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Announcements

Circular Letter

April 26, 2021

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Distribution: IV, V, VI, X, XII, XVI

To: All CalPERS Employers
Subject: New myCalPERS Features for Service Credit Purchases

Purpose

The purpose of this Circular Letter is to inform you that we have expanded our service credit purchase online features to be entirely paperless and make purchasing service credit quicker than ever. Based on feedback from you and your employees, we fully implemented the electronic service credit purchase process. In January, we began by implementing the ability to request to purchase service credit online, and now functionality to elect and select a payment option for service credit purchases in myCalPERS has been added.

Online Process for Employees to Elect and Pay for Service Credit

After an employee has requested a service credit purchase and all required documents and certification are electronically submitted to CalPERS by their employer, they will have the ability to elect and select a payment option for their purchase. To elect and purchase service credit electronically, employees must log in to myCalPERS, go to the **Retirement** tab, select **Service Credit Purchase** and review the **Request** tab. Under **Your Requests**, employees will view the **Actions** column and select the **Purchase Service** button. They will then follow the screen prompts to complete their election.

Benefits of Requesting, Electing, and Purchasing Service Credit Online

In addition to reducing paper, there are several benefits to purchasing service credit online for both employees and employers.

Benefits to employees include:

- Convenient and secure way to submit requests and upload documents in their myCalPERS account
- Faster response and ability to monitor the status of their request from start to finish
- Accelerated access to election document
- Easily and securely submit a payment using a credit or debit card

Benefits to employers include:

- Conveniently certify employees' purchase requests from your myCalPERS account
- Electronically submit required documents in a secure location

Employer Requirement

The **Member Request** tab should be monitored daily to ensure all employer certification requests are completed timely. If the employer certification is not completed, the employee's request will be closed, and they will be required to submit a new request, which will increase the cost and may impact their eligibility.

All service credit request forms that require employer certification must be certified by an authorized payroll, personnel, or human resources employer representative through myCalPERS within 30 days. Ensure your contact lists are updated in myCalPERS with all authorized employer representatives and their email addresses and phone numbers.

We recommend you encourage your employees to request the purchase of service credit early in their career to ensure the availability of payroll records.

Important Information

There is a new notification method for Start Deduction Notices on new purchases. Instead of being mailed, the notices will be uploaded in the Business Partner Document History in myCalPERS. You will receive an email informing you that a new Start Deduction letter is available.

Resources

Encourage your employees to register for and/or log in to [myCalPERS](https://mycalpers.ca.gov). Benefits of service credit purchases and other resources are available on our website at www.calpers.ca.gov.

Questions

If you have any questions about the information provided in this Circular Letter, contact the CalPERS Customer Contact Center at **888 CalPERS** (or **888-225-7377**).

Donald R. Martinez, Chief
Member Account Management Division