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Special Insert

Benefits That Matter to You
Your total compensation including pension, deferred comp, & more.

You can switch to an electronic version of your newsletter. Electronic subscribers receive it sooner than paper subscribers. To change your preferences, go to www.mosers.org and click on Member Login. Under Personal Information, click on Email Options. While you are logged in, verify or update your mailing address, email address, and phone number so you will be sure to receive your important benefit information now and in the future.
**Keeping Up to Date**

**Review Your Beneficiaries**

Have you gotten married or divorced? Had a new child or grandchild? Have any of your beneficiaries changed their name or moved? Spring is a good time to “clean up” your life insurance beneficiary designations and make sure they are current! Check the beneficiaries listed in your Annual Benefit Statement. Or, use the Member Login* on MOSERS’ website and click on **Personal Information** and then **Life Insurance**. Your beneficiary information will be displayed below your current life insurance coverage amount. You may change your designation while you are logged in by selecting **Forms** from the main menu, then **Life Insurance Beneficiaries**.

Contingent beneficiaries will also be listed online and on your statement if submitted after October 2012.

*See the short Member Login Video in our online video library for helpful information if this will be your first time logging in.

**Coming Soon:**

**Website to Get a New Look!**

This fall, you will see some exciting changes to MOSERS’ website. We will be working hard on making information easier for you to find and giving it a new, updated look. The Member Homepage will not be affected, so when you log in, the process will be the same.

**2018 Legislative Session**

The 2018 legislative session ends on May 18th. Remember to follow our Rumor Central blog and our legislative webpage, which includes bill tracking links and important dates. It will be updated with a legislative summary after the session ends.

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**Advocating for Better Living**

**Missouri Ombudsman Program**

The Missouri Long-Term Care Ombudsman Program is offered through the Missouri Department of Health and Senior Services and is made up of a network of volunteers throughout the state. Locally, it is administered by the regional Area Agencies on Aging.

**Be an Ombudsman Volunteer**

Are you looking for a volunteer opportunity, either before or after retirement? Do you enjoy helping others and giving back to your local community? As an ombudsman volunteer, you would work with residents of nursing homes in your area to listen to them and help support them in resolving problems they may have. You would work as an advocate for them and facilitate communication between them and the staff.

"Ombudsmen seek to reduce the sense of isolation some residents feel, especially those who do not have close family or friends. Ombudsmen can help the resident rediscover a sense of self determination and exercise their rights."
Owens Re-Elected as Chairwoman of the MOSERS Board

Shannon Joyce Owens was re-elected as Chairwoman of the Board of Trustees of the Missouri State Employees’ Retirement System (MOSERS) in Jefferson City during its regular meeting on January 18, 2018. Ms. Owens is an elected representative of state employees. She joined the Board in January 2015.

During her time on the Board, Ms. Owens has established Board committees focused on investments, the pension administration system, and strategic planning & governance. One of her priorities in the coming year will be promoting proactive communication with all stakeholders regarding the Board’s responsibilities as fiduciaries. Ms. Owens describes the MOSERS Board as active, engaged, transparent, and making improvements.

Ms. Owens has been a state employee since December 2000 and currently serves as IT Policy Director for the Department of Natural Resources. In this role she provides direction for planning, development and administration of information management and technology. She led statewide eFiling implementation for the Office of the State Courts Administrator which allows attorneys to file cases electronically.

The Board also acted to re-elect Crystal Wessing as Vice Chair. Ms. Wessing also serves on the MOSERS Board as an elected representative of active state employees. She currently serves as the Director of Financial & Administrative Services for the Office of Administration’s Information Technology Services Division. She has more than 17 years of service with the state having previously worked at the Departments of Labor and Industrial Relations, Natural Resources, and Health.
The nomination period for candidates interested in running for the active member seats on the MOSERS Board of Trustees is now open. Two active members will be elected this August and begin serving a four-year term in January 2019.

**The Nomination Process**

1. **Candidate Declaration & Biography:** Use this form to declare your interest in being a board candidate and provide biographical information, including your qualifications for a position on the board of trustees. Your bio must not exceed 300 words and should include information you believe to be relevant to your candidacy for election.

2. **Signatures:** Use this form to obtain the signatures of at least 100 active MOSERS members (required).

