

PERSPECTIVES

Retired
Member
Edition

COLA increases in August 1 payment

The 2008 cost-of-living adjustment (COLA) for PERS retirees and beneficiaries receiving a monthly benefit is 2 percent.

The increase is effective July 1, 2008, and payable with the August 1, 2008 benefit payment.

Tier One and Tier Two members who retired on or before July 1, 2008, will receive a 2 percent COLA.

For OPSRP Pension Program retirees and beneficiaries who have been retired for less than 12 months, the COLA is pro rated based on the number of months the benefit was received before July 1, 2008.

COLAs are based on the annual Consumer Price Index for the Portland-Salem area and are capped at 2 percent.

The Bureau of Labor Statistics of the U.S. Department of Labor publishes the Consumer Price Index.

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Strunk attorney fees/costs

In October 2007, the Oregon Supreme Court awarded fees and costs to the member’s attorneys for the 2005 *Strunk* case. In addition to affecting Tier One members who have yet to retire, the court’s decision affects approximately 21,000 PERS retirees whose cost-of-living adjustments (COLAs) were frozen by the 2003 PERS reform legislation.

The retirees affected were Tier One members who retired under the Money Match calculation with effective retirement dates on or after April 1, 2000, and before April 1, 2004.

At the direction of the Oregon Supreme Court, the attorneys representing this group of retired members are entitled to \$763,367, to be paid out of the restored COLAs.

In accordance with the court’s direction, PERS calculated the COLA each recipient would have received July 1, 2004 based on the actual benefit payment at that time. The attorney fee award was then allocated in proportion to the COLA each person would have received at that time.

For example, retiree A, who would have received a \$60 COLA, pays a higher proportion of the award than retiree B, whose COLA would have been \$30.

The one-time deduction affects the July 1, 2008 benefit, payable August 1, 2008 to the affected retirees. The average one-time deduction is \$36. After that, the monthly benefit will be restored to the appropriate level.

The Oregon Supreme Court’s decision regarding the *Strunk* case attorney fees and costs is posted in the Retiree section of the PERS website (<http://oregon.gov/PERS>).

What should I do if I....

Lose my monthly PERS benefit check?

Report the lost check to PERS no sooner than 10 days after the issue date of the check. A replacement can take up to three weeks.

To avoid lost checks, you can have your benefit payment automatically deposited in your checking or savings account. Use the Direct Deposit form from the Retiree section of the PERS website (<http://oregon.gov/PERS>) or contact Customer Service at 503-598-7377 or toll free 888-320-7377.

Change my address?

Submit an address change to PERS using the Retiree's Address Change form (available

on the PERS website or by calling Customer Service) or by sending a dated letter to PERS with the address change information and your signature.

Move out of state?

Submit an address change to PERS using the Retiree's Address Change form. You also need to fill out a new W-4P form to stop Oregon state income tax withholding.

Both forms are available on the PERS website or by calling Customer Service.

You can send a dated letter to PERS with the address change information and your signature instead of using the address change form if you wish.

Change banks?

Use the Authorization Agreement for Auto Deposit form available on the PERS website or by calling Customer Service. A change in direct deposit can take up to eight weeks to begin.

Need to contact PERS Customer Service?

Telephone: 503-598-7377 or toll free 888-320-7377

Fax line: 503-598-0561

Website: <http://oregon.gov/PERS>

Email: customer-service.pers@state.or.us

Mailing address:

PERS

P.O. Box 23700

Best times to call Customer Service

PERS staff tries to answer telephone calls as they come in, but sometimes we have to put a caller on hold.

Calls are placed in queue and answered in the order they are received.

Our busiest days are Mondays and the first three business days of the month.

In addition, we experience increased call volume from 8:30 to 10:00 am daily.

You can also email PERS with questions (customer-service.pers@state.or.us).

Answers to many PERS questions can be found on the PERS Retiree website (<http://oregon.gov/PERS>).

Remember: all of your PERS information is confidential.

For your protection, staff does not release benefit or account information to any party without first obtaining your permission.

History calling

Oregon celebrates its 150th birthday in 2009.

As part of PERS' participation in this historical event, we would like to interview early members about their careers in public service.

If you were a PERS member in the late 1940s or the 1950s and are willing to share your story, please contact Nancy Hill at 503-603-7623.

