

EXECUTIVE DIRECTOR CALLS THE ROLL:

MS. WHINNERY: Chair, Mayor's Office?

CHAIRPERSON ADLER: John Adler and Cindy Collins.

MS. WHINNERY: Comptroller's Office?

MS. VICKERS: Susannah Vickers and John Dorsa.

MS. WHINNERY: Public Advocate's Office? (No response)

MS. WHINNERY: Borough President, Manhattan?

MR. BONILLA: Aldrin Bonilla, on behalf of Manhattan Borough President Gale A. Brewer.

MS. WHINNERY: Borough President, Brooklyn?

MS. CANTLO: Tonya Cantlo, representing Brooklyn Borough President Eric Adams.

MS. WHINNERY: Borough President, Bronx?

MS. SCOTT-MCFADDEN: Marricka Scott-McFadden, Deputy Borough President, representing Ruben Diaz, Jr., Borough President.

MS. WHINNERY: Borough President, Queens?

MR. SWISHER: Allan Swisher for Queens Borough President Sharon Lee.

MS. WHINNERY: Borough President, Staten Island?

MR. GORODETSKI: Isaac Gorodetski for Borough President James Oddo.

MS. WHINNERY: International Brotherhood of Teamsters?

MR. TORRES: Ruben Torres and Larry Bosley for Gregory Floyd, Teamsters Local 24 237.

MS. WHINNERY: Transport Workers Union?

MR. KATZMAN: Dave Katzman for TWU Local 100 President Tony Utano.

MS. WHINNERY: District Council 37?

MR. SANTANDER: Raymond Santander for Executive Director Henry Garrido.

MS. WHINNERY: We have a quorum.

EXECUTIVE DIRECTOR'S REPORT

MS. WHINNERY: I'll give a COVID-19 update first.

COVID-19 Update:

Like many businesses, NYCERS is currently closed to the public. The team worked extremely hard - IT, Information Security and many, many others, to transition over 450 employees to working remotely within two weeks, including our call center.

Our remote work started on March 23. We do have some limited staff who perform essential functions who are coming into the office part-time.

We are continuously looking for and finding ways to reduce the number of essential employees who are required to be on-site out of concern for the health and safety of our employees.

We encourage members to conduct business primarily through their MyNYCERS account, where they can submit most commonly used forms. Members can also call our call center with questions or to set up phone consultations. And we have also set up a fax for form submission.

All of this information is available on NYCERS website for how to conduct business with NYCERS during this time. We appreciate the patience of our Clients as we navigate the COVID-19 pandemic.

I'd like to give you some member specific updates. One of the situations we're running into at NYCERS is members in critical condition or in end of life situations. Some have COVID-19, but there are other health conditions where members are in the hospital and, due to their rapid decline and also because of restrictions on visitors because of the COVID-19 epidemic, members are in the hospital without family members who can help them complete and file

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paperwork. So, NYCERS has taken a number of steps to assist in this effort. We have set up a legal mailbox for members or their loved ones to contact NYCERS regarding these situations. We are monitoring the mailbox seven days a week.

That information is also on our website.

If members need any assistance with filing requirements, notarizations, and other issues they may be experiencing, our legal staff responds and gives assistance.

One of the hurdles we have where members are in these situations, is that the agency must take the member off of payroll in order for them to retire. Another hurdle is that some members are in critical condition and may be in danger of passing away and they want to retire so they can leave a continuing benefit to a beneficiary if they so desire should the member pass away, but they are in the hospital and their loved ones can't visit to help.

Another issue is, the member also would need to have power of attorney or guardianship for us to even be able to give information to a loved one. And if the member wants the power of attorney to be able to name themselves as beneficiary, the power of attorney has to explicitly state that they can name themselves.

Another hurdle is that the retirement application must be received by NYCERS before a member passes away.

If a member should happen to pass before a retirement application is filed, the Power of Attorney becomes invalid upon the member's death. Then the Power of Attorney can no longer make a beneficiary designation, file for retirement, or select an option. Members and their loved ones should be aware of this.

So, those are some of the hurdles we are seeing with members. We are taking as many steps as possible in order to help them.

I also want to make you aware of some other temporary changes to policies that we've made in order to continue to conduct business. We adjusted our contract and voucher signing in order to get contracts to vendors rapidly, obtain a notary more easily and execute contracts. We're now signing them through DocuSign, so the signature is secured and they can be executed rapidly.

With regard to health insurance for retirees, NYCERS worked out a process with the Office of Labor Relations (OLR) and other agencies not on City PMS. This is where NYCERS will generate a daily report of new retirees in lieu of members getting a retirement receipt from us in person. OLR will no longer require members to include the retirement receipt with the health benefit enrollment form. The confirmation that they get is a replacement for the manual retirement receipt.

Another change we've made is for the income affidavit -members who have post retirement income limitations. We have postponed automatically suspending members because the federal government and most state governments have postponed the tax filing deadline until July 15.

In addition, many retirees of NYCERS are being called out of retirement to assist with the COVID-19 pandemic.

Accordingly, there was an executive order that lifted income limitations during this period, so, we are not automatically suspending members. However, if a member wants to be suspended in order to avoid any possibility of overpayment, we will suspend them at their request. However we are not automatically suspending members.

Once the tax filing deadline passes, we will send letters to all of these members giving them 45 days to submit their tax information to NYCERS.

Another change we've made is with regard to Letters of Administration and Letters Testamentary. Normally we require that they be less than six months old. We have now permitted them to be up to a year old, because it would be difficult for members now to get them extended.

On notarization, we encourage members to file as many forms as possible through MyNYCERS, because there is no notarization requirement, because their identity has been proven to us, and there are other security features in place.

But where a member must notarize a form, we have provided information to the members on our website with regard to video notarization.

Service of process – if someone would like to serve litigation or subpoenas on NYCERS, we have temporarily lifted the requirement that it must be personally served. Instead, we set up a mailbox called LegalDocs@NYCERS.org for service of process.

With vital records, we suspended the requirement of original vital records temporarily. In order to receive a benefit, a copy of the record can be received either by fax or e-mail or uploaded to the member's account. It will be treated as original during this time, but NYCERS reserves the right to seek original documents in the future as needed.

So those are some of the policy changes we've made temporarily to assist members during this pandemic.

Do the Trustees have any questions at this time?

(Trustee comments captured on streaming)

Proposed resolution: Special WTC Trial Committee Recommendation (covered by General Counsel, Ilyse Sisolak)

Legislative Report Update (Covered by General Counsel, Ilyse Sisolak)

Technology Modernization Update (Covered by Deputy Director, Project Management Office, Tim Ellis)

CHAIRPERSON ADLER: Any questions?

MS. WHINNERY: I would like to mention that, while the team was working to have all NYCERS employees working remotely and working on the various policies I mentioned to benefit the members, simultaneously the team was working to expedite the release of CRM so that members could do transactions online, since NYCERS was closed to the public. And I think they did a fantastic job of that.

Reading in of Laid Over Cases (Executive Director):

The following cases are to be read into the record as **Laid Over** from this BOT Denial Calendar No. R-17:

555716
582049
605784
867022
959564

The following case is to be read into the record as **Referred Back** from this BOT Denial Calendar No. R-17:

612308