The forms, together with all pertinent information and guidelines, can be found in our brochure titled *Board Member Candidate Information, Active Member Board Seat*. For a copy of this brochure, visit the Board Election page on our website or contact MOSERS at (800) 827-1063. The forms are due to MOSERS by **June 29, 2018**. The MOSERS Chief Auditor will review nomination petitions and other required material for eligibility and submit pertinent information to the third-party election administrator.

**Please note:** The independent third-party election administrator will create and mail the election ballots, and then count and certify the results. Voting is conducted by the administrator, not MOSERS, so you will not be able to vote by calling MOSERS or going to our website. See your ballot you will receive in August for information on how to vote by phone or online.

**Determining the Outcome**

As an eligible member of MOSERS, you have the right and responsibility to help select the active member representatives for the board through your vote. Your vote counts in this important election! The new active member representatives begin serving their four-year terms in January 2019 and will represent YOU for four years.

**Watch for Your Ballot**

The third-party election administrator will mail election ballots by **August 13**th to all eligible members in the Missouri State Employees’ Plan (*MSEP*) and the Missouri State Employees’ Plan 2000 (*MSEP 2000, which includes members of MSEP 2011*). The election ballot contains a brief biography of each candidate. Please read these bios so you can make an informed decision. We will also post the nomination information on the MOSERS website in July. Eligible members will have two weeks to vote online, by phone, or through the mail. The election period ends on **August 28, 2018**.

**Important Board Member Election Dates**

<table>
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<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Nomination petitions made available</td>
<td>March 2018</td>
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<tr>
<td>Nomination petitions due to MOSERS</td>
<td>June 29, 2018</td>
</tr>
<tr>
<td>Election ballots distributed by mail to all eligible members of the MSEP, the MSEP 2000, and the MSEP 2011. Eligible members will have at least two weeks to vote online, by phone, or through the mail.</td>
<td>August 13, 2018</td>
</tr>
<tr>
<td>Election results certified/released to the public. The election administrator will count the votes and the outcome will be announced on our website.</td>
<td>August 28, 2018</td>
</tr>
<tr>
<td>The new active employee member representatives begin serving their four-year term in January 2019.</td>
<td>January 2019</td>
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**Mosers.org | 5**
A significant part of your total compensation is represented through the value of the benefits you receive as a state employee (pension, healthcare, life and long-term disability insurance, employer contributions to Social Security, etc.) plus the value of time off (annual leave, sick leave, and holidays). Your Annual Benefit Statement contains all this information in one convenient document.

Each spring, MOSERS sends these personalized statements in late March/early April. Use it to make decisions today and plan for tomorrow.

It should help you estimate the income you will have in retirement and decide things like:

- Are you saving enough for retirement in your MO Deferred Comp account?
- Should you make any changes to your cafeteria plan, health insurance, or life insurance coverage the next time you have the opportunity to do so?*
- When will you be financially ready to retire?

Your income in retirement may come from several different sources such as:

- Your MOSERS defined benefit pension plan
- Social Security retirement benefits
- Savings and investment income (from individual accounts such as the MO Deferred Comp Plan)
- Part-time or full-time re-employment

You will also be able to access your Annual Benefit Statement from your Document Express online mailbox through the Member Login on MOSERS’ website. It is available for you to print or save. You should have received an email from MOSERS once your statement was posted. If you have opted to receive your correspondence from MOSERS through the mail, your statement was sent to your home address in March and it is also available as described above.

*Conservation and College & University Employees (except Lincoln University and State Technical College of Missouri) – Some of your benefits (such as health care and life insurance coverage, among others) are provided directly through your employer so no information on these benefits will appear in your 2018 Annual Benefit Statement. Contact your human resources office for more information on those benefits.
Benefits You Can Count On —

HIGHLIGHTS OF YOUR TOTAL COMPENSATION PACKAGE

Benefits Paid by Your Employer (no cost to you)
- Retirement/Survivor Benefits (if employed in a benefit-eligible position prior to January 1, 2011)
- Basic Life Insurance (term)
- Long-Term Disability Insurance
- Education Assistance (where available)
- Paid Holidays
- Annual Leave & Sick Leave
- Workers’ Compensation
- Unemployment Compensation
- Strive Employee Life & Family (SELF) Program

Benefits Paid by You & Your Employer (cost is shared)
- Retirement/Survivor Benefits (if employed in a benefit-eligible position on or after January 1, 2011)
- Medical Insurance
- Social Security Retirement
- Medicare

