



NYCERS COVID-19 TEMPORARY PROCEDURES LOANS, REFUNDS, CARES ACT

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NYCERS COVID-19 TEMPORARY PROCEDURES SUBMITTING FORMS/CORRESPONDENCE THROUGH MyNYCERS

How can I submit forms, documents, or other correspondence to NYCERS?

During the COVID-19 pandemic, NYCERS is processing incoming US mail at a slower pace.

For that reason, please **DO NOT MAIL ANY FORMS TO NYCERS AT THIS TIME.**

Please use the new, expanded MyNYCERS to submit the following forms online (See next slide).

Log in or register at www.mynycers.org (registration instructions are provided on the site). Be sure to use a supported browser: Google Chrome, Firefox, Microsoft Edge, or Apple Safari.



NYCERS COVID-19 TEMPORARY PROCEDURES SUBMITTING FORMS/CORRESPONDENCE THROUGH MyNYCERS

The following transactions and forms can be submitted online through MyNYCERS:

- Service Retirement and Option Election
- Loan (Tier 3, 4, 6; Direct Deposit available)
- Change of Address and other contact information updates
- Beneficiary and Guardian
- Buybacks
- Online Payments
- Refunds (Direct Deposit available)
- Telephone Appointment Scheduling
- Federal Tax Withholding (retirees)
- Direct Deposit (pension payments, loans, and refunds)

See all the new MyNYCERS features at a glance on the next slides.






















NYCERS COVID-19 TEMPORARY PROCEDURES

MyNYCERS FEATURES

MyNYCERS Member Features

Online Features for Members

 APPLY FOR A LOAN	 VIEW ACCOUNT DATA	 OPTION ELECTION <small>NEW!</small>
 BENEFIT ESTIMATOR	 GUARDIANSHIP FORM (Minors Only) <small>NEW!</small>	 PLAN ENROLLMENT <small>NEW!</small>
 SERVICE BUYBACK	 MANAGE BENEFICIARIES (as eligible) <small>NEW!</small>	 REFUNDS AND TRANSFERS <small>NEW!</small>
 CHATBOT <small>NEW!</small>	 SECURE MESSAGING <small>NEW!</small>	 SET-UP AN APPOINTMENT <small>NEW!</small>
 UPDATE CONTACT INFORMATION <small>NEW!</small>	 ONLINE PAYMENTS (e.g. loan after retirement)	 SERVICE RETIREMENT <small>NEW!</small>
 DISABILITY RETIREMENT <small>NEW!</small>	 SAVE FOR LATER (where available) <small>NEW!</small>	 KNOWLEDGE ARTICLES <small>NEW!</small>
 DOCUMENT VIEWING <small>NEW!</small>		















NYCERS COVID-19 TEMPORARY PROCEDURES

MyNYCERS FEATURES

MyNYCERS Retiree and Beneficiary Features

Online Features for Retirees and Beneficiaries

 CHATBOT <small>NEW!</small>	 SET-UP AN APPOINTMENT <small>NEW!</small>	 PUSH NOTIFICATIONS <small>NEW!</small> (NYCERS to Retiree only)
 UPDATE CONTACT INFORMATION <small>NEW!</small>	 ELECTRONIC FUNDS TRANSFER (EFT) <small>NEW!</small>	 W-4P TAX FORM
 DOCUMENT VIEWING <small>NEW!</small>	 MANAGE BENEFICIARIES <small>NEW!</small> (as eligible)	 SAVE FOR LATER <small>NEW!</small> (where available)
 ONLINE PAYMENTS (e.g. loan after retirement)	 VIEW RETIREMENT ACCOUNT DATA	 KNOWLEDGE ARTICLES <small>NEW!</small>



NYCERS COVID-19 TEMPORARY PROCEDURES MyNYCERS FEATURES

How do I access the new MyNYCERS?

If you previously signed up for the old MyNYCERS, your username and password will not work on the new MyNYCERS. You will need to re-register on the new site at www.mynycers.org. For information on how to register, visit www.nycers.org/post/how-register.



