

MSRB SPECIAL ANNOUNCEMENT

Due to the ongoing general public health concerns, we wanted to inform you of some changes to day to day operations at the Retirement Board's Boston and Springfield offices.

To try and reduce risk and opportunities of exposure, effective Monday, March 16, 2020, the Board will be modifying its available onsite workforce and permit some staff to work remotely. We will continue our regular hours of operations at both office locations.

Please note: the reduced staffing will not impact the issuance of monthly benefit payments scheduled for March 31, 2020.

Also, we will be suspending in-person visits by active and retired members for the time being and ask that all retirement benefit related questions be addressed by email or by telephone.

Due to the continually changing situation, please check our website, www.mass.gov/retirement, and Facebook, <https://www.facebook.com/mass.state.retirement>, pages often for any updates on the Board's operations.

Additionally, the SMART Plan's Winter Street location at the Massachusetts State Retirement Board will be closed to visitors through March 27th. SMART Plan advisors are still available to assist you at any time. Please click on this link to find the Advisor for your location: <https://docs.empower-retirement.com/EE/Massachusetts/DOCS/Territory-Map.pdf>

We apologize for any inconvenience and look forward to continuing to serve you.

WHAT YOU CAN DO IN THE MEANTIME:

Please feel free to reach out to us by telephone to speak with MSRB staff regarding your benefits-related questions, or you can email our office. Staff will respond to you within a day or two.

Telephone: (617) 367-7770; (413) 730-6135; 1-800-392-6014 (In Mass. Only)

Email:

- SRB Main email: srb@tre.state.ma.us
- Communications: MSRBCommunications@tre.state.ma.us
- Survivor Benefits (report a member's death): survivorbenefits@tre.state.ma.us
- Buyback (Service Purchases): buyback@tre.state.ma.us

PLEASE BE ON ALERT FOR FRAUD:

Be aware of questionable emails related to your retirement benefits. Scammers capitalize on "hot news topics," such as the Coronavirus, to trick you into clicking on their websites and emails.

- Always first check the sender's email address to look for grammatical errors or questionable spellings;
- Emails from the State Retirement Board will ALWAYS come from staff that end with @tre.state.ma.us;
- The MSRB will NEVER ask you for personal information via email or ask you to send such information via email. Please don't ever email your full social security number.