Optional Benefits (you pay premiums/fees)
- Optional Life Insurance (term)
- Universal Life Insurance
- Spouse & Dependent Life Insurance
- Dental & Vision Coverage

Optional Tax-Saving Benefits (you contribute money toward tax and retirement savings)
- Cafeteria Plan
- Deferred Compensation
- Health Savings Account (for those who are eligible)

As a benefit-eligible employee with the State of Missouri, your total compensation is more than just the dollars you receive in your paycheck. Benefits are a significant part of your compensation package, but are often overlooked. The ongoing contributions from your employer (salary and benefits) represent a significant financial commitment to you and your family. Core benefits are provided to you through various administrators as described in this summary. These benefits are intended to improve your quality of life and assist you in your pursuit of financial security.

The benefit package, as a whole, assists the state in recruiting and retaining qualified employees, which not only reduces the amount of time and money spent on rehiring and retraining new employees, but also preserves institutional knowledge within an agency improving services to Missourians.

Retirement & Survivor Benefits
In an effort to help you build a financially secure future, your employer makes monthly contributions to finance your retirement benefit. As an eligible state employee, you are automatically enrolled in the Missouri State Employees’ Retirement System (MOSERS). Once you meet certain age and service requirements and retire under a MOSERS defined benefit plan, you are guaranteed a lifetime pension benefit.

One of the ways the state rewards your continued employment is by increasing the value of your retirement benefit for each additional year of service. In general, the longer you work in a benefit-eligible position, the higher your retirement benefit will be. You will receive a personalized Annual Benefit Statement to keep you informed about your benefits.

MOSERS is a defined benefit (DB) pension plan. A DB plan can be either contributory or noncontributory. MOSERS is a noncontributory DB plan for employees who worked in a benefit-eligible position prior to January 1, 2011, but is a contributory DB plan for members employed in a MOSERS benefit-eligible position for the first time on or after January 1, 2011 (members of MSEP 2011 and the Judicial Plan 2011).

Employer and employee contributions account for about one-third of system funding. The rest comes from investment earnings. MOSERS invests and professionally manages these funds.

www.mosers.org
Long-Term Disability Insurance

Disability insurance is an important part of securing a sound financial future for you and your family because it protects you by providing partial income replacement in the event of a disability. Will you be able to pay your bills if you become disabled? People insure their lives, health, homes and other possessions. Unfortunately, they often overlook their most important asset - their ability to earn an income. As a member of a plan administered by MOSERS, the state provides long-term disability (LTD) insurance at no cost to you.¹

LTD insurance provides partial income replacement in the event you become disabled, helping to bridge the gap from your date of disability to your recovery or retirement. LTD coverage is intended to help you get back to work. If you are determined by the insurance carrier to be disabled, your monthly LTD benefit will replace up to 60% of your pre-disability salary. Before disability benefits begin, you must complete a 90-day benefit waiting period or exhaust your unused sick leave as you are entitled to through your employer's sick leave program, whichever is longer. If you receive LTD benefits, you will continue to accrue credible service toward retirement benefits.

¹ MOSERS long-term disability benefits are not available to employees of state colleges and universities (except State Technical College of Missouri and Lincoln University).

Life Insurance

Life insurance provides your family with financial stability and security when it matters most.

MOSERS Term Life Insurance³

Group term life insurance protects you and your family from financial hardship in the case of your death. Term life insurance does not accumulate cash value and results in a benefit payment only upon the death of the covered individual.

- **Basic Coverage** - As a benefit-eligible employee, the state automatically provides coverage of one times your annual salary ($15,000 minimum) in basic life insurance at no cost to you. If your death is determined by the insurance carrier to be duty-related, your beneficiaries will receive three times your basic life insurance coverage.

- **Optional & Dependent Coverage** - You may also be eligible to purchase additional term life insurance coverage for yourself, your spouse, and your dependent children. Contact MOSERS to learn how. The premium will be deducted from your paycheck and will be based on your age and the amount of coverage you select.

³ MOSERS life insurance benefits are not available to employees of the Department of Conservation or state colleges and universities (except State Technical College of Missouri and Lincoln University).

Medical Insurance

Whether your health care program is administered by MCHCP or your employer, affordable, quality health care is the ultimate goal.

