

PERSPECTIVES

Retired
Member
Edition

Cost-of-living adjustment (COLA) increase 2016

The 2016 COLA for PERS benefit recipients receiving a monthly benefit is effective July 1, 2016, and is part of your August 1, 2016 benefit payment.

The COLA amount is based on the Consumer Price Index (CPI) for the Portland area. The 2015 CPI was 1.23%.

If all your service time was earned before October 1, 2013, you will receive a 2% COLA because you “banked” excess COLA “carryover” from prior years.

In years when the CPI exceeded 2%, the amount above 2% was “banked.” As a result, in a year when the CPI falls below 2%, the “bank” is used to raise the COLA to 2%.

If some of your service time was earned before October 1, 2013, and some after that date and you retired on or after October 1, 2013, through July 1, 2014, you will have a “blended” COLA:

- 2% on service credit earned up to October 1, 2013; plus,
- 1.25% on service credit earned after October 1, 2013. If your annual benefit is more than \$60,000, the portion above \$60,000 receives a .15% COLA for creditable service earned after October 1, 2013.

In years when the CPI exceeded 2%, the amount above 2% was “banked.” As a result, in a year when the CPI falls below 2%, the “bank” is used to raise the COLA to 2% for service credit earned up to October 1, 2013.

If some of your service time was earned before October 1, 2013, and some after that date and you retired on or after August 1, 2014, through July 1, 2015, you will have a “blended” COLA:

- 1.64% on service credit earned up to October 1, 2013; plus
- 1.25% on service credit earned after October 1, 2013. If your annual benefit is more than \$60,000, the portion

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“Tax remedy” for some benefit recipients

If you had eligible PERS service time before July 1995, you may currently receive or be eligible for a “tax remedy” increase in your monthly PERS benefit payment.

PERS is prohibited from paying the “tax remedy” increase to non-Oregon residents whose payments are not subject to Oregon personal income tax.

Oregon’s Department of Revenue provides PERS with Oregon residency information annually for benefit recipients receiving the “tax remedy” increase.

If you are a PERS benefit recipient who is not required to file personal tax returns or you have delayed filing personal tax returns (under extensions or for other reasons), but are eligible for the tax remedy increase, you must certify residency with PERS before December 15, 2016, to receive or continue to receive the increase in your January 1, 2017 benefit payment.

PERS will send a letter to those who need to certify residency in fall 2016.

The Residency Status Certification form will be included with the letter.

The letter will include information on how to certify residency using PERS’s Online Member Services.

Also enclosed with the letter will be a Frequently Asked Questions document.

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Contacting PERS just got easier

You can now contact all PERS departments and businesses – Member Services, Employer Services, the Oregon Savings Growth Plan, PERS Health Insurance Program, and Accounts Receivable – with one phone number: 888.320.7377. Here are our new menu options:

PERS Member Services or Oregon Savings Growth Plan - press 1

PERS Health Insurance Program - press 2

To use “spell by name” directory - press 3

No selection made - you will be transferred to Reception

If you press 1, you will be able to reach all departments, except for the PERS Health Insurance Program.

You can then select from the following options:

– PERS Member Services - press 1

- Retiree - press 1
- Withdrawal information - press 2
- Specialty Qualifications (death/divorce/disability) - press 4

– PERS Employer Services - press 2

- To reach an Employer Services representative - press 1

– Oregon Savings Growth Plan - press 3

- For next available agent or * to leave a voicemail

– PERS Accounts Receivable - press 4

- To reach an available agent

If you press 2 from the main menu, you will be connected directly with the PERS Health Insurance Program.

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

Address all correspondence to **PERS, P.O. Box 23700, Tigard, OR 97281-3700**. PERS headquarters is located at **11410 SW 68th Parkway, Tigard, Oregon**.

Phone: 888-320-7377; TTY: 503-603-7766. Telephone hours are 8:30 a.m. to 5:00 p.m., Monday through Friday, except holidays. PERS' Internet address is <http://oregon.gov/PERS>.

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COLA increase (continued from page 1)

above \$60,000 receives a .15% COLA for the service credit earned after October 1, 2013.

If you retired on or after August 1, 2015, through July 1, 2016, (does not include OPSRP members), you will have a “blended” COLA:

- 1.23% on service credit earned up to October 1, 2013; plus,
- 1.25% on service credit earned after October 1, 2013. If your annual benefit is more than \$60,000, the portion above \$60,000 receives a .15% COLA for service credit earned after October 1, 2013.

Schedule to mail PERS benefit checks from Salem

2016 pay date	Checks mail from Salem	Direct deposit effective date
September 1	August 31 (Wednesday)	September 1 (Thursday)
October 1	September 29 (Thursday)	September 30 (Friday)
November 1	October 31 (Monday)	October 31 (Monday)
December 1	November 30 (Wednesday)	November 30 (Wednesday)

State Employees' Charitable Fund Drive message

Just because you're retired doesn't mean you can't support your favorite charities every year!

As a PERS recipient, you can NOW make a charitable donation using your credit card or an ACH (bank) transfer. It can be a one-time or recurring gift, and you can split your gift among a wide range of charities.

Visit www.ipledgeonline.org/_rpe online, register with the system, then make a gift to any of almost 850 Oregon charities. It's easy, secure, and your gift will continue to have an impact!

Thank you for your service to our Oregon communities, and for giving back.

If you are an OPSRP member who retired after August 1, 2015

you will have a pro-rated COLA depending on the number of months the benefit was received before July 1, 2016. The proration will include a “blended” COLA:

- 1.23% on service credit earned up to October 1, 2013; plus,
- 1.25% on service credit earned after October 1, 2013. If your annual benefit is more than \$60,000, the portion above \$60,000 receives a .15% COLA for service credit earned after October 1, 2013.

PERS Survey

Does PERS' customer service meet your expectations? How can we improve? You can take this short survey online at <http://oregon.gov/PERS> in the "News" section of the PERS website or by filling out this page and mailing it to PERS by August 31, 2016. We will provide the results in a future issue of *Perspectives*. Thank you for your feedback!

Please mail your completed survey to: PERS
P.O. Box 23700
Tigard, OR 97281-3700

Customer Satisfaction Survey

1. How long have you been retired?

- More than five years Less than five years

2. What plan are you in?

- Tier One Tier Two OPSRP Don't know

3. When was the last interaction you had with PERS?

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

4. Please answer the following questions about the services PERS provides to its members.

How do you rate...	Excellent (1)	Good (2)	Fair (3)	Poor (4)	Don't Know (5)
The timeliness of the services PERS provides?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PERS' ability to provide services correctly the first time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PERS' helpfulness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The knowledge and expertise of PERS employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of information at PERS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of service PERS provides?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our service in the past year compared to previous years?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of PERS communications?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The PERS website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Survey continues on page 4)

PERS Survey (continued from page 3)

5. If you rated PERS “Fair” or “Poor” in any part of question 4, please tell us why you did not rate us “Excellent” or “Good.”

6. If you would like to elaborate on any of your answers, please comment here (please use a separate sheet of paper if needed).

7. Are PERS forms easy to understand and use?

Yes

No

Have not used

If you would like to elaborate regarding PERS forms, please comment here.

8. If you have used the PERS website, please answer the following questions:

Yes No

a. Was the PERS website easy to navigate?

b. Did you find the information you wanted?

c. If not, what information were you looking for that you could not find?

9. Are there any changes you would make to the PERS website?
