

# PROTECTING AGAINST FRAUD

2020 Annual Delegates Meeting  
November 9, 2020



# A YEAR LIKE NO OTHER

- Headlined by the COVID-19 pandemic, 2020 has been an unprecedented year in many ways.
- Many Americans have faced massive changes in the way they live their everyday lives.
- Many of us have adopted the motto of embracing the “new normal” of working from home or “going virtual.”
- With these changes, we have seen a surge in identity theft and fraud cases within the United States and around the world.

# FRAUD - DEFINED

*- intentional perversion of truth in order to induce another to part with something of value or to surrender a legal right.*



# NYSTRS BY THE NUMBERS

- The average Maximum annual benefit of a NYSTRS retiree is \$48,273.
- During the 2019-20 fiscal year, the System distributed \$7.5 billion in benefits on time and in full.
- NYSTRS continues to be one of the best-funded pension plans in the nation.
- The System's recently completed actuarial valuation found the plan was 97.3% funded based on the market value of assets and 98.9% funded based on actuarial value of assets.
- For fiscal year ended June 30, 2020, NYSTRS' net assets totaled approximately \$120.5 billion.

# NYSTRS

Vision: To be the  
model for pension fund  
excellence and exceptional  
customer service

Mission: To provide our  
members with a  
secure pension



# Personally Identifiable Information

- Personally Identifiable Information (PII) is information that, when used alone or with other relevant data, can identify an individual.



# Personally Identifiable Information

- NYSTRS urges you to remain vigilant in protecting your PII.
  - Use strong passwords.
  - Shred documents.
  - Do not share your SSN unless necessary.
  - Limit what you share on social media.
  - Store your Social Security card in a safe place (not in your wallet).

# MyNYSTRS

- Secure Messaging is just one of the many tools available within MyNYSTRS. Members can also:
  - Obtain pension and loan estimates.
  - File forms (*Address Change, Loan Application, Service Retirement Application, Prior Service Claim, Direct Deposit Authorization Agreement, or W-4P Withholding Election*).
  - Determine the cost of available prior service.
  - Book appointments for benefits consultations.
  - Access 1099 forms and Profile statements.
  - Track the status of their retirement processing.

# WHAT YOU CAN DO TO PROTECT YOURSELF!

- Do not share your MyNYSTRS password (e.g., with banks, financial advisors, family members or friends).
- Change your MyNYSTRS password frequently.
- Watch out for phishing attempts. NYSTRS will not email you asking for PII.



# PHISHING



- Phishing is a cybercrime in which a target is contacted by email, telephone or text message by someone posing as a legitimate institution to lure individuals into providing PII.
- The information is often used to access important accounts which can result in identity theft and financial loss.

# WHAT TO LOOK OUT FOR



The email:

- Is from someone you don't know.
- Has bad grammar or spelling (e.g., it's from Google, with an extra "o"; or BankofArnerica with an "r" + "n," instead of an "m").
- Looks like an internal email, but was sent at an unusual time for employees (e.g., 3 AM).
- Contains an offer that is too good to be true.
- Tells you to update personal information immediately or an offer will expire or your account will close.

# WHAT TO LOOK OUT FOR

- Phishing emails often contain hyperlinks or attachments.
- Hovering over a link shows you the actual URL of where you will be directed when you click it.
- If you see an attachment in an email you were not expecting or the attachment doesn't make sense, **DO NOT OPEN IT!**
- These attachments often contain malware, ransomware or other viruses that may do damage to your computer or mobile device.

# REPORTING FRAUD

If you suspect someone is attempting to defraud the System or its assets, please:

- Complete and submit a complaint form. You may submit the form electronically on our website or by mail to: Investigations Unit, P.O. Box 11535, Albany, NY 12211-0535.
- Email us at [investigations@nystrs.org](mailto:investigations@nystrs.org).
- Call us at (800) 348-7298, Ext. 2846.

The complaint can be filed anonymously.

BENEFITS RETIREMENT PLANNING ABOUT US LEGISLATION HEADLINES SEARCH:

Active Members Retirees Delegates Employers

MyNYSTRS Login I'm looking for... FORMS LIBRARY CONTACT US

Home > Contact Us > Report Fraud A A A

## Report Fraud

Suspect fraud? Let us know.