Your health care benefits provide you and your family access to medical care at subsidized group rates. All three of MCHCP’s medical plans – the Health Savings Account (HSA) Plan, the PPO 600 Plan, and the PPO 300 Plan – offer the same basic coverage. Benefits also include prescription drugs, 100% coverage for preventive care, Diabetes Support Services, and access to a nationwide network of providers. If you choose medical coverage, your employer makes a monthly contribution that helps subsidize your premium as well as the premium for spouse and/or dependent coverage.

Universal Life Insurance

In addition to the term life insurance provided by the state, you may purchase universal life coverage through the Missouri Voluntary Life Insurance Commission (MoVLIC). Universal life coverage offers an easy and affordable way to safeguard your future and provide benefits. Besides providing death benefits to your family, your universal life insurance plan builds a cash value that can help you with more immediate needs such as sending your children to college or supplementing your retirement income. The premium can be deducted from your paycheck and will be based on your age and the amount of coverage you select. It also offers a long-term care rider.

Dental & Vision Coverage

MCHCP offers statewide vision and dental coverage to members of MOSERS, including Department of Conservation employees. By giving you the option of choosing benefits you need, neither you nor MCHCP pays for benefits for which you choose not to have coverage. Both plans offer network and non-network services. Vision coverage includes two plan options – basic or premium – with specific copayments for services received. Both options include coverage for routine vision exams, and provide eyeglasses and contact lenses at discounted rates through network providers. Dental benefits include diagnostic and preventive care services, basic and restorative services, and major services.
Deferred Compensation

The MO Deferred Comp Plan is an important part of your employee benefits package and is designed to help you save a little money out of each paycheck to supplement your MOSERS defined benefit pension and Social Security income in retirement.

For example, the average 25-year employee will replace approximately 70% of their pre-retirement income with their defined benefit pension from MOSERS and Social Security benefits, leaving 30% of their pre-retirement income unfunded in retirement! For this reason, it is crucial to build personal savings to provide an additional source of retirement income. Saving with MO Deferred Comp can help reduce that retirement income gap.

- To replace 15% of income in retirement, you would need to save at least 6.5% or 1.5% with 0.5% annual automatic increases over 25 years.
- To replace 30%, you should save at least 13%.

All state of Missouri employees are immediately eligible to participate in the deferred comp plan. Full- or part-time employees hired on or after July 1, 2012 are automatically enrolled in deferred comp, unless opted out, at a 1% contribution (excluding university and previous temporary or seasonal non-benefit eligible employees). If you were newly hired on or after July 1, 2012 and left state employment on or after January 31, 2017, at rehire your contribution will be what was previously on file. Your contribution can be adjusted at any time and is made through automatic payroll deduction.

There are many advantages to saving for retirement with the MO Deferred Comp Plan, including:
- Lower income taxes
- Before-tax and after-tax (Roth) savings options
- Percentage-of-pay contributions
- Automatic-contribution-increase tools
- Free seminars and one-on-one consultations throughout the state
- Penalty-free access to savings at any age following separation from service

4 Assumes normal retirement and a single life annuity from MOSERS defined benefit pension plan. Social Security is an average estimate; replacement income will vary based on when you choose to receive Social Security benefits and its ability to pay 100% of scheduled benefits. For a more accurate Social Security calculation, visit www.ssa.gov.

5 Assumes 6% return and 1.5% average annual salary increases while employed and a 4% return, 2% inflation and 25 years in retirement. Annual contribution limits will apply.

Cafeteria Plan

Would you like to increase your spendable income?

If you are in the 25% tax bracket, you can save $25 or more in federal, state, and Social Security taxes for each $100 paid for such things as:
- State-sponsored medical, dental, and vision insurance premiums
- Out-of-pocket medical, dental, and vision expenses
- Child/adult dependent care expenses

You can also save taxes on work-related parking and/or mass transit expenses. You can sign up at any time for these benefits.

The state offers a cafeteria plan program in which you are automatically enrolled to have your medical, dental, and vision insurance premiums deducted from your paycheck before taxes. If you wish to save taxes on health care expenses or dependent care expenses, you have to enroll when you are first eligible or during the annual open enrollment period (Oct. 1 - Dec. 1).

