

## CONTACT INFORMATION FOR CONDUCTING BUSINESS WITH SFERS

### 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](mailto: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](mailto: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.

**All retirement counseling appointments are done via MS Teams or by phone.**

If you have submitted forms and want to check the status, send an e-mail to [sfersconnect@sfgov.org](mailto:sfersconnect@sfgov.org).

To report the death of a member, please send an e-mail to [sfersconnect@sfgov.org](mailto: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](mailto: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](http://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](http://www.cdc.gov).