NYCERS COVID-19 TEMPORARY PROCEDURES SUBMITTING FORMS/CORRESPONDENCE NOT AVAILABLE IN MyNYCERS

How can I submit forms, documents, or other correspondence that is not available through MyNYCERS?

Correspondence and forms NOT listed on the previous slide as available for online submission can be downloaded on www.nycers.org in the “Forms and Publications” section, and faxed to (347) 643-3884.

The App Store and Google Play offer free apps that enable you to fax a completed form from your desktop or mobile device.

New York City employees who are eligible for NYCERS membership and have not yet joined may submit a NYCERS Membership Application online at mynycers.nycers.org/MyNYCERS/s/plan-enrollment.

Registration for the MyNYCERS online portal is not required.



How can I get something notarized if I can't leave my home?

MyNYCERS gives members and retirees access to the most commonly requested forms once they register. Submitting forms online eliminates the notary requirement because (a) you have already gone through identity proofing during the registration process, and (b) other security measures are in place to protect your account.

The notary requirement for many of the forms that cannot currently be submitted online remains in effect. If you have difficulty obtaining a notary during this time, please follow the steps on the next slide.

If after trying to obtain a video conference notary, you are still having difficulty, please contact NYCERS' Client Services at (347) 643-3000 or email legalquestions@nycers.org.



NYCERS COVID-19 TEMPORARY PROCEDURES E-NOTARIZATION

How to E-Notarize in NY State



1. Set up a video conference allowing for direct, live interaction between the Person and the Notary.



2. The Person must present valid photo ID to the Notary.



3. The Person must affirmatively state that they are present in the State of New York.



4. The Person must then sign, and on the same date, e-mail, fax, or text the document to the Notary.



5. The Notary may then notarize the emailed, faxed, or texted copy and email, fax, or text it back to the Person. Note: The county and state of both the Notary and the Person should be stated on the document.



6. If a fully executed original is needed, the original and e-notarized documents must be sent to the Notary within 30 days. The Notary may then notarize the original using the e-notarization date.



Are out-of-state notaries following the same rules as New York notaries?

It depends on what state the notary is certified in. Both New Jersey and Connecticut have passed Executive Orders permitting remote notarizations. If the notary is outside of the tristate area, they need to make sure the state currently allows remote notarization and they follow that state's guidelines.

For NY notaries, you must state the county where the notary is, and the county where the person who needs the document notarized is.

For example: If you are a New Jersey Notary, then you must follow New Jersey law for the notary provisions.



NYCERS COVID-19 TEMPORARY PROCEDURES VITAL RECORDS

How can I get an original birth certificate or other vital record to NYCERS, so I can get my benefit?

NYCERS has temporarily suspended the requirement that members, pensioners, and beneficiaries submit original vital records in order to receive a benefit.

During the COVID-19 pandemic, a copy of the record can be faxed to (347) 643-3884, and it will be treated as an original.

NYCERS reserves the right to require originals in the future as a validation measure.

PLEASE DO NOT MAIL ORIGINAL DOCUMENTS TO NYCERS AT THIS TIME.



NYCERS COVID-19 TEMPORARY PROCEDURES LOANS

Can I still take out a loan?

Yes. NYCERS encourages you to register for your secure MyNYCERS account at www.mynycers.org and apply for a loan online. This is the quickest way to obtain a loan.

If you qualify for a Federal Coronavirus Aid, Relief and Economic Security (CARES) Loan, this loan can be deferred for up to a year. NYCERS is working to implement the CARES Act with regard to loans.

PLEASE DO NOT MAIL ANY FORMS TO NYCERS AT THIS TIME.



NYCERS COVID-19 TEMPORARY PROCEDURES REFUNDS

Can I still apply for a refund?

Yes. If you are eligible for a refund, NYCERS encourages you to register for your secure MyNYCERS account at www.mynycers.org and apply for a refund online. This is the quickest way to obtain a refund.