Additional Benefits

Flexible Work Schedule

The state recognizes the need of many employees to work schedules other than traditional work hours. In an effort to accommodate these needs, employees may request a flexible work schedule.

Because of safety, security, customer service, and other concerns, not all agencies offer flexible work schedules. Check with your supervisor to determine whether alternative work schedules are available at your agency.

Strive Employee Life & Family (SELF) Program

Previously called the Employee Assistance Program (EAP), the SELF program can help you deal with life’s challenges, at no cost to you. State employees eligible for MCHCP medical coverage, conservation employees, and members of their household may use this program 24 hours a day, every day of the year. You can keep using the SELF program for 18 months following retirement and through the month after if you are laid off. Your household members can use the SELF program for six months after your death.

Workers’ Compensation

As a state employee, you may receive workers’ compensation for injuries and illnesses arising out of and in the course of your employment. Benefits can include: medical care, payment based on lost wages, and physical therapy.
Social Security

Your Social Security benefit provides you with disability benefits, supplemental income at retirement or survivor income for your family in the event of your death. Medicare is a government health insurance program for people age 65 or older (and some people younger than age 65 with certain medical conditions).

Medicare

Medicare helps with the cost of health care, but does not cover all medical expenses or the cost of long-term care. State retirees may wish to continue their state sponsored health care benefit or purchase a Medicare supplement policy. When eligible, you may sign up for Social Security and Medicare through your local Social Security office. Each pay period, you pay 7.65% of your earnings to Social Security and Medicare and the state matches your contribution to these federal programs.

Unemployment Compensation

Unemployment compensation coverage provides you with partial compensation in the event you are laid off or terminated from work for reasons other than misconduct.

Education Assistance

Some agencies offer reimbursement for tuition, fees, and materials to employees in permanent positions who either desire to continue their education or receive a request from their department to pursue continued education. Each department is responsible for approving requests on the basis of the courses being consistent with the department’s stated mission. Check with your supervisor to determine whether education assistance is available at your agency.

Paid Holidays

As an eligible state employee, by law, you receive 12 paid holidays each year. (Additional days may be granted by the Governor.)

Annual Leave

(May be different for college & university members - Check with HR)
The state’s annual leave policy provides eligible employees time off with pay. The amount of annual leave earned is based on your length of service.

Sick Leave

As an employee of the state, you may earn sick leave that can later be used when you are ill and cannot report to work. Sick leave for eligible state employees is accrued at the rate of 10 hours per month. This benefit provides you with income during periods of absence due to illness.

• Creditable Service at Retirement - If eligible, there are provisions through MOSERS that allow you to receive one month of creditable service for every 168 hours of unused sick leave. At the time you retire, your unused sick leave is converted to creditable service and is added to your total service. It will be used in calculating the amount of your benefit, but not your eligibility for a benefit.

Each administrator has its own contact information and website. For questions regarding a specific benefit, please contact that provider or your human resources (HR) representative.

Overview of Benefits

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<tr>
<th>Employee Classification</th>
<th>Retirement/Survivor Benefits</th>
<th>Term Life Insurance</th>
<th>Disability Insurance</th>
<th>Medical Insurance</th>
<th>Dental/Vision Insurance</th>
<th>Employee Assistance</th>
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<tr>
<td>General Employees</td>
<td>MOSERS</td>
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<td>MCHCP</td>
<td>Contact HR</td>
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<tr>
<td>College/University*</td>
<td>MOSERS</td>
<td>Contact your HR department for information about these benefits.</td>
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<tr>
<td>State Technical College of Missouri</td>
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<td>State Technical College of Missouri</td>
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* University of Missouri employees are not members of MOSERS. They receive benefits from the University of Missouri system.
Did you know your defined benefit pension is based on a formula? Your defined benefit pension plan provides you with a lifetime benefit. For general state employees* the formula is:

Final Average Pay \times \text{Multiplier} \times \text{Credited Service} = \text{Monthly Base Benefit}

- **FAP** is the average of your highest 36 full consecutive months of gross pay no matter where in your work history that may fall. Practically speaking, for most, it is during their last three years, but not always. (Note: If you become eligible for and elect the BackDROP** upon retirement, your FAP will be calculated using your MOSERS-covered work history prior to your BackDROP date.)

- **Credited Service** is the amount of time (in years & months) that you have worked in a MOSERS benefit-eligible position (added to any service credit that you may have purchased or transferred, if eligible).

