

## NYCERS CALL CENTER HOURS:

The Call Center (347-643-3000) is open Monday through Friday, 8 am to 5 pm, to answer questions and schedule consultations. Telephone and video consultations are available to maximize your health and safety. Due to increased volume, you may experience longer wait times, and voicemails may be returned after hours.

### EXPANDED ONLINE SERVICES ARE NOW AVAILABLE

- The following forms can be submitted online at [www.mynycers.org](http://www.mynycers.org) after registering (new MyNYCERS users) or re-registering (current MyNYCERS users) your online account. Registration instructions are provided on the website.
  - Loan (Tier 3, 4, 6)
  - Buyback
  - Change of Address and other contact information updates
  - Beneficiary and Guardian
  - Online Payment
  - Refunds
  - Federal Tax Withholding (retirees)
  - Direct Deposit (pension payments, loans, and refunds)
- New York City employees who are eligible for NYCERS membership and have not yet joined may submit a [NYCERS Membership Application online](#). Registration is not required.
- [All other forms can be downloaded HERE](#). Once you have completed the form you can upload it in your secure MyNYCERS account (log in and look for the link labeled “Upload a Form or Document”), or mail it to NYCERS at 30-30 47th Ave., Suite 1010, Long Island City, NY 11101. NYCERS also accepts forms and documents by fax to 347-643-3884, but please note that faxed documents will take longer to process. Fully completed forms may also be placed in a secure Drop Box at NYCERS’ 340 Jay Street entrance Monday through Friday, 8 am to 5 pm.

Customer Service Hours #740



(347) 643-3000



[www.nycers.org](http://www.nycers.org)