

Subject: **COVID-19 Update**  
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From: news@email.nystrs.org  
To: [REDACTED]

## COVID-19 Update

This is just a quick note to assure you that NYSTRS remains committed to serving your needs throughout the COVID-19 pandemic. The list on the right summarizes the various ways we're here for you. We encourage you to review our [FAQs](#), as answers to many common questions are addressed. We update these as new information becomes available, so check them regularly.

During this unprecedented time, with most staff working from home, we strive to maintain normal operations. Despite current market volatility, the fund used to pay benefits remains strong as we manage our portfolio prudently. As always, benefit payments have been, and will continue to be, made on time. Retirement and loan applications, direct deposit changes and death benefit claims are among the member transactions we are prioritizing. In short we plan to continue providing the exceptional customer service you have come to expect of NYSTRS.

We wish continued good health for you and your families.

### NYSTRS'

#### Customer Service Initiatives

- We are prioritizing time-sensitive transactions such as pension payments, direct deposit changes, disability retirements, death benefits and loans.
- Our phone lines remain open to help you at (800) 348-7298 and we are still receiving mail.
- We urge you to stay connected via [MyNYSTRS](#) to submit forms, review your information and message us securely.
- We posted [FAQs](#) that answer the questions many members have been asking us.
- We are providing our [benefits consultations](#) by phone.
- We recorded and posted our [PREP seminar modules](#) on NYSTRS benefits, so you can view them at your convenience.

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