**The multiplier for MSEP is 1.6\% (0.016); for MSEP 2000 & MSEP 2011, it is 1.7\% (0.017).**

**The amount a member is entitled to receive at retirement before reductions for early retirement or survivor options.**

*Legislators, statewide elected officials, and judges can find out more about their benefits online in their member handbook.

**BackDROP is available only to general state employees who are members of MSEP & MSEP 2000 and who work at least two years beyond normal retirement eligibility.
MOSERS Seminars
MSEP 2011 PreRetirement Registration is Open!

If you are within five years of retirement eligibility and an MSEP 2011* member, register now to attend an In-Person PreRetirement Seminar or an Online Webinar. Both sessions include information about MOSERS benefits, MO Deferred Comp options, health insurance offered by MCHCP, and Social Security benefits.

In-person MSEP 2011 PreRetirement Seminars

In-person MSEP 2011 seminars will be held at MOSERS, 907 Wildwood Dr., Jefferson City, from 8:30 a.m. until 2:30 p.m. A box lunch will be provided. You must register to attend.

Register Online! To view the schedule and register for a session, log in with your MOSERS Online ID. Make sure your email address on file is current. Enrollment confirmation and reminders will be sent to your MOSERS Document Express online mailbox. Log in to view and print a copy. (We will mail your confirmation and reminder if you do not have a valid email address on file with us or if you have specified that you prefer to receive your information by mail.)

Can I bring my spouse? Yes - your spouse or guest is welcome to attend with you, even if they are not a state employee, and must be registered as well.

If your guest is also a state employee within 5 years of retirement eligibility under MSEP 2011, they should register separately (as a member) to receive their own personalized benefit estimate.

If your spouse or guest was employed prior to January 1, 2011, they are a member of either MSEP or MSEP 2000 and should attend a PreRetirement Seminar specifically designed for those plans. The information presented in this seminar will only apply to MSEP 2011 members.

* Members first employed in a MOSERS benefit-eligible position on or after January 1, 2011

Online MSEP 2011 Webinars

The webinars are from 9:30 a.m. until 11:00 a.m. and will be followed by an open Q & A session until 11:15 a.m.

Register Online! To register, go to www.mosers.org/preretirement, select the MSEP 2011 button, scroll to online webinar and click the Register Now link. During the registration process, you must select the date you wish to attend and provide all other information requested.

What if I need to cancel my webinar registration? Follow the instructions at the bottom of your confirmation and/or reminder emails. Once cancelled, you may register for another webinar. If you need assistance, call MOSERS at (800) 827-1063, option 1, or send an email to webinars@mosers.org.

Attending a MSEP/MSEP 2000 PreRetirement Seminar?

A Reminder About Our Cancellation Policy:

Seminars are filling quickly! Once you register, we reserve a seat for you (and any registered guests) in the seminar and include them in the meal count for the day. If you (and/or your registered guest) are unable to attend, please contact MOSERS at (800) 827-1063 as soon as possible to cancel and/or reschedule. This will allow MOSERS to reduce waste (food and materials) by providing a more accurate headcount to the caterer, venue, etc., AND contact members who may be on a waiting list to attend.
At MOSERS, when we say, “We are Here for Your Benefit,” we are not only providing customer service for our working members, but also for our retired members. You may not be aware of some of the resources available for our retirees, so here are a few of the highlights:

