

# Employer Relations

News & Information from the  ARIZONA STATE RETIREMENT SYSTEM



Dear Employer,

The Arizona State Retirement System (ASRS) would like to make you aware of retirement education and counseling available to your employees during Fall Break this October.

Most members can fully educate themselves on retirement options and factors by using our [Retirement Central](#) online resources and online education tools. We also offer a responsive and skilled call center as well as Member Education programs for further coverage of the topics.

[Member Education](#) programs answer the most commonly asked questions and walk attendees through the process of applying for [ASRS retirement](#). Programs are offered as group meetings in both Phoenix and Tucson, as well as live and pre-recorded online sessions. Your employees can visit the ASRS [Member Education](#) page for descriptions and a complete list of upcoming programs.

We do, however, understand that some employees require a one-on-one appointment with an ASRS staff member for answers to their more complex questions before making the retirement decisions. For those employees, please be aware of the following information and **share this with your employees**:

#### **APPOINTMENT PREREQUISITE:**

To support our commitment to providing the highest quality and most cost-effective service to our members, the ASRS requires all members to first participate in a [Member Education](#) meeting *prior* to scheduling an in-person counseling session.

#### **ONE-ON-ONE APPOINTMENTS:**

If your employee still has questions after attending a Member Education meeting they can call the ASRS Member Advisory Center to schedule a 30-minute appointment with a Senior Benefit Advisor. Scheduling appointments ahead of time allows us to ensure staff is available to meet with your employee when they visit. Walk-ins without an appointment may experience longer wait times or may be requested to schedule an appointment on another day.

**Appointments are required for all in-person counseling sessions in our Phoenix & Tucson offices.**

**In Phoenix:** (602) 240-2000

**In Tucson:** (520) 239-3100

**Outside the Metro Areas:** (800) 621-3778

#### **ONLINE SERVICES:**

Members can also log into their secure [myASRS account](#) to view their benefit estimates, update their personal information and beneficiaries, initiate a service purchase request, register to attend a member education meeting and more!

Your partnership with the ASRS is important to us. Thank you for sharing this information with your staff!

**Arizona State Retirement System**

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