








CalPERS to implement a new computer system in September 2011

CalPERS is consolidating 49 different computer systems into one new integrated system this September. This new system will streamline many CalPERS processes as well as decrease dependency on paper documents. It will also position CalPERS to offer additional self-service capabilities to our members in 2012.



During the system conversion period, September 2-18, 2011, some services may be unavailable, and business transactions may take longer to process. Telephone and regional office wait times may also increase. We apologize for any inconvenience this may cause and appreciate your patience as we convert to our new system.

For the most up-to-date information regarding the CalPERS computer system conversion and the availability of services, please go to www.calpers.ca.gov/mycalperscentral

What Members Can Do During System Conversion September 2 18, 2011

<p>Access general information</p> <p>CalPERS On-Line will continue to provide general information about CalPERS programs and services. (www.calpers.ca.gov)</p>		<p>Members will be able to:</p> <ul style="list-style-type: none"> » Download forms and publications » Use “guest” calculators » View videos » Use website links to CalPERS business partners or other State of California agencies » Read CalPERS news releases » Access Board meeting agendas and minutes
<p>Obtain member-specific information</p>		<p>Members can obtain member specific information by speaking to a Contact Center or Regional Office representative by phone or in person. Note: some information may not be current until after the conversion period.</p>
<p>Order forms and publications</p>		<p>Members can continue to order forms and publications on the phone or in person and download them online at www.calpers.ca.gov.</p>
<p>Submit forms and applications</p>		<p>Members can submit forms for retirement or other benefits by mail or in person. CalPERS will process any forms received September 2 - 18 after September 19 in order of receipt.</p>
<p>Retirement Counseling</p>		<p>Members can visit a CalPERS Regional Office to obtain retirement counseling information.</p>

What Members Cannot Do During System Conversion September 2 18, 2011

<p>Log in to my CalPERS</p> <p>The my CalPERS website will be offline. (my.calpers.ca.gov)</p>		<p>Members are unable to:</p> <ul style="list-style-type: none"> » Access or update personal, retirement, health, and financial service information » Obtain online access to Annual Member Statements, tax statements, and benefit statements » Receive online retirement benefit or service credit purchase estimates » Register online for CalPERS Education Center classes » View online status of a disability retirement or service credit purchase
<p>Update personal, health, or retirement information or schedule appointments</p>		<p>CalPERS will temporarily hold member services that require data entry. Examples include:</p> <ul style="list-style-type: none"> » Processing applications (such as retirement or reinstatement) » Processing a health or dental plan enrollment (unless an emergency) » Changing/updating personal information (such as a change of address or phone number) » Starting/stopping/changing direct deposit » Scheduling an appointment