

## TMRS Coronavirus Update

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Due to the unprecedented events around the COVID-19 pandemic, TMRS is making some changes that will affect our services to members and cities. We are committed to serving our customers, but we are limiting face-to-face contact for the immediate future. We will be communicating through the website, social media, and email in the coming weeks, but we are relying on city staff to help us notify ALL employee members. Please share this information with all your employees, including those who have no access to electronic media.

**Please note: We do not expect any delays in processing retirements, refunds, city payrolls, or enrolling new members.**

### ***Building Closure***

The TMRS building is closed to visitors until further notice. If members need to speak to someone about their upcoming retirement, please encourage them to **call the Phone Center at 800-924-8677** to set up a telephone session with a Retirement Analyst between 8-5, Monday-Friday. For other general questions, our Phone Center staff can provide answers on the spot. Another way to send inquiries is to use our [web form](#). A TMRS staff member will respond within 24 hours.

### ***Business Travel Temporarily Suspended***

In the interests of safety, we are limiting all business travel for the immediate future. If your city has a scheduled event with a TMRS Regional Manager, that manager will be in touch with you to discuss rescheduling the event. Contact information for the Regional Managers can be found [here on the TMRS website](#). We will continue to monitor conditions around the state and send regular updates as travel restrictions are modified.

### ***Information Available on Website***

The [TMRS website](#) contains most of the general information members may be seeking and is the best place to go for updates. Individual account information is available through MyTMRS, and members who have not registered a MyTMRS account should do so. Likewise, for cities, the City Portal is a helpful tool for administering the TMRS plan, and if your city is not using it, this is a good time to start. If members need to discuss their personal circumstances with a TMRS analyst, please encourage them to call TMRS.

### ***Note about the Financial Markets***

TMRS members and retirees may be worried that the recent decline in the financial markets will affect their accounts or their monthly benefit. Although dramatic short-term declines are widely reported, TMRS invests in a diversified portfolio for the long-term. Member accounts and benefits are not tied directly to investment performance and are not affected by losses in the market value of securities. Unlike a 401(k) or 457 plan, where a downturn can lower the account's value, the TMRS plan design shelters individual accounts from market downturns.

### ***Upcoming Board Meeting***

At this time, the TMRS Board of Trustees meeting set for March 24 and 25 in Austin is still scheduled to be held. Any change in that status will be announced on the website.

Please stay safe and let us know how we can help you and your employees during this difficult time.