| 1 | When your first benefit payment occurs: | Retirees and survivors are paid on the last working day of each month. The payment schedule for 2018 is available to view and print on our website. We encourage our retirees to sign up for secure direct deposit for faster transmittal of payments. |
| 2 | Why your Annual Benefit Statement is an important document: | Retirees receive their benefit statement on the anniversary of their retirement date (or BackDROP date, if applicable). We encourage you to check that your life insurance beneficiary information is current and this is where you will find the current year’s COLA amount. |
| 3 | When & how COLAs are determined: | MOSERS announces the annual cost-of-living adjustment (COLA) in mid-January each year. The COLA (0-5%) will be applied to your monthly benefit payment on the anniversary of your retirement date (or BackDROP date, if applicable). A history of COLAs and explanation of the calculation is on the COLA page on our website. |
| 4 | How to get Rumor Central email notifications: | Retirees can submit questions about MOSERS benefits to Rumor Central! We encourage you to search our archived posts to see if we’ve already answered your question before submitting. You can sign up for email notifications through your Member Homepage so you’ll know when we post a new question to the blog. |
| 5 | Coffee Breaks: | MOSERS offers FREE retiree Coffee Break seminars around the state each year, offering a new educational topic and networking opportunities with other retirees. Check the schedule online to see where we’re going each year. |
| 6 | When to contact MOSERS: | Please let us know if your marital status, name, email, phone number, or mailing address changes. You can make most changes online through your Member Homepage, or you may make an appointment to visit with a benefit counselor in our Jefferson City office by calling (800) 827-1063 and selecting option 1. |
| 7 | When MOSERS will contact you: | We will notify you if there is any change to your monthly benefit payment, such as a COLA being applied or change in tax withholding amounts. Be sure to log in to your Member Homepage and read the documents in your Document Express online mailbox when you receive an email notification. |
| 8 | How to keep up with the latest MOSERS news and information: | In addition to our website, you can follow us on Facebook, YouTube, and Twitter. We’ll also send you a RetireNews newsletter twice a year, and the winter issue always includes a Summary Annual Financial Report, an overview of our recent investment performance and financial information. |
| 9 | Survivor benefits: | If you elect the Joint & 50% Survivor Option or the Joint & 100% Survivor Option at retirement and your spouse precedes you in death, your benefit can revert (pop-up) to the Life Income Annuity amount. See the Survivor page on our website for instructions. |
| 10 | The value of your MOSERS defined benefit pension: | Your pension from MOSERS has the basic elements necessary to provide a sound income replacement (supplemented by your MO Deferred Comp retirement savings and your Social Security retirement benefit) and to help stimulate Missouri’s economy. The MOSERS pension benefits paid to state retirees provide a steady and significant stimulus to Missouri’s state and local economies. Nearly 90% of payments to state retirees remain in Missouri. |
Feedback from Members

Communications Preferences Survey Results

We recently sent a survey by email to a randomly chosen group of actively employed MOSERS members and a total of 1,434 responded. We appreciate the time and suggestions from those who responded and will use this feedback to continually improve our communications efforts. Below are highlights of the results. (If you wish, you can view the full Communications Preference Survey and all responses online.)

How important are your MOSERS retirement benefits to you?
(Defined benefit lifetime pension with potential lifetime survivor benefits)

- Very Important: 91%
- Somewhat Important: 8%
- Not Important: 0.5%
- I was not aware...: 0.4%

Are you familiar with the following communication tools used by MOSERS?

- Website: 75%
- Newsletters: 51%
- Rumor Central Blog: 26%
- Facebook: 13%
- YouTube/Video Library: 7%
- Twitter: 3%
- Not familiar with any...: 15%

How do you prefer to receive information from MOSERS?
(On a scale of 1 to 5; 5 being the stronger preference.)

- Individual Emails: 4.8
- Website: 3.9
- Newsletter Notifications: 3.8
- MOSERS Benefit Counselor: 3.7
- HR/Payroll Rep: 3.3
- Facebook/Twitter/Blog: 1.9

Rank your level of interest in the following.
(On a scale of 1 to 8; 8 being the most interesting.)

1. Retirement benefit details
2. General retirement planning
3. Legislation affecting my benefits
4. Resources to learn more about benefits
5. Other benefits provided through MOSERS
6. National news and trends related to retirement
7. Stories about MOSERS members
8. MOSERS Board of Trustees

We are constantly striving to improve how we communicate with members. So, we also asked for suggestions on how we can improve our communications. Below are highlights of the feedback we received and some information in response to some of the issues raised.

Newsletters

A few members weren’t aware of our PensionsPlus newsletter or were not receiving it the way that they preferred. If you are receiving a paper copy of your newsletter, you can switch to an electronic version and you will get an email notification with links to various articles.

On the other hand, if you believe you are more likely to read a hard copy, you can change from getting your newsletter via email notification to getting it delivered to your home via U.S. mail.

To change your preferences, simply log in to the MOSERS website, then, under Personal Information, click on Email Options. While you are logged in, verify or update both your mailing address and email address so you will be sure to receive your important benefit information now and in the future. (Or, give us a call and we will assist you in changing your communications preference.)

