Strength in Projects

New Processes to Benefit our Membership

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Program

■ Round 1 – Development using Project Management
■ Round 2 – What TMRS has done:
  ■ City Portal Projects
  ■ MyTMRS® Projects
■ Round 3 – TMRSDirect®
■ Round 4 – New Website Design

Presentations available at www.tmrs.com/ats.php and on the mobile app (Sessions)
Power Project Management Processes

■ My Role — “The Organizer”

■ How we do it!

■ Project Process

■ Project Initiation + Planning
  – Listen to employers’ and members’ feedback
  – Verify Board of Trustees strategic goal alignment
  – Prioritize effort
Power Project Management Processes

- Project Execution (cont.)
  - Review As-Is Process
  - Develop Should-Be Solution
    - Cross-Functional Team Creation
    - Legal Review
    - Solution Validation
Power Project Management Processes

- Project Execution (cont.)
  - Implementation
    - Communication Plan
    - Roll-out Strategy
Projects with Punch

- TMRSDirect®
  - City Portal
  - MyTMRS®
- Future Projects
What Is *TMRSDirect*®?

- Strategic initiative to transform TMRS administration from paper-based to “Straight-Through Processing”
  - Reduces paperwork, improves data accuracy, enhances security, and increases speed
- TMRS’ online systems, MyTMRS® and the City Portal, are included as part of *TMRSDirect*®
City Portal — Reports and Estimates

- Listened and Surveyed
- As-Is
  - All information by phone, fax, and mail
- Created Should-Be Process
- Reviewed with Legal and internal resources
- New Processes - confidentiality, training, access
City Portal — Upload Documents

- Listened to Cities
- As-Is
  - Faxing and Mailing
- Created Should-Be Process
  - Open to Cities at seminar
  - Releasing to all Cities in the coming months
City Portal — Upload Documents

Questions about contacts: CityPortal@TMRS.com
1,560
City Portal New Member Enrollment

- Why Change?
  - Best Practice/Industry Trend
  - Board of Trustees Strategic Plan

- As-Is Process

- Should-Be Process
  - Cities enroll new members online
  - Members register for MyTMRS and designate a beneficiary
City Portal New Member Enrollment

- Requirement and Validations
- Behind the Scenes
- Benefits of the New Process
  - Quicker submission
  - Less back-and-forth
  - Confirmation and History
Cities on City Portal

ROUND 2
MyTMRS Projects

- Convenient Access to Information
  - Account Balance / Annuity Verification Letters
  - 1099R Tax Documents
  - Past Estimates
  - Communication Preferences

- Address changes
  - As-Is Process vs. Should-Be
  - Better data/easier for Members and Cities
MyTMRS Projects

- Federal Income Tax Withholding forms (W-4P)
  - As-Is Process vs. Should-Be
  - Started in 2016
  - Ease of Update for all payees
    - More information online with calculator
- 60% Less Paper Forms than Before, but 60% More Total Updates
Beneficiary Designations

- What is a Beneficiary?
  - “A person designated as the recipient of funds or other property under a will, trust, insurance policy, etc…”

- Feature Released July 2017

- As-Is Process vs. Should-Be
  - Dual Factor Authentication
  - Contact Information Validation
Benefits of online designations

- Members expect it and it’s an industry standard
- Automated validations increases accuracy
- Online processing decreases lag time
- Immediate Confirmation
- More Information available to the user
4,500
Knockout Issues with Beneficiary Designations

- #1 Issue is no designation or invalid designation
  - Designation not updated after vesting
  - Beneficiary predeceased
  - Change in relationship
    - Informal Marriage
    - Divorce

- Other Issues include:
  - Late death notification
  - Spousal Consent
  - No Supplemental Death Benefit designation
Divorce Information

TMRS benefit may be divided, but we require a QDRO — Qualified Domestic Relations Order.

- IT’S COMPLICATED – HAVE THE MEMBER CONTACT TMRS!
  
  divorce@tmrs.com

- TMRS Divorce and Retirement Publication is available online: https://www.tmrs.com/down/pubs/divorce.pdf
<table>
<thead>
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<th>MyTMRS Features</th>
<th>City Portal Features</th>
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<td>■ Beneficiary Update</td>
<td>■ NEW! – Upload Documents</td>
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<td>■ Multiple Reports</td>
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<td>■ Federal Income Tax Withholding</td>
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Future Projects

- Direct Deposit (Expected Soon!!)
- Refunds
- City Contribution Reporting (TMRSPRO™)
  - Standardize format for electronic payroll
  - Online entry point for pension payroll reporting
  - Online payment instruction
New Website Features

- Website redesigned to be more accessible and mobile friendly (scales to phone and tablet size)
- Demos may be viewed in the City Information Suite or use your device to view www.tmrs.com
New Website Features, cont.

- Material is grouped by audience
- Some of its newer content pages include:
  - “Resources pages” on pension transparency and GASB
  - “My City Plan,” a handy display of individual city plan details
  - On-line “e-subscriptions” to all TMRS electronic publications
New Website Features, cont.

Tablet width
QUESTIONS

Texas Municipal Retirement System