

CONTACT INFORMATION FOR CONDUCTING BUSINESS WITH SFERS

OFFICE HOURS

SFERS will be available for limited in-person services, **by appointment only** on Tuesdays and Thursdays from 9:00 a.m. to 3:00 p.m.

In-Person Services

- SFERS staff will witness a signature on a beneficiary designation form, termination options form, or waiver form, in lieu of notary
- Members can use the computer in the lobby to generate and print a benefit estimate (using the benefits calculator)
- Members who are not able to download and print from the website or have a form mailed to them, can pick up forms from our office

To schedule an appointment for one of the services listed above, send an e-mail to sfersconnect@sfgov.org or call 415-487-7000 and follow the path to make an appointment.

RETIRED MEMBERS:

If you have not received a benefit check on time, need to replace a check, or want to initiate or change your direct deposit, send an e-mail to sfersconnect@sfgov.org or call 415-487-7039.

If you need a pension verification letter, log in to your member portal at <https://mysfers.org/resources/mysfers-member-portal/> where you can print one.

ACTIVE MEMBERS:

If you will be **retiring in the next three months**, send an e-mail to sfersconnect@sfgov.org or leave a message at 415-487-7057. Our scheduler will reach out to you within two business days.

If you plan to **retire more than three months from now**, log in to your member portal at <https://mysfers.org/resources/mysfers-member-portal/> to make a retirement counseling appointment.

If you have submitted forms and want to check the status, send an e-mail to sfersconnect@sfgov.org.

To report the death of a member, please send an e-mail to sfersconnect@sfgov.org or call 415-487-7044.

NEW SFERS MEMBERS:

If you are a newly hired City employee, send an e-mail to sfersconnect@sfgov.org to request a retirement enrollment packet.

RETIREMENT WEBINARS:

The schedule of dates and enrollment instructions are listed under "[Resources](#)".

INFORMATION ABOUT COVID-19

California is issuing daily updates about the status of COVID-19 in our state. Find information about the disease and how to protect yourself on the California Department of Public Health COVID-19 webpage: www.cdph.ca.gov. Read more on how to protect yourself and others at the Centers for Disease Control and Prevention website: www.cdc.gov.