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any comments or feedback about your responses. Attach additional paper if needed.

8. PERS occasionally holds focus groups. If you are willing to participate in one or to be contacted for additional information, please provide contact information below. Your information will not be provided to anyone outside of PERS for any reason.

Name

Email

Phone number

[Take this survey online](#) or mail back by **August 31, 2018**, to  
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