Email: sfersconnect@sfgov.org

e-mail is the best way to reach us to:

- Ask general questions about your pension benefits
- Request forms and instructions, such as updating your beneficiary, terminating employment with the City, or changing tax withholding from your pension
- Schedule a retirement counseling session, if there are no slots available through the appointment scheduler in your secure member portal at mysfers.org
- Make an appointment to have your signature witnessed on a SFERS form that requires a notary or to use a computer to access your secure member portal

SFERS staff will respond to your e-mail within 1 to 3 business days.

Website Support: sfershlp@sfgov.org

Log in to your secure member portal at mysfers.org to:

<table>
<thead>
<tr>
<th>Active Members</th>
<th>Retired Members</th>
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<tbody>
<tr>
<td>Schedule your retirement counseling or service purchase (buy back) session</td>
<td></td>
</tr>
<tr>
<td>View and print your Annual Statement</td>
<td>View and print your 1099R and advice notice</td>
</tr>
<tr>
<td>Obtain an account balance verification letter</td>
<td>Obtain a pension verification letter</td>
</tr>
<tr>
<td>Update your e-mail address or phone number</td>
<td>Update your mailing address</td>
</tr>
<tr>
<td>Opt out of having your annual statement mailed</td>
<td>Opt out of having your advice notice mailed</td>
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Telephone Numbers

Call our main telephone number for recorded information and to leave a message. SFERS staff will respond to your message within 3 to 5 business days.

- (415) 487-7000
- 1-888-849-0777 (toll-free)

Replace a Lost/Missing Check or Initiate/Change Direct Deposit

- (415) 487-7039

Report the Death of a SFERS Member

- (415) 487-7044

Forms and Documents

To return completed forms and documents to SFERS:

- Mail to 1145 Market Street, 5th Floor, San Francisco, CA 94103, or
- Deliver to the secure drop box in the elevator lobby of the 6th floor of 1145 Market Street. The drop box is accessible Monday through Friday from 8:00 a.m. until 4:30 p.m

San Francisco Deferred Compensation Plan

For questions about your deferred compensation account or to enroll in the plan, visit sfdcp.org or call (415) 487-7500