Notify PERS

Please remember that PERS must be notified of the death of a member, alternate payee, and/or beneficiary receiving PERS benefits.

Send a copy of the death certificate to:

PERS
P.O. Box 23700
Tigard, OR 97281-3700



Long term care insurance can help with expenses and personal needs

Have you ever thought about what you would do if you lost the ability to take care of yourself? Americans are living longer today than ever before. As we age, our needs change, and we may need assistance in our daily activities.

For many, the expense of long term care could have a significant impact on their financial security.

PERS offers long term care insurance to its retirees and eligible dependents through UnumProvident. The long term care plan is flexible and offers you a variety of options. You can customize the plan to meet your needs.

If you are interested in learning more about this insurance, UnumProvident provides informational meetings for PERS retirees.

Long term care meetings continue. Pre-registration is not required.

Long term care provides assistance with daily living activities, either at home or in a facility. This can be due to an accident, an illness, or advancing age. The need for long term care is not limited to the elderly. Anyone who cannot function independently may need the protection of long term care insurance. Accidents and unexpected illness can happen at any time and at any age. These meetings explain the options available to PERS retirees and do not require pre-registration.

Date	Location	Meeting Time
Aug 11	Roth's Hospitality Center 1130 Wallace Road NW Salem	9:30 - 10:30 a.m.
Sept 8	Best Western Landmark Inn 4430 SE Highway 101 Lincoln City	9:30 - 10:30 a.m.
Oct 8	Pendleton Convention Center 1601 Westgate Pendleton	9:30 - 10:30 a.m.
Nov 3	Roth's Hospitality Center 1130 Wallace Road NW Salem	9:30 - 10:30 a.m.
Dec 8	Lodge Event Center 955 SE 7th Street Grants Pass	9:30 - 10:30 a.m.

Perspectives is published by the Oregon Public Employees Retirement System for the benefit of PERS/OPSRP members and employers. Address all correspondence to **PERS, P.O. Box 23700, Tigard, OR 97281-3700**. PERS headquarters is located at **11410 SW 68th Parkway, Tigard, Oregon. Phone 503-598-PERS** or toll free **888-320-7377; TTY: 503-603-7766**. Telephone hours are 8:30 a.m. to 5:00 p.m., Monday through Friday, except holidays. PERS' Internet address is <http://oregon.gov/PERS>.

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PERS Survey

PERS wants to know if our customer service meets your expectations. You can take this short survey online at <http://oregon.gov/PERS> or by filling out this page and mailing it to PERS by the end of August 2008. The survey will be available online through September 1, 2008. We will provide the results in a future issue of *Perspectives*.

Please mail your completed survey to: PERS
 P.O. Box 23700
 Tigard, OR 97281-3700

Customer Satisfaction Survey

Thank you for taking the time to fill out our Customer Satisfaction Survey. Your answers will help us provide excellent customer service to our members. Please use a separate sheet of paper for additional comments.

1. Please check the appropriate box to indicate your PERS membership status.

- | | |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| <input type="checkbox"/> Retired Tier One member (hired before January 1, 1996). | <input type="checkbox"/> Tier One member (hired before January 1, 1996). |
| <input type="checkbox"/> Retired Tier Two member (hired after December 31, 1995). | <input type="checkbox"/> Tier Two member (hired after December 31, 1995). |
| <input type="checkbox"/> Retired OPSRP member (hired after August 28, 2003). | <input type="checkbox"/> OPSRP member (hired after August 28, 2003). |

2. When was the last interaction you had with PERS?

- | | |
|------------------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Within the last 30 days. | <input type="checkbox"/> Within the last year. |
| <input type="checkbox"/> Within the last 60 days. | <input type="checkbox"/> More than a year. |
| <input type="checkbox"/> Within the last six months. | |

3. Please answer the following questions about the services PERS provides to its members.

How do you rate...	Excellent (1)	Good (2)	Fair (3)	Poor (4)	Don't Know (5)
The timeliness of the services PERS provides?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PERS' ability to provide services correctly the first time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PERS' helpfulness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The knowledge and expertise of PERS employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of information at PERS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of service PERS provides?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The PERS website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our service in the past year compared to previous years?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>