

MSRB Member In-Person Visit Protocols & Requirements

Telephone hours are 8:00 AM to 5:00 PM Monday through Friday, except on Holidays. (617) 367-7770. If prompted, please leave a voice message, and staff will return your call as soon as possible. We encourage you to review our website for benefits information, contacts, or forms you may need. For general questions, you may email us at srb@tre.state.ma.us.

During this period, our offices are open for some walk-in services as a limited number of MSRB staff are working daily on-site in Boston and Springfield, and other staff are working remotely. Please ensure you have set aside adequate time should you have to wait on the day you visit. Most services are available to our members either online or by telephone and do not require a visit to our office.

Masks and either proof of vaccination or a negative test within 24 hours of entry will be required to gain access to the MSRB's Boston office. Otherwise, MSRB staff will review your materials in our building lobby. Members of the State Employees' Retirement System will be escorted to and from MSRB offices. A staff member will be available to assist with general questions and reviewing applications for completeness. We will do our best to ensure appropriate seating / spacing for members and MSRB staff as volume may dictate. We will provide masks if they are needed.

Members of the State Employees' Retirement System may visit or drop off completed retirement applications, forms, and other documents at two locations: (1) at the MSRB's Boston office at One Winter Street, Downtown Crossing; (2) at the MSRB's Springfield office 436 Dwight Street, Room 109A.

Member access hours at both offices are Monday through Friday from 10:00 AM - 3:00 PM.

Our walk-in services beyond dropping off materials are currently limited to our Boston office and have a 20-minute maximum. At this time, we are not able to provide on a walk-in basis services such as:

- Multiple retirement benefit estimates
- Extended creditable service reviews
- Determining your eligibility to purchase creditable service or your estimated cost
- Review of disability-related retirement applications and medical records

Thank you for your continued cooperation.