

## CONTACT INFORMATION FOR CONDUCTING BUSINESS WITH SFERS

### Email:

[sfersconnect@sfgov.org](mailto: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:

[sfershelp@sfgov.org](mailto:sfershelp@sfgov.org)

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

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

### 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, 5<sup>th</sup> Floor, San Francisco, CA 94103, or
- Deliver to the secure drop box in the elevator lobby of the 6<sup>th</sup> 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](http://sfdcp.org) or call (415) 487-7500