

Your Financial Security and Good Health are our Top Priorities

In light of the COVID-19 Coronavirus situation, the Missouri State Employees' Retirement System (MOSERS) is proactively taking action to ensure the continuation of vital benefit services to our members while also protecting the health of members, staff, and other stakeholders.

1. Pension payments will continue as usual.
2. March 17 - April 23 PreRetirement Seminars will be online only.
3. April Coffee Break Seminars are cancelled.
4. Please consider phone meetings rather than office visits to MOSERS.

Benefit Payments

Direct Deposit: [Pension payments](#) will continue as usual.

Paper Checks: If you are still receiving a paper check, we encourage you to sign up for direct deposit immediately. With direct deposit, you will receive your benefit payment sooner and it will go directly into your account without you having to leave home. Submit a [direct deposit form](#) or [contact](#) a MOSERS benefit counselor for assistance. If the current situation worsens, it is possible that future paper checks could be delayed.

Member Education Events

Ready to Retire/PreRetirement Seminars - **Conducted Online Only**

We will offer the following (to those who have already registered) as **online webinars** rather than in-person seminars.

We will send your packet to you with your benefit estimate(s) and session materials. MOSERS staff will contact you by email or phone and provide information on how to participate in the webinar. We appreciate your understanding and flexibility given the unusual circumstances!

General State Employees - **Conducted Online ONLY**

- March 17 in Jefferson City
- March 19 in Blue Springs
- March 25 in Farmington
- March 26 in St. Louis
- March 31 in St. Joseph

Please watch our website for updates on future seminars.

University Employees - **Conducted Online ONLY**

- April 1 in St. Joseph at MO Western
- April 2 in Kirksville at Truman
- April 9 in Warrensburg at UCM
- April 15 in Maryville at Northwest
- April 16 in Maryville at Northwest
- April 22 in Cape Girardeau at SEMO
- April 23 in Cape Girardeau at SEMO

Other - Special Requests

We also have other sessions scheduled for March and April by special request. We will be in contact with the session organizers. If you have any questions about such sessions, contact your HR office or MOSERS at education@mosers.org or call (800) 827-1063 or (573) 632-6100, option 1.

Coffee Breaks

We have **cancelled** the following [Coffee Break seminars](#) for retired MOSERS members. We will reschedule these at a later date and notify all who are registered. If you are registered for, or interested in attending another Coffee Break seminar, please watch our website for updates.

- April 7 in Jefferson City at MOSERS - **Cancelled**
- April 21 in Jefferson City at MOSERS - **Cancelled**
- April 30 in Fulton at Callaway Electric Cooperative - **Cancelled**

Appointments and Office Visits

MOSERS is continuing to serve our members through in-person visits at our office. However, in an effort to keep everyone safe during this situation, if you have a scheduled appointment with a MOSERS benefit counselor, please consider switching to a phone appointment instead. Contact us at mosers@mosers.org or call (800) 827-1063 or (573) 632-6100, option 1, to switch to a phone appointment or to reschedule.

In keeping with state and federal recommendations, we offer the following options:

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- Submitting forms online through [myMOSERS](#) (watch our [myMOSERS login video](#) tutorial if this will be your first time logging in)
- Sending documents by mail, fax or email.

Mailing Address: PO Box 209, Jefferson City, MO 65102-0209 Fax:
(573) 632-6103

Email: mosers@mosers.org

Calling us at (800) 827-1063 or (573) 632-6100, option 1.

MOSERS Staff and Facilities

As of this update, all MOSERS staff members are reporting to work as usual. While no staff members have tested positive for COVID-19, all staff members have been instructed to exercise good judgement and stay home if they or a family member becomes ill, even

if symptoms can be managed with medication.

We have cancelled or restricted all staff travel and continue to review on a case by case basis. We are also defaulting to cancelling any business visits to our offices, unless absolutely necessary.

We have a business continuity plan in place. As part of our annual business continuity staff trainings, we have tested our processes for performing critical business functions remotely or by using alternative methods.

Our staff has elevated cleaning measures and are spending extra time disinfecting door handles, conference room furnishings, bathroom surfaces, etc.

The precautions listed above, which we are taking to safeguard the health of our members, staff, and stakeholders, may result in longer than normal wait times on the phone or slightly delayed responses by email. We ask for your patience and understanding as we strive to provide the best possible service to all members.

We will keep you informed of any additional changes or cancellations as this rapidly changing situation evolves.

Consult these additional resources for up-to-date information: [MOSERS'](#)

- [Website](#)
- [Missouri Department of Health & Senior Services](#)
- [Centers for Disease Control and Prevention World](#)
- [Health Organization](#)

COVID-19 Health Safety Tips

As the COVID-19 Coronavirus situation evolves, please know we hope you and your family remain healthy and we hope for the recovery of any who have been affected.

While the number of confirmed cases in Missouri is small, the Centers for Disease Control and Prevention (CDC) still recommend precautionary measures:

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- Avoid close contact with people who are sick.

[Wash your hands](#) with soap and water regularly for at least 20 seconds. Alcohol hand

- Try not to touch your eyes, nose and mouth.
- Cover your cough or sneeze with a tissue.
- Stay home when you're sick (and keep sick children home from school). Clean
- and disinfect frequently-touched objects and surfaces.

The symptoms for COVID-19, which occur 2-14 days after exposure, as stated by the CDC are:

- Coughing
- Fever
- Shortness of breath

People at higher risk of getting very sick from COVID-19 are encouraged to limit outings, avoid large gatherings, telecommute if possible, and stay home if they are sick. This population includes older adults, individuals who have compromised immune systems, and individuals who have serious chronic medical conditions like heart disease, diabetes, and lung disease.

Please **DO NOT REPLY** to this notice.

MOSERS will **never initiate** a request asking for your date of birth, Social Security number, Member ID, Online ID, or other personal information by email. If you have received this email in error, please [let us know](#). If you would like to receive paper versions of your MOSERS materials, [contact us](#).

Missouri State Employees' Retirement System

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