



## City E-Bulletin | August 2020

### From the Executive Director



I'm excited to be in my second month as TMRS' Executive Director. I take our mission to provide secure and reliable retirement benefits to your employees who are TMRS Members very seriously. My colleagues and I are committed to providing superior service to our participating cities and Members. Please contact us anytime with any questions you or your

employee Members might have.

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### Hurricane Laura

TMRS is monitoring the potential effects of Hurricane Laura. Please remember that TMRS is here to help Members and Cities who may be dealing with storm-related issues. Call us at 800-924-8677 during business hours or send a message using our [Need Help? form](#) if we can be of assistance.

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### Member Counseling and Online Training

The TMRS building remains closed to visitors and business travel is still suspended, but all operations are proceeding effectively, including Member counseling.

TMRS offers service to Members by telephone and video conference. If any employee needs to talk to TMRS staff about their benefit, please advise them to call the TMRS Phone Center at 800-924-8677 to set up a telephone session with a Retirement Analyst between 8 a.m. – 5 p.m., Monday through Friday. On the website, [the TMRS Town Square](#) provides answers to many common questions, as well as links to the TMRS Travel Team managers, who also provide counseling.

The Travel Team presented a webinar for employees approaching retirement, and you can view it [here](#). We encourage you to share webinars and videos on the Town Square page with your employees.

The next virtual presentation is scheduled for September 15 (register [here](#)). Contact the [Travel Team](#) to schedule webinars or virtual meetings for your employees.

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### If You've been Sending Paper Checks, There's a Better Way ...

If your City is not using ACH to remit funds to TMRS, we are asking you to make the switch. All Cities do business with a financial institution, and all financial institutions can send money via ACH. Sending your contribution via ACH will save you time and money and ensure that your funds are credited in a timely manner.

Getting ACH set up with your bank requires TMRS' routing and account number. Please log in to the City Portal for specific banking information. If you need further assistance, send an email to [AccountsReceivable@TMRS.com](mailto:AccountsReceivable@TMRS.com)!