

The following information was recently provided to NYSTRS' participating employers. As a Retirement System delegate, it is important you are aware of these issues.

Delegate News

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NYSTRS Now Offers Personal Device Consultations for Members

NYSTRS is pleased to announce a new convenient option for our benefits consultations program. Members can now connect to a NYSTRS video consultation using their own personal computer, laptop, tablet or smartphone.

With this new option, members can meet face to face via video with a NYSTRS representative who will discuss their retirement benefits and options, explain the retirement process, and answer any questions they might have. An estimate of the member's benefits will be provided to them before the consultation (either via their secure MyNYSTRS account or by U.S. mail if they prefer).

Members can schedule a video consultation through the Tools page in their [MyNYSTRS](#) account or by calling us at (800) 348-7298, Ext. 6100. Consultations are still also offered by telephone and may be scheduled in the same manner. (In-person meetings are on hold due to the pandemic.)

The poster on the ensuing page is being mailed to school principals. Please ensure it is posted in locations frequented by your staff. An electronic version of this Administrative Bulletin, complete with the poster, is also available on the [Employers > Administrative Bulletins](#) page of our website.

Thank you for your assistance in spreading the word about this important service to members.

Delegate News dating from 2005 to the present are available on our website at [NYSTRS.org](#). Select Delegates and visit the Delegate News page.