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Special:

TO: State Agencies, Agricultural Districts, Public Agencies, Personnel and Health Benefit Officers, State Colleges & Universities, County Superintendents Of Schools, Individual School Districts

SUBJECT: Introducing On-Line Annual Member Statements

CalPERS is pleased to announce that beginning February 14, active and inactive CalPERS members will be able to register to view their latest Annual Member Statement (June 30, 2000) on-line.

All they need to do is log on to the CalPERS On-Line web site, click on ***PERSONal Access***, and follow the **Register Now** instructions to have a PIN number mailed to them. Once they receive their PIN number, they can view their Annual Member Statement, which is updated each October. We expect this initial on-line service to be very helpful to members, because one of our most common requests is for duplicate copies of statements.

CalPERS has designed ***PERSONal Access*** to be easy to use **and** to keep our members' personal information safe and secure. To help our members understand this new program, the site will have a detailed explanation of how ***PERSONal Access*** works, a set of **Frequently Asked Questions**, and a **Troubleshooting Guide** for technical questions. Members can also contact us on-line with their questions.

This customer service improvement is our first step in bringing customized member information to CalPERS On-Line.

Kenneth W. Marzion, Chief
Actuarial and Employer Services Division