



California Public Employees' Retirement System
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Circular Letter

January 17, 2014

TO: **ALL CALPERS EMPLOYERS**

SUBJECT: **NEW SERVICE - EMPLOYER RESPONSE TEAM**

The purpose of this Circular Letter is to inform you of a new service for Employers.

California Public Employees' Retirement System (CalPERS) is dedicated to continual customer service improvement. Your feedback in a recent employer survey indicated the need at times for a single point of contact to assist you with time critical issues. In response to your feedback, Customer Account Services Division has developed a dedicated team to assist employers in addressing these needs. This team, the Employer Response Team, was created to assist you with your most critical, complex, or time-sensitive issues.

This new service is not intended to replace the CalPERS Employer Contact Center, whose representatives are trained to address your general questions and daily operational inquiries. Approximately 85% of all employer contacts coming through our Contact Center (**888 CalPERS** or **888-225-7377**) are closed by contact center representatives during that initial call. The remaining contacts are typically more complex and are routed to our business areas to resolve. Our business areas strive to resolve most of these inquiries within five days. However, we understand at times employers may need to address a critical situation in a more expeditious timeframe.

Our Employer Response Team, comprised of program experts throughout the organization, will work behind the scenes with the business areas to resolve your specific, critical, or time-sensitive issues quickly. We are excited to be able to provide this additional employer service.

By utilizing the appropriate service (CalPERS Customer Contact Center or Employer Response Team), we can ensure that the Employer Response Team will be available to focus on your critical, complex, or time-sensitive issues. We appreciate your help in maintaining this equitable balance in the use of the services.

When should you contact the Employer Response Team?

- Critical, time-sensitive requests, such as when documents are needed for labor negotiations or Board meetings
- Other issues that may be sensitive due to media coverage, subject matter, or the employee's position
- If you have contacted us several times for the same issue and we have not been able to resolve it timely, or you have received conflicting information

How to contact the Employer Response Team

- By telephone at 800-253-4594
- By email at Kellye.Smith.Employer.Response.Team@calpers.ca.gov

Again, we are happy to offer this new service in an effort to continually improve your customer experience with CalPERS.

KAREN DEFRANK, Chief
Customer Account Services Division