

CONTACT INFORMATION FOR CONDUCTING BUSINESS WITH SFERS

FORMS

If you are completing a form that requires notarization, such as a beneficiary designation form or a termination options form, SFERS can witness your signature in place of a notary. To schedule time for a signature, please send an e-mail to sfersconnect@sfgov.org or call 415-487-7000 and follow the prompts to make an appointment.

COMPUTER KIOSK

SFERS provides a self-service kiosk that members can use to access their member portal or their SFDCP account. To schedule a time to use the kiosk, please send an e-mail to sfersconnect@sfgov.org or call 415-487-7000 and follow the prompts 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.

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.

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.