

March 25, 2020

The State Retirement Systems have resumed processing retirement, survivor, and disability benefits. While we are striving to provide the high quality of service you expect, some processing times may be longer than usual, given the current circumstances. We greatly appreciate your patience as we navigate these difficult times.

Contacting Us and Obtaining SERS Account Information

The SRS building and the call center remain closed. You may contact us by email only at sers@srs.illinois.gov. Staff is monitoring this account continuously and responding to emails in a timely manner. You can also easily access your account information on our secure Member Services website at memberservices.srs.illinois.gov

Reporting Member Deaths

If you are notifying us of a member death, please include the member's ID number (or the last four digits of the member's Social Security Number) and the date of the member's death, so that we can more quickly process the survivor or death benefit. Timely notice of member deaths also aids in preventing member overpayments.

Retirement Cancellations

During this uncertain time, if you wish to rescind your pending retirement claim, please first notify your agency and then notify us at the email address noted above. Please note retirement applications are valid for 90 days beyond the initial retirement date.

Insurance Information

At this time, the Department of Central Management Services is asking members to take advantage of MyBenefits.illinois.gov or the MyBenefits Service Center (toll-free) 844-251-1777 from 8:00 AM – 6:00 PM CT, Monday through Friday to address insurance benefit and enrollment questions. For concerns that cannot be addressed by MyBenefits, such as access to healthcare, members should contact CMS toll free at 800-442-1300, select the appropriate option and leave a message. A representative will return calls within 24 hours, Monday through Friday.

Non-Critical Functions

We are prioritizing the processing and payment of retirement, survivor, and disability benefits. We are not processing refund applications, counseling members, or preparing benefit estimates at this time. In addition, we are postponing educational seminars and workshops until further notice.

Protect Yourself!

Be alert for coronavirus scams. SRS will never call you to request personal or financial information. Click the link below for information from the U.S. Office of the Inspector General regarding coronavirus scams.

https://oig.hhs.gov/coronavirus/index.asp?utm_source=web&utm_medium=web&utm_campaign=covid19-landing-page