**Contact Us**

(800) 348-7298, Ext. 2846  
[investigations@nystrs.org](mailto:investigations@nystrs.org)

**Contact Us**

- Get in Touch
- Help
- Report Fraud
- Report Fraud FAQs
- + FOIL Request
- Report a Death
- Beware of NYSTRS Imposters

NYSTRS is committed to ensuring the integrity of the System and the benefits it provides. Our Internal Audit staff routinely reviews or audits all aspects of the System, including member and employer records. If you suspect anyone of attempting to defraud the Retirement System or misusing System assets, please report the complaint of fraud, waste or abuse to us. If you choose, you may make the complaint anonymously.

How to Report Fraud

What to Report

What Happens After the Complaint is Received?

# CONTACTING NYSTRS

- By phone:
  - (800) 348-7298 or (518) 447-2900
  - Use extension 6250 for general inquiries

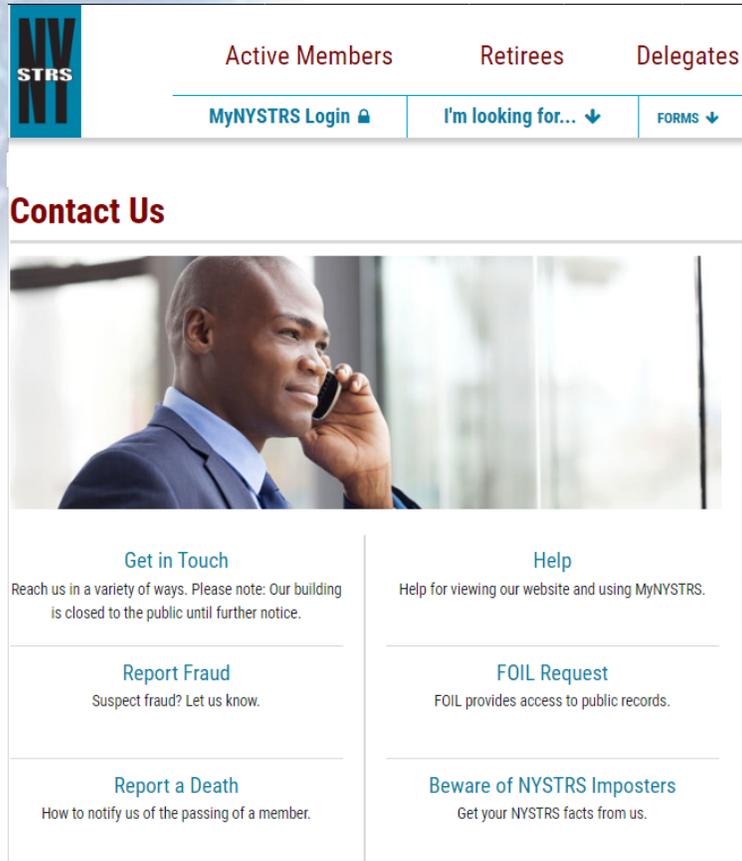
- In writing:

- Email: [communit@nystrs.org](mailto:communit@nystrs.org)  
(for general questions only)

- Secure Messaging: Access within the Tools section of your MyNYSTRS account.

- Mail: NYSTRS

10 Corporate Woods Drive  
Albany, NY 1221-2395



The screenshot shows the NYSTRS website header with navigation links for Active Members, Retirees, and Delegates. Below the header is a 'Contact Us' section featuring a photo of a man on a phone. The page is divided into two columns of service links: 'Get in Touch' (with a note about building closure), 'Report Fraud', 'Report a Death', 'Help', 'FOIL Request', and 'Beware of NYSTRS Imposters'.

**NYSTRS** Active Members Retirees Delegates  
MyNYSTRS Login I'm looking for... FORMS

### Contact Us



**Get in Touch**  
Reach us in a variety of ways. Please note: Our building is closed to the public until further notice.

**Report Fraud**  
Suspect fraud? Let us know.

**Report a Death**  
How to notify us of the passing of a member.

**Help**  
Help for viewing our website and using MyNYSTRS.

**FOIL Request**  
FOIL provides access to public records.

**Beware of NYSTRS Imposters**  
Get your NYSTRS facts from us.