Also, if you weren’t aware of the Rumor Central blog, you can sign up for weekly email notifications while you are logged in to your Member Homepage. We receive many questions related to legislation, and we also have a legislative page on our website that has helpful links. After the session ends, we will have a summary of any bills related to MOSERS that passed.
MOSERS’ Stability & Security of Your Benefits
There were 10 comments (5%) expressing concern or frustration with MOSERS. Below is a sample.

Honesty, I think MOSERS does a wonderful job with its communication. There appears to be a lot of uncertainty with the stability of MOSERS this past year and people are perhaps a little uneasy about the future of their benefits. More information in regards to that would be appreciated and more transparency would go a long way.

Everyone here at [name of agency] is worried about MOSERS being broke and how it was covered up. It’s a daily discussion. I really need my MOSERS money for retirement.

In addition to the Rumor Central responses we posted on this topic, we also have an article from our Board of Trustees Chairwoman. The article says in part:

As Chairwoman of the MOSERS Board of Trustees and a member of the system, I want to let our members know about recent board activity that will ensure the system remains on a strong financial footing. In light of recent headlines in articles that reference MOSERS, I want to reassure you that your MOSERS benefit is secure.

Beginning in FY17, the Board adopted a funding policy to gradually lower MOSERS’ investment return assumption to more accurately reflect capital market expectations and to confirm its commitment to sound financial practices. While this movement in assumptions will result in higher annual employer contribution requirements in the short-term, it is the board’s expectation that these changes will strengthen MOSERS’ financial position and will ultimately enhance the retirement security of our members.

…MOSERS has a long-term plan in place to achieve a 100 percent funded ratio (assets to cover liabilities)…. MOSERS currently has $8 billion in assets with which to pay benefits. These assets work to keep your benefit secure. State employee pensions are an obligation of the state and MOSERS is well-positioned to continue paying the hard-earned retirement benefits of our members.

Shannon Owens
Chairwoman

see the full article at www.mosers.org

Member Homepage Access/Remembering Those Darn Passwords & Online Information
Of the 218 comments we received, 20 (9%) mentioned that they have difficulty with the Member Login process or inability to find information.

Easier to access – NEVER can remember access because too many requirements for sign on and passwords.

Make information available without using passwords and logins as they are difficult to remember.

We understand the frustration with passwords and logging in. It is a difficult balance between providing you with easy access while also ensuring the security of your personal information. Two of the ways we protect your information are:

1 You must have a valid email address already on file with MOSERS to set up your access and you must know it when you first set up your MOSERS Online ID.

2 Anytime you access your MOSERS Member Homepage, we will send you an email. That way, if you get a notice but you didn’t access your Member Homepage, you can let us know right away.

The good news is we are working on improving our public website to make information more user-friendly and, as a reminder, we have a Member Login Tutorial on our YouTube channel that shows you how to log in with your MOSERS Online ID and password. Once you log in, you can create a benefit estimate, update personal information, register for a PreRetirement Seminar, and even retire online, when you’re ready.

Positive Comments
Approximately 17% (36) of the comments were outright positive! We sincerely appreciate your kind words – thank you! Below are just a few.

I like getting the email updates at work that way if there is something I need to ask about I will give your office a call.

I think you are doing a wonderful job. I know how to find the information I need, if I have time and interest. Thank you!
**Which MOSERS Plan am I in?**

<table>
<thead>
<tr>
<th>If you first worked in a MOSERS benefit-eligible position...</th>
<th>you are a member of...</th>
</tr>
</thead>
<tbody>
<tr>
<td>prior to July 1, 2000 and are vested in MSEP,</td>
<td>MSEP. At retirement you will elect MSEP or MSEP 2000.</td>
</tr>
<tr>
<td>prior to July 1, 2000, but left employment before becoming vested and returned to work in a benefit-eligible position any time after July 1, 2000,</td>
<td>MSEP 2000.</td>
</tr>
<tr>
<td>on or after July 1, 2000 but prior to January 1, 2011,</td>
<td>MSEP 2000.</td>
</tr>
<tr>
<td>January 1, 2011 or later,</td>
<td>MSEP 2011.</td>
</tr>
</tbody>
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**Want to Save Time? RetireOnline**

See exactly how easy it is! Watch the Retire Online tutorial video in our video library that walks you through the process. Viewing this video, along with reading the Retirement Guide, will help you get an overview of the two-step process, forms, and deadlines.