

## CONTACT INFORMATION FOR CONDUCTING BUSINESS WITH SFERS

Please contact us using any of the following methods.

**Email:** [sfersconnect@sfgov.org](mailto:sfersconnect@sfgov.org)

E-mail is the best way to reach us to:

- Ask general questions about your pension benefits
- Request forms and instructions, such as updating your beneficiary, terminating employment with the City, or changing tax withholding from your pension
- Schedule a retirement counseling session if you are retiring within three months and there are no slots available through the appointment scheduler in your secure member portal at: [mysfers.org](http://mysfers.org)
- Make an appointment to have your signature witnessed on a SFERS form that requires a notary

Please include your full name, DSW number, and valid contact telephone number. Someone on SFERS staff will respond to your e-mail within 5 business days.

**Log in to your secure member portal at [mysfers.org](http://mysfers.org) to:**

Access the following by logging into your secure member portal. Your username is your DSW number and your password is the one you use for the employee portal. If you need to reset your password, **please contact the DT Help Desk at: 628-652-5000.**

Active Members	Retired Members
Schedule your retirement counseling or service purchase (buy back) session	
View and print your Annual Statement	View and print your 1099R and advice notice
Obtain an account balance verification letter	Obtain a pension verification letter
Update your e-mail address or phone number	Update your mailing address
Opt out of having your annual statement mailed	Opt out of having your advice notice mailed

**Telephone Numbers:** 415-487-7000 or 1-888-849-0777 (toll free)

Call our main telephone number for recorded information and to leave a message. Someone on SFERS staff will respond to your message in 3 to 5 business days.

### Forms and Documents

To return completed forms and documents to SFERS:

- Mail to 1145 Market Street, 5<sup>th</sup> Floor, San Francisco, CA 94103, or
- Deliver to the secure drop box in the elevator lobby of the 6<sup>th</sup> floor of 1145 Market Street. The drop box is accessible Monday through Friday from 8:00 a.m. until 4:30 p.m.