PLEASE DO NOT MAIL ANY FORMS TO NYCERS AT THIS TIME.



NYCERS COVID-19 TEMPORARY PROCEDURES CARES ACT

Is NYCERS implementing the Federal Coronavirus Aid, Relief and Economic Security (CARES) Act?

NYCERS is aware of the CARES Act and is working to implement it for NYCERS members. Please check the NYCERS website at www.nycers.org periodically for updates.



NYCERS COVID-19 TEMPORARY PROCEDURES RETIREMENT APPLICATIONS

My spouse is in the hospital, and I can't bring the retirement application to be signed. What should I do?

NYCERS understands that some members may wish to retire, but are hospitalized and cannot complete the paperwork themselves.

If a loved one who is a member of NYCERS wishes to retire but is hospitalized and cannot complete the paperwork and you cannot visit due to safety restrictions at the hospital, please email legalquestions@nycers.org. This email box will be monitored from 8 am-9 pm Monday-Friday and 9 am-9 pm on weekends and holidays. Please include your telephone number so you can be contacted if necessary.

If you have a Power of Attorney (POA) for the member or the member can execute one now, please submit it to NYCERS. A POA will allow you to sign documents on behalf of the member. NYCERS' Special Durable Power of Attorney Form #204 is available on NYCERS' website at www.nycers.org together with Fact Sheet #745 -- instructions on how to complete the POA.



NYCERS COVID-19 TEMPORARY PROCEDURES RETIREMENT APPLICATIONS

If I want to name my significant other as my Power of Attorney (POA) and want them to be able to name themselves as beneficiary, what do I need to do?

Use NYCERS' Special Durable Power of Attorney Form #204 found on NYCERS' website at www.nycers.org under "Forms and Publications." In Section G you must state that you want your agent to be able to name themselves as beneficiary. Without this statement, if you use this form, your agent will be able to name beneficiaries, but they will not be able to name themselves.

Please see NYCERS' Fact Sheet #745 – How to Complete Form #204 (available on NYCERS' website) for instructions on how to fill out the Power of Attorney.



NYCERS COVID-19 TEMPORARY PROCEDURES RETIREMENT APPLICATIONS

What do I need to do in order to make sure my Power of Attorney (POA) is valid?

Make sure that your agent is not the notary or a witness on the form. However, your notary may act as a witness. Please note that if the member passes away, the POA becomes invalid.

Please see NYCERS' Fact Sheet #745 – How to Complete Form #204 (available on NYCERS' website) for instructions on how to fill out the Power of Attorney.



NYCERS COVID-19 TEMPORARY PROCEDURES LEGAL QUESTIONS

What can be done if a member becomes incapacitated and does not have a Power of Attorney (POA) or Guardianship?

Guardianships are issued by the New York State Supreme Courts and other states' lower courts when someone is incapacitated and cannot make decisions for themselves.

NYCERS has contacted the New York State Supreme Courts and they are open to ordering guardianships for people who are incapacitated.

If a loved one is seeking a guardianship to assist a member with pension-related issues, the loved one must be named the guardian of the property and the order must allow them to handle pension benefits. Otherwise, the guardianship will not help the member.

If a Guardianship Order, Letters of Guardianship, or a Commission and Proof of Bond is mentioned in the Order, they must be submitted to NYCERS via fax at (347) 643-3884.

A member does NOT need a guardianship if you have a valid POA.



NYCERS COVID-19 TEMPORARY PROCEDURES LEGAL QUESTIONS

How do I serve litigation and provide Domestic Relations Order (DRO) information?

To serve litigation, email NYCERS at legaldocs@nycers.org.

To provide DRO information, email NYCERS at DRO@nycers.org.



NYCERS Contact Information

MyNYCERS:

www.mynycers.org

NYCERS' Call Center Hours:

Monday - Friday, 8 am - 5 pm

(347) 643-3000

NYCERS' Fax Number

(347) 643-3884