

- Request brochures for active members or retirees, such as:

- **TRS Benefits Handbook**
- **Highlights of the Plan (TRS-Care)**
- **Partial Lump Sum Option (PLSO)**
- **TRS/ERS Transfer**
- **TRS Service Credit**
- **Requesting a Refund of Your Member Contribution Account**
- **Employment After Retirement**
- **Automated Telephone System**



Teacher Retirement System of Texas
1000 Red River Street
Austin, Texas 78701-2698
(512) 542-6400 or 1-800-223-8778
www.trs.state.tx.us



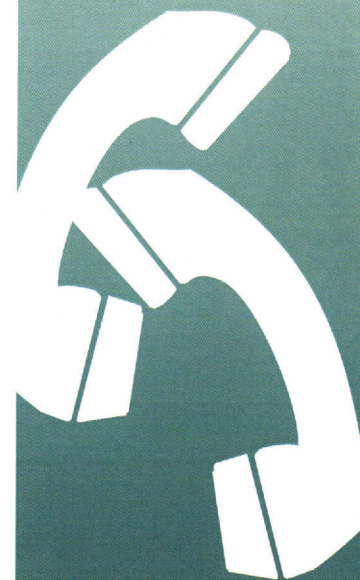
TRS Automated Telephone System

1-800-223-8778

TEACHER
RETIREMENT
SYSTEM OF
TEXAS

www.trs.state.tx.us

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The TRS Automated Telephone System is designed to give you quick and convenient self-service access to the information you need most about your TRS account and benefits. The system also enables you to transfer to a specific department or associate.

Please remember that this is an automated system. When it answers, it will engage you in a “conversation” to determine what you need and will respond accordingly. Simply speak with the automated telephone system as you would a benefit counselor, and the system will do the rest.

The TRS Automated Telephone System provides selected general information. To be able to access *personal* account information you will need a Personal Identification Number (PIN). To receive a PIN you must complete a form TRS 590 “TRS Telephone Personal Identification Number Authorization.” This form can be requested through the automated telephone system or can be downloaded from the TRS website (www.trs.state.tx.us).

Helpful hints:

The TRS Automated Telephone System will prompt you to either say your Social Security number or enter it by using the telephone keypad. If the system is unable to provide you with the information you need, you will be transferred to a benefit counselor who can help. Your Social Security number enables the benefit counselor to provide you with the most efficient service.

Please speak clearly and avoid noisy environments.

If you are calling from a cell phone, the system may or may not be able to recognize phrases due to static or other background noise.

When saying digits, please say them slowly, one digit at a time.

It is a good idea to have a pen and paper available to write down your information.

You will need to have a current address on file with TRS in order to have information mailed to you. The system will ask you to verify your address.

With a PIN, an active member can:

- Check an account balance and years of service credit
- Check the status of a retirement or refund application in progress

With a PIN, a retiree or annuitant can:

- Hear a summary of benefit payment details

Without a PIN, you can:

- Register for a benefit presentation for TRS active members
- Start the retirement process
- Start the refund process
- Request forms to change member information

- If you are a TRS annuitant or otherwise receive a TRS distribution, such as a refund, request a duplicate 1099R for the previous tax year during the months of February through April.
- If you are a retiree or a beneficiary receiving a monthly benefit payment, have a Statement of Annuity Verification mailed to you.
- Request forms for active members such as:

- **Request for Estimate of Retirement Benefits**
- **Designation of Beneficiary**
- **Change of Address Notification**
- **Notice of Final Deposit and Request for Refund**
- **TRS Telephone Personal Identification Number Authorization**

- Request forms for retirees or other annuitants, such as:

- **Direct Deposit Request**
- **Designation of Beneficiary**
- **Change of Address Notification**
- **TRS Telephone Personal Identification Number Authorization**