

# TMRS E-bulletin

COVID-19 Special Communication | March 18, 2020

## SPECIAL COMMUNICATION TO MEMBERS AND RETIREES

### Coronavirus Protections

Due to the COVID-19 pandemic, TMRS is making some changes that will affect our services. We are committed to serving our members and retirees, but we are limiting face-to-face contact for the immediate future. We will be communicating through the **website**, social media (links below), and email in the coming weeks. If you know someone who is a TMRS member but who does not receive electronic communications, please help us by telling them about these temporary changes.

Please note: Even though we are restricting face-to-face communication, our staff is able to work remotely and we do not expect any delays in processing retirements, refunds, annuitant payments, or enrolling new members. Member Annual Statements are being mailed on the schedule as shown on the website.

### Building Is Closed

The TMRS building in Austin is closed to visitors until further notice. If you need to speak to someone about your upcoming retirement, please 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 usually 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, including travel by our Travel Team. If your city was planning an event with a TMRS representative present, that visit has been canceled. We will work with your city to reschedule our visit as soon as possible.

### Information Is Available on Website

The **TMRS website** contains most of the general information you may need and is the best place to go for updates on our status during this emergency. Individual account information is available through **MyTMRS**, so if you have not registered a MyTMRS account, we strongly encourage you to do so.

### Note about the Financial Markets

If you are worried that the recent decline in the financial markets will affect your accounts or your monthly benefit, remember that the TMRS plan protects your deposits and interest credits. 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 short-term 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. TMRS retirees will see no change in their monthly benefit amount due to the current fluctuations in the financial markets.

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